



MITSUKOSHI MOTORS PHILS., INC.		
POLICY AND PROCEDURES		
POLICY TITLE :	TRANSFER OF ACCOUNT OR RESIDENCE	Ref. No. 2015-10-023
DEPARTMENT :	OPERATIONS SUPPORT DEPARTMENT	
TO :	ALL BRANCHES/ AREA MANAGERS/ REGIONAL MANAGER	October 1, 2015

## OBJECTIVE

1. To establish accountability on customer who had transfer residence outside the branch's credit territory.
2. To minimize if not totally eliminate losses on customer who have transferred his/her place of abode to another branch.
3. To guide the branches in the procedures, recording and documentation of a transferred account.

## POLICY

1. It is the responsibility of the customer to inform the branch of his/her plan to transfer residence through personal advice or letter indicating the reason for transfer, complete address and contact persons in the place where he/she plan to transfer.
2. It is the responsibility of the branch to reflect this information given by the customer to the branch records and Branch Monitoring System.
3. A customer who has transferred residence from one Credit Collection Territory (CCT) to an area outside any existing CCT or outside territorial limit, shall be immediately become subject for repossession, unless he/she remains to be an office payer or has been accepted by the receiving branch covering the territory.
  - 3.1. The customer after entering into financing contract with the Company sometimes has to transfer residence to another area within a CCT of another branch and worse to another area outside territorial limit not covered by any existing CCT of other branches.
4. An AC must continuously and closely monitor the whereabouts of all the accounts under his responsibility. He must be observance of the present of "Red Flags", such as but not limited to changes in financial status and presence of family problems of the customer, transfer of financed unit, etc.
5. It is the responsibility of field personnel who discovered the transfer of unit or transfer of customer's address to report such transfer to his BM through the Change of Customer's Address Form.
6. Failure to report an account that already moved residence to another CCT and failure to act with dispatch on the reported or requested transfer of account within a month from such transfer of residence and report or request, is a grave violation of the Company's Code of Discipline and will be subjected to appropriate disciplinary action.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective  October 1, 2015	Page 1 of 7
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## PROCEDURES

### 1. Field Personnel

- 1.1. Upon discovery of the transfer of address or transfer of financed motorcycle unit to another location, prepare Change of Customer Address Report to the Branch Manager (BM). The report must be prepared in two (2) copies;

Original : Branch Copy (Customer's File)  
Duplicate : AC copy

- 1.2. Forward duly filled out Change of Customer Address Report to the BM for review.

### 2. Branch Manager

- 2.1. Receive the report from the field personnel and review information therein. Conduct actual verification if necessary.

- 2.2. If everything is in order, forward letter of assistance to the other branch where the customer had moved his/her residence.

2.2.1. Whether the new address was traced or not, transferor branch must response within a month to the transferee branch.

2.2.2. If the new address of the customer was confirmed, prepared two (2) copies of Change of Address, distributed as follows;

Original - Transferee branch  
Duplicate - File copy

- 2.3. If the account of relocated customer has to be officially transferred, instruct branch cashier to prepare Turn-Over Slip (TOS).

Original : Accounting Copy  
Duplicate : Transferee Branch  
Triplicate : File

- 2.4. Forward TOS, Accounting and Transferee Copies, to Cashier for transmittal to Transferee Branch.

### 3. Cashier



- 3.4. Receive TOS and pull out precautionary papers and financing documents in the Customer's Loan Folder of the concerned customer.

#### 3.4.1. Precautionary Papers



- 3.4.1.1. Sales Invoice
- 3.4.1.2. Delivery Receipt
- 3.4.1.3. Credit Application Form
- 3.4.1.4. Credit Report and supporting documents
- 3.4.1.5. Customer's picture
- 3.4.1.6. Unit Verification (First Encounter with Customer)
- 3.4.1.7. Photo Copy of Certificate of Registration
- 3.4.1.8. Original copy of Official Receipt
- 3.4.1.9. Duplicate copy of CTPL Insurance Policy

#### 3.4.2. Financing Contract

- 3.4.2.1. Chatter Mortgage, with the following;
  - 3.4.1.1.1. Affidavit of Good Faith



Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective  October 1, 2015	Page 2 of 7
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- 3.4.1.1.2. Certification of Oath and Acknowledgement
      - 3.4.1.1.3. Promissory Note
    - 3.4.2.2. Disclosure Statement
  - 3.4.3. Pre-Signed Documents
    - 3.4.3.1. Voluntary Surrender of Unit
    - 3.4.3.2. Deed of Absolute Sale
    - 3.4.3.3. Dacion En Pago
    - 3.4.3.4. Co-Maker Report
  - 3.4.4. Others
    - 3.4.4.1. Customer Ledger Card (CLC)/Abstract Of Payments
    - 3.4.4.2. Customer's Field Card (CFC)
    - 3.4.4.3. Demand letters and Returned Cards if any
    - 3.4.4.4. Unfulfilled copy of Customer's Payment Arrangement, if any
    - 3.4.4.5. Motorcycle unit's duplicate key
  - 3.4.5. Retain a copy or photocopy of precautionary papers and financing documents in the Customer's Folder for future reference.
- 3.5. Prepare Transmittal Report in three (3) copies.
- Original : Receiver  
 Green : Branch Copy  
 Pink : Booklet Copy
- 3.6. File the branch copy of the TR in the Customer's File together with TOS and copy or photocopy of precautionary papers and financing documents.
- 3.7. In case of non-acceptance, the BM of the transferee branch must issue letter of explanation why he has turned down the transfer.
- 3.2.1. However, the non-acceptance of the transfer cannot be a reason in giving collection assistance to the transferor branch to avoid the account hanging in limbo.
- 3.2.2. In case of conflict on the acceptance of the transferred account, the transferor branch must submit memorandum, together with the reply of the transferee branch to AM, RM or Operations Support Department for final decision.
4. Transferee Branch
- 4.1. Receive TOS, Accounting and Transferee Copies, with the precautionary papers and financing documents from Transferor Branch.
- 4.2. Sign in the "Received by" porting in the TOS and forward Original copy to Accounting Department to affect the transfer of account.
3. Accounting Department
- 3.7. Receive Original Copy of Turn-Over Slip from Transferee Branch.
- 3.8. Affect the transfer of the customer's account from Transferor Branch to Transferee Branch in the Branch Monitoring System (BMS).

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective  October 1, 2015	Page 3 of 7
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**FORM EXPLANATION- TURN-OVER SLIP**



Particulars	Explanations
1. Dealer	: Name of dealer where the AC was assigned.
2. Branch	: Name of branch where the AC was assigned.
3. Date	: Date the slip was prepared or the turn-over was made.
4. Customer	: Complete name of Customers to be transferred to be turned-over.
5. A/C No.	: Assigned account or control number of the customer.
6. Due Date	: First due date of the customer's account subject for turn-over.
7. Outs. Balance	: Outstanding balance of the installment receivable due to the customer.
8. OD Amount	: Amount overdue on the account upon transfer or turn-over.
9. Customer Signature	: Signature of the customer confirming the outstanding balance due to him/her.
10. Remarks	: Any pertinent information about the customer that may be useful in the field follow-up and collection of the new AC handling the account.
11. Turn-Over by	: Name and signature of AC transferring the accounts.
12. ID No.	: Assigned ID number of the AC transferring the accounts.
13. Received by	: Name and signature of AC receiving the transferred accounts.
14. ID No.	: Assigned ID number of the AC receiving the transferred accounts.
15. Noted by (BM/OIC)	: Name and signature of BM/OIC concerned who checked and validated the turn-over.
16. ID No.	: Assigned ID number of the BM/OIC.
17. Approved by	: Name and signature of Area Manager concerned.
18. ID No.	: Assigned ID number of the Area Manager.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective  October 1, 2015	Page 4 of 7
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## FORM EXPLANATION- CHANGE OF CUSTOMER ADDRESS

Particular	Description
1. Dealer	: Name of dealer where the branch was grouped.
2. Branch	: Name of the branch handling the account.
3. Date	: Specific date when the report was made.
4. Name	: Complete name of the customer.
5. A/C No.	: Assigned customer's account number.
6. Old Address	: Complete old address of the customer per branch records.
7. New Address	: The reported and confirmed new address of the customer. The sketch of the new address of the customer must be drawn at the back of the report.
8. Description	
8.1. Own House & Lot	: Check appropriate space if house and lot where owned by the applicant.
8.2. Own House & Renting Lot	: Check appropriate space if the applicant owned the house but the lot is being leased.
8.3. Renting House & Lot	: Check appropriate space if house and lot is being leased by the applicant.
8.4. Provided	: Specify if abode is provided by others, e.g. employer, parent, etc.
9. Type	: Check appropriate description of applicant's house;
9.1. Old	9.5. Condominium
9.2. New	9.6. Apartment
9.3. Mansion	9.7. Bungalow
9.4. Semi-Mansion	9.8. Two Storey
	9.9. Town House
	9.10. Tenement
	9.11. Shanty
	9.12. Low Cost Housing
10. Made of	: Check appropriate space to describe what the house of the applicant is made of;
10.1. Concrete	10.4. Fenced
10.2. Semi-Concrete	10.5. With garage
10.3. Wooden	10.6. Painted
	10.7. Nipa
	10.8. Unpainted
11. Accessibility of Residence	: Check appropriate space mode of transportation to reach the residence of the applicant.
11.1. Busses	11.4. Tricycle
11.2. Jeepney	11.5. Inaccessible to Vehicle
11.3. Private Vehicle	11.6. Others (Specify other mode of transportation)
12. Remarks	: To be filled up by the Account Counselor, that will show his comments on the living condition of the applicant base on the description of the residence.
13. Account Counselor	: Signature overprinted name of Account Counselor who prepared the report.
14. BM	: Signature overprinted name of Branch Manager.

Prepared by:  Rolando B. Galang	Approved by:  Richmond Ngan Executive Officer	Effective  October 1, 2015	Page 6 of 7
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## CHANGE OF CUSTOMER'S ADDRESS

Dealer

Branch

Date : \_\_\_\_\_

Name : \_\_\_\_\_ A/C No. : \_\_\_\_\_

Old Address: \_\_\_\_\_

New Address: (Sketch of the New Address at the Back)

Description:

☐ Owned House & Lot ☐ Owned House & Renting Lot

☐ Renting House & Lot ☐ Provided \_\_\_\_\_

Type:

☐ Old ☐ Condominium ☐ Townhouse

☐ New ☐ Apartment ☐ Tenement

☐ Mansion ☐ Bungalow ☐ Shanty

☐ Semi-Mansion ☐ Two-Storey ☐ Low-Cost

Made of:

☐ Concrete ☐ Wooden ☐ Nipa

☐ Semi-Concrete ☐ Fenced ☐ With Garage

☐ Painted ☐ Not Painted ☐ \_\_\_\_\_

Accessibility:

☐ Bus ☐ Jeepney ☐ Private Vehicle ☐ Tricycle

☐ Inaccessible with Vehicle Others: \_\_\_\_\_

Remarks: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Noted by: \_\_\_\_\_

Account Counselor

BM

## CHANGE OF CUSTOMER'S ADDRESS

Dealer

Branch

Date : \_\_\_\_\_

Name : \_\_\_\_\_ A/C No. : \_\_\_\_\_

Old Address: \_\_\_\_\_

New Address: (Sketch of the New Address at the Back)

Description:

☐ Owned House & Lot ☐ Owned House & Renting Lot

☐ Renting House & Lot ☐ Provided \_\_\_\_\_

Type:

☐ Old ☐ Condominium ☐ Townhouse

☐ New ☐ Apartment ☐ Tenement

☐ Mansion ☐ Bungalow ☐ Shanty

☐ Semi-Mansion ☐ Two-Storey ☐ Low-Cost

Made of:

☐ Concrete ☐ Wooden ☐ Nipa

☐ Semi-Concrete ☐ Fenced ☐ With Garage

☐ Painted ☐ Not Painted ☐ \_\_\_\_\_

Accessibility:

☐ Bus ☐ Jeepney ☐ Private Vehicle ☐ Tricycle

☐ Inaccessible with Vehicle Others: \_\_\_\_\_

Remarks: \_\_\_\_\_

Prepared by: \_\_\_\_\_ Noted by: \_\_\_\_\_

Account Counselor

BM

Prepared by:

  
Rolando B. Galang

Approved by:

  
Richmond Ngan  
Executive Officer

Effective

October 1, 2015

Page 7 of 7