

TO : ALL PARTNERS

THRU : LYNN T. PUNSALAN  
*General Manager*

FROM : PRENEL V. GARCIA  
*Asst. General Manager*

SUBJECT : RECOMMENDATION  
RE: RETENTION OF RENEWAL CLIENTS

DATE : 23 FEBRUARY 2018

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To establish fast yet efficient processing and approval of loan applications with the primary intention of retaining our renewal clients, below are the approved guidelines;

**FOR RENEWAL CLIENTS WITH MINIMUM CREDIT RATING OF "B3":**

Processing Requirements:

- Submission of bank statements is no longer required; instead, credit checking thru phone will be done.
- Submission of one (1) valid ID is required upon releasing of loan proceeds; for renewal accounts with the same set of signatories.
- Post ocular inspection of residence and business (es); inspection can be done prior booking of account.
- First time clients with outstanding balance (OB) of 30% and below can be considered as renewal account.

Collateral:

- Post inspection of unit collateral(s) for renewal accounts with same collateral (s); can be done prior booking of account.
- Loanable amount of 80% based on the existing price index will be given to car collateral (s) 7 years old and younger and 75% loanable amount based on appraisal value will be given to truck collateral (s) 7 years old and younger (based on date of 1<sup>st</sup> registration).

Interest Rate:

- Accounts having an "AA" credit rating will be given discount on fees such as; interest rates and/or mortgage fee.
- Accounts with credit rating of "A1 to B3" that are already enjoying prime rate will be given the benefit of retaining the prime rate and/or discount on mortgage fee.

**NOTE:** Delay(s) were incurred under the credit rating "A1 to B3"; as per our existing policy, "accounts that are already enjoying prime rates but incurred delay (s) in payment will be given standard rates on their renewal".

*[Signature]* 2/23/18

*[Signature]* 2/23/18

**HEREUNDER IS THE LIST OF "D3" CLIENTS OF FTC THAT WERE ACCOMODATED BY ENCORE:**

Account Name	CREDIT RATING AT FTC	CREDIT RATING AT ENCORE
CASTRO, JOCELYN APOLINAR	D3	D2
OCAMPO, RANDY JULIAN	D3	D3
PALLANAN, JENNIFER GALERIO	D3	D3

In view of the above list, I strongly recommend that the process below will be used in managing **renewal clients** with credit rating of "C1" to "D3";

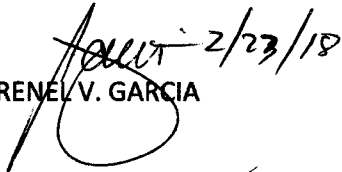
- Rejection is not automatic.
- Thorough analysis of ledger will be done by Sales Department.
- Can be considered/recommended for processing.
- Can be accommodated by way of increasing the interest rates and/or lowering the loanable amount.
- Our existing procedure in processing loan applications for renewal accounts will be applied.

**Note: NFIS checking and credit fishing will still be observed.**

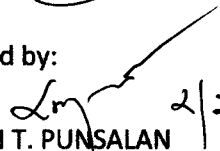
All policies not consistent with this recommendation are deemed rescinded.

Implementation will commence upon approval.

**Date approved: February 22, 2018.**

 2/23/18  
PRENEL V. GARCIA

Noted by:

 2/23/18  
LYNN T. PUNSALAN

*General Manager*