

## The ASEAN Social Security Association (ASSA) Recognition Awards 2023

### Nomination Writeup

<b>CATEGORY</b>	:	<b>Financial Literacy Recognition Award</b> Organisations that have introduced and provide advisory services on financial literacy and retirement planning to address issues on adequacy of members' savings for retirement.
<b>ORGANISATION</b>	:	<b>Pag-IBIG Fund (Home Development Mutual Fund)</b>
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<b>NAME OF PROJECT</b>	:	<b>THE LINGKOD PAG-IBIG ON WHEELS (LPOW)</b>
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	<p>Pag-IBIG Fund - the government agency tasked to facilitate savings of Filipino workers and use these funds to finance their housing needs, is home to more than <b>100,000 members from the Other Working Groups sector</b>. This is comprised mostly of public utility vehicle drivers, market vendors, retail store owners, household service workers, farmers, fisherfolks, and online sellers and resellers.</p> <p>The agency aims to find a way to extend their service reach among these sectors, enabling them to access essential social benefits and make informed financial decisions. Guided by this mission, Pag-IBIG Fund launched the Lingkod Pag-IBIG on Wheels (LPOW), which serves as a mobile branch where Pag-IBIG members can easily and conveniently access Pag-IBIG programs and services.</p> <p>As of 2022, the <i>Listahan 3</i> survey of the Department of Social Welfare and Development (DSWD) showed that over 5.6 million Filipino families live in poverty. This means that at least 30 million Filipinos are considered poor out of 111 million total Philippine population. As a government financial institution, Pag-IBIG Fund aims to empower them to recover and start anew by promoting savings through the LPOW. Ensuring that they are well-informed of the benefits of saving with Pag-IBIG Fund and providing them with an accessible means to take that step is the Fund's way to <b>promote financial inclusivity and literacy</b>. And with them availing of the agency's Housing Loan, Multi-Purpose Loan, and other programs as part of their membership with the Fund, this population contributes to <b>spurring economic activity</b>, which brings a ripple effect to improving the country's overall economic growth.</p> <p>In times of calamities, Pag-IBIG Fund deploys LPOW vehicles to the affected areas to bring its services to its members – such as the Short-Term Loans and Housing Loan Insurance Claims – and help them recover by providing the means to address their immediate financial needs.</p>

	<p>In July 2022, after a locality (Abra, Philippines) was hit by a 7.0 magnitude earthquake causing major damages to homes, roads, and other infrastructure, Pag-IBIG Fund was quick to respond and ensured that LPOW vehicles were available to assist the affected members with their immediate financial needs.</p> <p>These initiatives of Pag-IBIG Fund align with its mission of helping members recover in times when they need it most, and improving the quality of life for them and their families. By encouraging more members, particularly those in remote areas, to embrace saving and utilize the Fund's benefits and programs, Pag-IBIG Fund ensures that every Filipino worker gain equal opportunities to better their living standards. The LPOW further serves as a step for the workers to achieve financial security, and thereby <b>promotes inclusive economic growth</b> across the country.</p> <p><u>The Objectives</u></p> <p>The main objectives of the LPOW are to: (a) promote financial inclusivity and literacy; (b) spur economic activity; and (c) promote inclusive growth by gaining a 10% increase in Pag-IBIG membership from the underserved sectors, a 10% increase in savings collected, and presence in calamity-stricken areas.</p> <p>Through the LPOW vehicles, Pag-IBIG Fund promotes the value of savings. Its Regular Savings Program allows members to save as low as PHP 100.00 (\$1.76) per month or PHP 3.00 (\$0.053) per day, providing opportunities even to the members from the low-income brackets to save for their future. And with their membership savings, they can access the Fund's programs and services to help them finance their medical expenses, education-related expenses and other immediate needs.</p> <p>The LPOW also allows them to inquire about other Pag-IBIG services available to them, such as the Fund's Housing Loan Program. With the right and accurate information on the program and the process, their applications via branch or online become easier as they are more prepared to comply with the requirements when they do their transactions. Apart from empowering them to achieve a better quality of life, all these translate to consumption that boosts economic activity in various industries, creating ripple effects on the country's overall economic growth.</p> <p>Through this innovation in service delivery, Pag-IBIG Fund promotes to more Filipino workers the value of savings, and provides them opportunities for affordable home financing, which aids them as they pursue a better quality of life for them and their families. The increase in the number of members availing Pag-IBIG Fund's services through the LPOW vehicles reflects their positive reception of this initiative and its reliability.</p>
<b>WHY IT SHOULD BE</b>	: The Lingkod Pag-IBIG on Wheels (LPOW) was initially launched in 2020. In an effort to expand its service reach to more Filipino workers in far-flung areas, Pag-IBIG Fund relaunched its mobile branch in 2022, the Lingkod

<p><b>RECOGNISE D</b></p>	<p>Pag-IBIG on Wheels (LPOW). It now has bigger and updated features to assist and inform more members and non-members of the many Pag-IBIG services and benefits. Each of the LPOW vehicles is optimized to also function as an emergency vehicle during calamities which enables the Fund to quickly respond to calamities by (1) bringing relief goods and emergency supplies to the communities, and (2) allow members to conveniently apply for a Pag-IBIG Calamity Loan and file insurance claims for their immediate needs.</p> <p><u>Advancing Financial Inclusivity and Literacy</u></p> <p>In 2022, Pag-IBIG Fund recorded 112,862 members from the OWG sector, a 28% increase from the 88,042 members in 2021. During this period, the LPOW vehicles were deployed for 450 days in the National Capital Region (NCR), Luzon, Visayas, and Mindanao, and assisted 57,533 members with a recorded total of 90,271 transactions.</p> <p>By June 2023, the LPOW was already deployed for 628 days nationwide, which assisted 77,095 members and facilitated 118,763 transactions. As the LPOW continues to bring Pag-IBIG services closer to the underserved communities, more Filipino workers are informed of the benefits of saving for their future. In fact, the Members' Savings (MS) collections from the OWG sector was recorded at PHP 1.78 billion (\$31.32 million) in 2022, a 40% increase from the PHP 1.27 billion (\$22.35 million) recorded in 2021. For this year's first semester, Members' Savings (MS) collections from the OWG sector tallied at PHP 1.04 billion (\$18.30 million), marking a 22% increase from the same period last year. This growth shows that even the low-income earners and minimum-wage earners are mindful of saving given the right opportunities. And that through their Pag-IBIG savings, they have access to the various Pag-IBIG benefits and programs ranging from cash loans to housing loans.</p> <p><u>Providing access to Benefits</u></p> <p>The LPOW immediately responded to the members' needs by being present to serve them during the Philippines' North Luzon earthquakes in July 2022 and Typhoon Nalgae (Paeng) in November 2022. In coordination with the Local Government Units (LGUs), LPOWs were also deployed in several areas in the Ilocos Region, Cagayan Valley, the Cordillera Administrative Region (CAR), Cavite, Aklan, Capiz, Cotabato, and Maguindanao as part of the agency's relief efforts to mitigate the impact of the calamities on the members.</p> <p>Through these LPOW efforts, Pag-IBIG Fund reached yet another milestone, as it recorded a total of PHP 53.76 billion (\$946 million) Pag-IBIG Short-Term Loan (STL) releases in 2022. The Pag-IBIG STL is comprised of the Pag-IBIG Multi-Purpose Loan and Pag-IBIG Calamity Loan which the members can avail for their immediate financial needs. Of the total, OWG members recorded the following:</p>
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Program	2022	vs	2021	Percentage
<b>Multi-Purpose Loan</b> (availment)	PHP 603.66 million (\$10.62 million)		PHP 290.66 million (\$5.12 million)	108%
<b>Calamity Loan</b> (availment)	PHP 20.71 million (\$364.49K)		PHP 12.38 million (\$217.88K)	67%

As of June 2023, Pag-IBIG Fund recorded a total of PHP 26.88 billion (\$473.08 million) in STL. From this amount, PHP 203.38 million (\$3.58 million) was used to help OWG through their Multi-Purpose Loans and PHP 7.58 million (\$133.40K) for their Calamity Loans.

Promoting Affordable Homes

Pag-IBIG Fund has always strived to provide the Filipino workers the means to have their own homes through its Housing Loan programs. Part of its efforts to promote inclusive growth among members from the low-income bracket is to enable them to acquire new homes at an affordable rate.

Through the LPOW deployments, the underserved sectors and areas gain more information on the availability of the Pag-IBIG Affordable Housing Program, and how it can help them realize their dreams of homeownership. In 2022, Pag-IBIG Fund helped finance 18,657 homes for low-income and minimum-wage earners and represents 18% of the 105,212 homes financed by the agency. And from January to June 2023, 13% of the total housing units financed through Pag-IBIG Fund's housing loans were socialized housing units, with an aggregate amount of PHP 2.42 billion (\$42.59 million).

The LPOW allowed members to inquire more about the housing programs of the Fund and made it easier for them to prepare and submit their applications along with their requirements when ready. Since its relaunch, the LPOW has been essential in the Fund's mission to promote inclusive economic growth among members who have little to no access to a Pag-IBIG office, and it has become the vehicle of information that guides the Filipino workers in fulfilling their dreams of a secured future.

From a single and ordinary multi-purpose vehicle deployed across the country, three (3) new LPOW units were deployed with bigger and updated features, custom-made to cater to the members' needs in different locations. Today, LPOW vehicles are available in each region in the country - NCR, Luzon, Visayas, and Mindanao – allowing Pag-IBIG Fund to (1) mobilize resources to better promote Pag-IBIG services and, (2) quickly respond in times of calamities.

Designed for fast deployment and easier mobile operations, each LPOW vehicle has a capacity of seven (7) persons, allowing more Lingkod Pag-

	<p>IBIG to assist and serve more members when they go to barangays and local communities.</p> <p>Inside the vehicle are folding tables and chairs readily available to employees and the transacting public. It showcases awning windows to provide wide-open views and proper ventilation. It also has retractable canopies to shield them from both heat and rain. Other features of the LPOW vehicle are the LED TV used to promote Pag-IBIG Fund programs and a GPS to track the vehicle's location. And in cases of power interruption, it carries a portable generator set as backup electrical power to ensure continuous operations. Each LPOW vehicle also has a satellite phone to sustain communications, especially during calamities.</p> <p>The said features enable the LPOW vehicle to fulfill its four main functions:</p> <ol style="list-style-type: none"> <li>1. Serve as a mini branch to process members' applications</li> <li>2. Promote various programs of the Fund</li> <li>3. Serve as a vehicle to transport and distribute relief goods, if needed</li> <li>4. Serve as a vehicle for emergencies and as a mobile clinic, in times of need</li> </ol>
<b>SUMMARY OF THE PROJECT</b>	<p>: To bring its services closer to the underserved members in far-flung areas, Pag-IBIG Fund designed a vehicle to serve as a mobile branch, the Lingkod Pag-IBIG on Wheels (LPOW). This is part of the agency's efforts to promote inclusive economic growth to all Pag-IBIG members by ensuring all Pag-IBIG services and benefits are accessible to them.</p> <p>As Pag-IBIG Fund continues its pursuit to innovate and adapt to the demands and needs of the members, three (3) new LPOWs were launched in April 2022 with upgraded service features.</p> <p>On its day-to-day operations, the LPOW is used to bring Pag-IBIG Fund's services and programs, accept membership registration, inquiries, and receive loan applications to members. In times of crisis, the LPOW is deployed in areas shortly after calamities as a quick response vehicle to transport and distribute relief goods, and to enable members to quickly apply for calamity loans for their immediate needs, and housing loan insurance claims for their damaged homes which are mortgaged under Pag-IBIG Fund.</p> <p>The Lingkod Pag-IBIG on Wheels promotes financial inclusivity and literacy to communities as it brings the value of savings, stimulates economic activity by enabling access to funds in the form of loans, and promotes inclusive growth by bringing access to housing finance in underserved sectors and areas.</p>