

<b>CHRISTIAN MOTORS</b>		<b>CHRISTIAN GENERAL MOTORS, INC.</b> KM. 112 Maharlika Highway, Cabanatuan City Philippines 3100 Tel. No. (044) 600-5886
Ref. No.: 2023-12-001		Date: 01 DECEMBER 2023
FOR	: ALL PARTNERS	
FROM	: OPERATIONS AND FINANCE DEPARTMENT	
SUBJECT	: POLICY ON SENDING OF COLLECTION LETTERS	

**POLICY:**

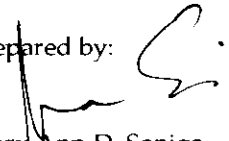
- The Head of Accounting will produce the Past Due Aging Report on the first working day of each month and submit to the CI & Collection Head.
- The Collection letter is prepared from the 3rd to 5th working days of each month
- On the 6th working day of the month, the CI & Collection Head and/or Legal Counsel will affix their signatures to the collection letter.
- The dispatch of collection letters occurs on the 7th working day of each month
- All collection letter shall be personally delivered or pouched to client from 8<sup>th</sup> working day to 15<sup>th</sup> working day of the month.

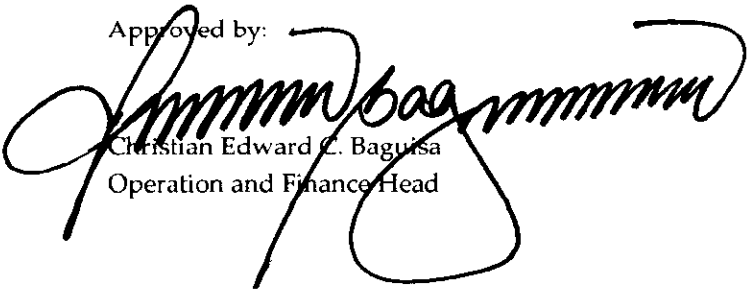
**PROCEDURE:**

- The Accounting Head will e-mail the Past Due Aging Report every 1<sup>st</sup> working day of the month to the CI and Collection Head and copy furnish the Operations and Finance Head
- The In-house Collection Assistant will prepare the collection letter addressed to client and co-maker based on the following:

Number of Days Past Due	Type of Collection Letter
1 to 30	Reminder Letter
31 to 60	Demand Letter
61 to 90	Final Demand Letter
Over 90	Attorneys Letter

- The CI & Collection Head will sign the collection letters for the Reminder letter, Demand letter and Final Demand Letter while the Attorney's Letter will be signed by the legal counsel.
- The In-house Collection Assistant will transmit the collection letter to the assigned field collection partners according to the categorization of past-due buckets.
- The Field Collection Partners are responsible for hand-delivering the collection letters directly to the client and co-maker. In the event of a refusal to accept the collection letter, the Field Collection Assistant will use a GPS map camera to capture a selfie picture as documentation. The collection assistant will make a notation on the collection letter regarding the refusal, print their name and signature, and specify the time and date.
- Upon the rejection of collection letters, they will be dispatched via pouch to both the client and co-maker's residential and business addresses using LBC or J&T, subsequent to the departure from the client's premises.
- The field collection partner will forward the received and pouched collection letter to In-house collection assistant for filing.

Prepared by:  12/01/2023  
Mary Ann D. Soniga  
CI & Collection Head

Approved by:   
Christian Edward C. Baguisa  
Operation and Finance Head