

MITSUKOSHI MOTORS PHILS., INC.		
POLICY		
POLICY TITLE :	FINAL MANEUVER	Ref. No. 2015-12-003
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	
TO :	REGIONAL MANAGER, AREA MANAGER, BRANCH MANAGER, CREDIT SUPERVISOR, ACCOUNT COUNSELOR	December 1, 2015

OBJECTIVE

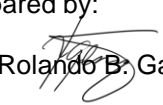
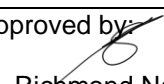
1. To assess extend of deficiency of the branch performance against collection target.
2. To prioritize accounts to be followed up to recover deficiency in the collection performance of the branch during the final stretch of the month to catch up deficiency on the collection target.
3. To evaluate interim level of performance of the branch and to take necessary actions to ensure attainment of the collection target.

POLICY

1. Every branch field personnel are required to fill out Final Maneuver Form to be used in his collection activities on the 26TH to month end to attain his collection target.
2. The branch field personnel must track down his performance in the final maneuver period on a daily basis.
3. It is the responsibility of the Branch Manager (BM) to review the accuracy and reliability of the Final Maneuver and must be reviewed daily to establish percentage of accomplishment on the overall branch target.
4. The BM must ensure that all his/her field personnel with assigned accounts have submitted the duly accomplished Final Maneuver Form before the end of the working hour on the 25th of the month.

PROCEDURES

1. Field Personnel (Account Counselor and Credit Supervisor)
 - 1.1. Determine cumulative collections from start to 25th of the month and compare amount to collection target. This must be done in the afternoon of the 25th of the month after field collections.
 - 1.2. Compute the deficiency between actual cumulative collections and collection target.
 - 1.3. Accomplish Final Maneuver Form which divides the accounts into three-(3) groups.

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1.3.1. List down delinquent customers by classification, High, Medium and Rock Bottom, these accounts must have promised to pay date (PTP) or follow-up date (FUD) between the 25th up to end of the month.

1.3.1.1. High- Those account that are sure to pay or high possibility of collections.

1.3.1.2. Medium- Those account with arrears that can be convinced to pay.

1.3.1.3. Rock Bottom- Those account that will not pay. It is important to identify Rock Bottom accounts so that the AC can spend or focus his time on those accounts that can pay in order to attain his quota.

1.4. Submit duly accomplished Final Maneuver Form to Branch Manager for review and evaluation.

2. Branch Manager

2.1. Receive the duly accomplished Final Maneuver Form from the field personnel and review data therein.

2.2. Consolidate Final Maneuver – Per field personnel to branch Final Maneuver Form to determine any discrepancy of final maneuver amount against branch collections target.

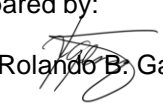
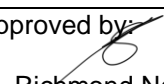
2.3. Discuss consolidated amount in the branch Final Maneuver Form with all the field personnel and recommend way in attaining their collection target.

2.4. If the total amount in the branch Final Maneuver Form results to deficiency in the collection target, re-evaluate the Final Maneuver Form per field personnel for any adjustment to obtain the needed amount.

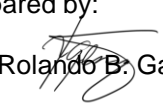
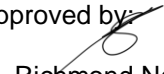
2.5. Review daily accomplishment in the final maneuver, and adjust Final Maneuver Form per field personnel if necessary to calibrate deficiency and target customers to be visited to ensure attainment of goal.

3. Form Explanation- Final Maneuver Form

Particular	Description
3.1. Branch	: Name of the branch where the field personnel was assigned.
3.2. Dealer	: Name of dealer where the branch was grouped.
3.3. Month	: Specific month covered by the form.
3.4. Account Name	: Complete name of the customer.

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- 3.5. Amount
 - 3.5.1. MI : Monthly installment per financing contract.
 - 3.5.2. Due : Total amount due and payable from the customer, current and overdue.
- 3.6. Total : Summation of the total customers' monthly installment amount due.
- 3.7. Total Due : Total due and collectibles for the month.
- 3.8. Expected Collex : Target due or expected collections for the month.
- 3.9. Expected % : Ratio in percent of expected collection (item # 8) to total due (item # 7).
- 3.10. As of 25th
 - 3.10.1. Amount : Actual cumulative collections at the end of the 25th of the month (refer to DCM).
 - 3.10.2. % : Ratio in percent of the actual cumulative collections against total due.
- 3.11. Variance
 - 3.11.1. Amount : The difference in amount of actual collection cumulative as of the 25th of the month against Target Due.
 - 3.11.2. % : Ratio in percent of the variance (item # 12.a) over Target Due.
- 3.12. Daily
 - 3.12.1. Amount : Target collections for the 25th to the end of the month over the remaining number of days.
 - 3.12.2. % : Adjusted daily target (Item # 13.a) over Target Due for the month.
- 3.13. Number of A/C : Total number of active accounts assigned to the field personnel.
- 3.14. Expected PA : Expected total paying customer for the month (refer to Daily Collection Monitoring).
- 3.15. Expected % : Ratio in percent of the expected PA against total number of accounts assigned to the field personnel (item # 14).

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3.16. As of 25th

3.16.1. Number : Number of Paying Account at the end of the 25th of the month.

3.16.2. % : Ratio in percent of number of paying account at the end of the 25th of the month (item 17.a) against expected PA.

3.17. Variance

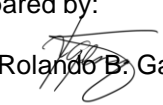
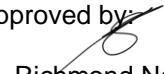
3.17.1. Number : The difference between expected PA and number of paying account at the end of the 25th of the month.

3.17.2. % : Ratio in percent of the difference in number (item 18.a) over expected PA.

3.18. Daily

3.18.1. Number : Ratio in percent of variance express in number divided by the remaining number of days.

3.18.2. % : Adjusted PA per day over expected PA for the month.

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FINAL MANEUVER

Branch _____

Dealer _____

Month _____

No.	HIGH (100%)		MEDIUM (50%)		ROCK BOTTOM (0%)	
	Account Name	MI Amount	Account Name	MI Amount	Account Name	MI Amount
1.						
2.						
3.						
4.						
5.						
6.						
7.						
8.						
9.						
10.						
11.						
12.						
13.						
14.						
15.						
16.						
17.						
18.						
20.						
22.						
23.						
24.						
25.						
	TOTAL					

Total Due	_____	As of 25 th		Variance		Daily		Number of A/C Expected PA Expected %	_____	As of 25 th		Variance		Daily	
Expected Collex	_____	Amount	%	Amount	%	Amount	%		_____	Number	%	Number	%	Number	%
Expected %	_____								_____						



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