

A. Customer's Welfare

Every Filipino deserves a home, and it should never take too long. This is NHMFC's main goal, providing excellent customer service that puts the client's welfare first. During the past few years, the Corporation offered a 6-month moratorium for borrowers affected by typhoons, earthquakes and manmade

conflicts. It has offered moratorium to borrowers affected by Typhoon Sendong and Lando in 2012, Typhoon Labuyo, Maring and Yolando in 2013 and Typhoon Glenda in 2014. Moreover, NHMFC also gave a moratorium to borrowers affected by the earthquakes in Eastern Visayas (Cebu and Bohol) and Zamboanga Siege in 2013.

To ease borrower's payments, NHMFC established a One Stop Shop, located at the head office, where all borrowers' concerns and inquiries are addressed. NHMFC also made payment of monthly amortizations easier for borrowers through a partnership with Smart e-money called E-payment for Juan and Juana.

B. Interaction with the communities

NHMFC has been extending a helping hand not only to its borrowers but also to organizations and associations keen in helping the underprivileged. The Corporation put smiles to orphaned children of Asociacion De Damas De Filipinas by giving school supplies, food, and instilling good qualities a person and/or a public servant must possess through the Isang Dosenang Kabayanihan.

C. Environmentally-friendly value chain

NHMFC is an eco-friendly corporation eager on lessening the harmful effects of global warming. Through a partnership with Department of Energy (DOE), the Corporation replaced its 40-watt fluorescent light to 16-watt LED daylight. Following DOE's directive, NHMFC, being a government-owned corporation, set its air conditioning systems to thermostat temperature cooling of 25 degrees Celsius.

NHMFC has also implemented an electronic Document Tracking System in a move towards an eventual paperless system. Under the Document Tracking System, documents are routed through all the departments of the Corporation electronically, thus reducing the consumption of paper and ink.

Furthermore, Management has instructed that all Office Orders, Corporate Circulars, Notices of Board Meetings and other internal memoranda for release by the Central Records and Mailing Division shall be sent thru the official email address of concerned NHMFC officers and employees.