

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **ALBERTO E. PASCUAL**, Filipino, of legal age, **President and CEO** of the **Philippine Guarantee Corporation (PHILGUARANTEE)**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The **Philippine Guarantee Corporation (PHILGUARANTEE)** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this (day) of (month), (year) in (city, province), Philippines.



ALBERTO E. PASCUAL
President & CEO
Philippine Guarantee Corporation



PHILGUARANTEE

Philippine Guarantee Corporation

JUL 24 2020

MAKATI CITY

SUBSCRIBED AND SWORN to before me this _____ of _____, 2020 in _____, Philippines, with affiant exhibiting to me his/her Driver's License No. NO6-73-009938 valid until 9/17/2023.

Doc. No. _____
Page No. _____
Book No. _____
Series of 2020

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NOTARY PUBLIC / ADMINISTERING OFFICER

RUBEN M. RAMIREZ
Notary Public
Until December 31, 2021
2086 E. Pasqua St., Makati City
IBP O.R No. 097071 / December 10, 2019
Roll No. 28947 / MCLE No. VI-0020246
PTR No. MKT 8117044/1-02-2020
Appointment No. M-158