

MITSUKOSHI MOTORS PHILS., INC.		
POLICY		
MEMO TITLE :	ZERO 2015 NO SINGLE PAYMENT (NSP) ACCOUNTS and 100% FIRST MONTHLY INSTALLMENT (FMI)	REF. NO.2016-02-005
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	
TO :	ALL BRANCHES	
DATE :	FEBRUARY 11, 2016	

OBJECTIVE:

1. To prevent continuous deterioration of the branch financed receivables and to reduce their delinquent accounts specifically on their releases for year 2015.
2. To ensure that problematic accounts are resolve within reasonable time and concerns are acted with dispatch on receivable portfolio with HIGH RISK.

POLICIES & PROCEDURES:

1. The branch are hereby instructed to step-up on handling and dealing with their 2015 releases with No Single Payment (NSP) by February 29, 2016 either through **COLLECTION** or **REPOSSESSION** of the financed motorcycle unit.
 - 1.1. It is encourage that branch must **PROMPTLY** collect from their customers and they must be **PERSISTENT** in demanding their payment on their financial obligation.
 - 1.2. If repossession was made, the pulled-out motorcycle units must be disposed either through Assumption of Account or Regular Sales not later than February 29, 2016. However, in case the repossessions were made on the last week of February 2016, it must be disposed not later than March 5, 2016.
2. All First Monthly Installment (FMI) releases from January 2016 to present must be maintained at **ONE HUNDRED (100%) PERCENT LEVEL** and action must be promptly made for non-paying accounts not later than 10 days from the first due date.
3. STRICT COMPLIANCE is hereby required and failure to adhere on this instruction will be dealt accordingly.

For strict compliance,

Conforme
RICHMOND NGAN
 EXECUTIVE OFFICER

