

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	CHARACTER OF THE CUSTOMER	Ref. No. 2015-11-009
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	
TO :	BRANCH MANAGER, CREDIT SUPERVISOR, ACCOUNT COUNSELOR	November 8, 2015

### OBJECTIVE

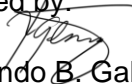
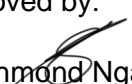
1. To guide the field personnel in establishing the character of the applicant during credit investigation proceeding.
2. To ensure the willingness of the applicant to pay for his monthly dues.

### POLICY

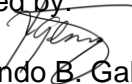
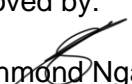
1. The AC must conduct neighborhood checking before going to the borrower's residence.
2. The information must collaborate by two or more informants to establish the character of the borrower.

### PROCEDURES

1. Conduct neighborhood checking to establish the applicant's "willingness to pay"; one who possesses good character will always endeavor to meet his obligation.
2. Check previous or present records of applicant credit transactions (e.g. Bank Loans). This can be verified by checking any of the following:
  - 2.1. The Official Receipts are "with rebates" or PPD;
  - 2.2. Latest Official Receipts versus previous receipts;
  - 2.3. Consistency in his/her manner of payment by checking the dates of payment;
  - 2.4. Release of Chattel Mortgage or ownership by the creditor; and
  - 2.5. Actual verification with concerned creditor.
3. Conduct confirmation to check bad habits or reluctance of the applicant to be discharged from their obligations.
  - 3.1. Conduct neighborhood checking to verify bad paying record of the applicant;

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- 3.2. Check court record for cases with decision or filed such as estafa, or any cases for the applicant failure to pay his/her debts or obligation.
- 3.3. Conduct interview during neighborhood checking to uncover any adverse feedback on the applicant, such as;
  - 3.3.1. With paramour or with illicit affair or adulterous relationship;
  - 3.3.2. Extravagant or living beyond his/her means;
  - 3.3.3. Drunkard;
  - 3.3.4. Gambler;
  - 3.3.5. Notorious or violent type, bully or a trouble maker in the area;
  - 3.3.6. Influence peddler; one who uses his political connections;
  - 3.3.7. Military or police authority; known to be harassing his creditor;
  - 3.3.8. A drug user or dependant; and
  - 3.3.9. Anything that will blemish the character of the applicant and classified him/her to be "Questionable".
- 3.4. Handle information carefully and discreetly which is derogatory in nature so as not to put branch personnel in precarious or dangerous situation.
4. Check with other creditors of the applicant to determine;
  - 4.1. With adverse finding or record in credit associations or other financing companies or dealers in the area.
  - 4.2. Over extended Loan.
  - 4.3. With record of unpaid or delinquent accounts, past or present creditors or has poor credit handling.
7. Indicate the results of confirmation of the reputation of the applicant in "Part VI – NEIGHBORHOOD CONFIRMATION" portion of the CIR.

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