



NATIONAL HOME MORTGAGE FINANCE CORPORATION

Filomena Bldg. II, 104 Amorsolo St.
Legaspi Village, Makati City

CITIZEN'S CHARTER

VISION

By 2017, the NHMFC shall be a major player in the housing finance industry and in the development of a sustainable and dynamic secondary mortgage market that is comparable with ASEAN peers.

MISSION

The NHMFC shall be the government's major secondary mortgage institution with the capability to attract long-term funds to provide strong and sustainable housing finance.

CORE VALUES

NHMFC shall at all times be accountable to the people and shall discharge its mandate with utmost responsibility, integrity and competence.

**OPERATING HOURS: 7:30 A.M. TO 5:00 P.M.
(NO NOON BREAKS)**

FRONTLINE SERVICES:

1. Verification of Borrower Account Status
2. Verification of Borrower Loan Data
3. Availment of Programs
4. Payment of Monthly Amortization
5. Application for Deed of Sale with Assumption of Mortgage
6. Refinancing
7. Full-Payment
8. Release of Title
9. Release of Refund Check
10. Sale and Disposition of Acquired Assets
11. Application of Mortgage Redemption Insurance (MRI) Claim
12. Process of Resolving Complaints

VERIFICATION OF BORROWER ACCOUNT STATUS

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client with updated accounts or with less than 3 months in arrears.

REQUIREMENTS:

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA)
- * Representative's I.D.
- * Query Form

FEES: NONE

HOW TO AVAIL OF THE SERVICES

NO.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	20 minutes
2.	Receives and responds to a Query Form from a walk-in borrower/representative/buyer regarding a housing loan status.	Account Officer		
3.	Counsels the walk-in borrower/representative/buyer. <ul style="list-style-type: none"> a. Verifies the identity of the requesting individual and initials to the query form. b. Informs the borrower/representative/buyer the details of the loan status based on the Borrower's loan data, SIS/BIS. <ul style="list-style-type: none"> - reflects temporary posting if necessary. 	Account Officer		
4.	Issues Order of Payment.	Account Officer		
5.	Provides Customer Feedback Form to be filled up and drop in the suggestion box.	Account Officer		
6.	Pays loan amortization to the Cashier.	Cashier		
END OF TRANSACTION				

VERIFICATION OF BORROWER LOAN DATA

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client with updated accounts or with less than 3 months in arrears.

REQUIREMENTS:

Borrower:

- * Borrower's I.D.
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA)
- * Representative's I.D.
- * Query Form

FEES: NONE

HOW TO AVAIL OF THE SERVICE

NO.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	20 minutes
2.	Receives and responds to a query from a walk-in borrower/ representative/ buyer regarding a housing loan status.	Account Officer		
3.	Counsels the walk-in borrower/representative/buyer. <ul style="list-style-type: none"> a. Verifies the identity of requesting individual and Initials on the query form. b. Informs the borrower/representative/buyer the details of the loan status based on borrower's loan data, SIS/BIS. 			
4.	Provides the borrower/ representative/ buyer the VRF to be filled-out.			
5.	Issues Order of Payment if the borrower, buyer or representative decides to pay.			20 minutes
6.	Receives borrower's VRF for: <ul style="list-style-type: none"> a. Unposted payment/s; b. Mispasted payment/s; c. Correction/Change in: <ul style="list-style-type: none"> * <i>Posting (reclassification)</i> * <i>Legal Status</i> * <i>Mailing address</i> * <i>Property address</i> * <i>Name (First, Middle, Last)</i> 			

7.	Prints SAP (unposted/ misposted payments), SIS (correction/ changes), SPAp (reclassification).			
8.	Provides the borrower /representative/buyer, customer feedback form to be filled-out and drop in the Suggestion Box.	Account Officer	ground floor	
9.	Payment to Cashier.	Cashier		
10.	Endorses VRF with attached SPAp, SAP or SIS to the processor.	Account Officer	2nd floor	
END OF TRANSACTION				

AVAILMENT OF PROGRAMS

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client whose accounts are in arrears for more than 24 months.

REQUIREMENTS:

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA)
- * Representative's ID

- FEES:**
- **₱500.00** - Six-Months Updating Application
 - **₱1,000.00** - SRP Application
 - **₱1,000.00** - In-House Restructuring
 - **₱3,000.00** - BIDA
 - **₱4,000.00** - Appraisal Fee

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	40 minutes
2.	Receives and responds to a query from a walk-in borrower/ representative/ buyer regarding a housing loan status.	Account Officer		
3.	Counsels the walk-in borrower/representative/buyer. <ul style="list-style-type: none"> a. Verifies the identity of requesting individual and initials on the query form. b. Informs and explains to the borrower/representative/ buyer based on the SIS, BIS, the various schemes where the status of the account may qualify, viz: FUS, SMUP, BIDA, IHR, SRP, FP, and AOM. 	Account Officer		
4.	Issues Order of Payment if the borrower/representative or buyer decides to make payment based on the chosen program.	Account Officer		
5.	Provides the borrower/ representative or buyer the Application Form and checklist of requirements.	Account Officer		
6.	Provides the borrower/ representative/ buyer Customer Feedback Form to be filled up and drop in the Suggestion Box.	Account Officer		
7.	Payment to Cashier.	Cashier		
END OF TRANSACTION				

PAYMENT OF MONTHLY AMORTIZATION
(Updated Accounts)

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client with updated accounts or with less than 3 months in arrears.

REQUIREMENTS:

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA), and
- * Representative's I.D.
- * Query Form

FEES: MONTHLY AMORTIZATION

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	20 minutes
2.	Receives and responds to a Query Form from a walk-in borrower/representative/buyer.	Account Officer		
3.	Counsels the walk-in borrower/representative/buyer. a. Verifies the identity of requesting individual and initials on the query form.			
4.	Issues Order of Payment. - Receives latest MBR.			
5.	Provides the borrower/representative/buyer, Customer Feedback Form to be filled-up and drop in the Suggestion Box.			
6.	Payment of monthly amortization to the Cashier.	Cashier		
END OF TRANSACTION				

APPLICATION FOR DEED OF SALE WITH ASSUMPTION OF MORTGAGE

WHO MAY AVAIL OF THE SERVICE:

* Borrower who wishes to transfer his ownership to a new buyer by selling his/her rights over the mortgage obligation of said property.

REQUIREMENTS:

1. Letter of Intent to Sell from the Principal Borrower.
2. Latest Certification of Compensation and Employment (CEC) of the vendee duly notarized.
 - a. For overseas contract workers - copy of the Contract of Employment duly authenticated by the Philippine Consul of the POEA.
 - b. For income derived from business - DTI License, Mayor's Permit
3. Latest Income Tax Return of the vendee with W2.
4. Certificate of Loan Eligibility from SSS, GSIS or HDMF (Pag-Ibig Fund).

FEES: ₱ 500.00 (administrative cost)

NO.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	20 minutes
2.	Receives and responds to a Query Form from a walk-in borrower/representative/assumer.	Account Officer		
3.	Counselling of borrower/representative/assumer. a. Verifies the identity of the requesting individual and initials on the query form.			
4.	Provides the borrower/representative/assumer, Checklist of requirements.			
5.	Provides the borrower/representative/assumer, Customer Feedback Form to be filled-up and drop in the Suggestion Box.			
6.	Processing of Application upon receipt of complete documents (Per Checklist of Requirements) from the borrower/representative/assumer.	Collection Team	2 nd floor	Within 3 months
END OF TRANSACTION				

REFINANCING

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client who wants to fully-settle their loan obligation thru other Financing Institutions.

REQUIREMENTS

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA), and
- * Representative's I.D.
- * Query Form

FEES: NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATON	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/ Client	ground floor	20 minutes
2.	Receives and responds to a Query Form from a walk-in borrower/representative/assumer.	Account Officer		
3.	Counselling of borrower/representative/assumer. a. Verifies the identity of requesting individual and initials on the query form.			
4.	Receives Letter of Guaranty (LOG).			
5.	Provides the borrower/representative/assumer Customer Feedback Form to be filled-up and drop in the Suggestion Box.			
6.	Processing of Application.	Collection Team	2 nd floor	Within 3 months
END OF TRANSACTION				

FULL-PAYMENT

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client who wants to fully-settle their loan obligation.

REQUIREMENTS:

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * MBR and OR
- * Special Power of Attorney (SPA)
- * Representative's I.D.
- * Query Form

FEES: NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	Ground floor	20 minutes
2.	Receives and responds to a Query Form from a walk-in borrower/representative/assumer.	Account Officer		
3.	Counselling of walk-in borrower/representative/assumer . a. Verifies the identity of requesting individual and initials on the query form.	Account Officer		
4.	Provides checklist of requirements for release of title.			
5.	Provides the borrower/representative/assumer Customer Feedback Form to be filled-up and drop in the Suggestion Box.			
6.	Payment to Cashier.	Cashier	2 nd floor	2 months
7.	Receives complete documentary requirements and Request for Release of Title.	Collection Team		
8.	Processing of Application.			
END OF TRANSACTION				

RELEASE OF TITLE
(Permanent Release of Transfer Certificate Title)

WHO MAY AVAIL OF THE SERVICE:

* Borrower/client who has paid their accounts in full or have fully settled their MRI claims.

REQUIREMENTS:

Borrower:

- * Borrower's ID
- * Marriage Contract, if applicable
- * Query Form

If Representative:

- * Special Power of Attorney (SPA)
- * Letter of Authorization (LOA) and
- * Representative's I.D.
- * Query Form

Additional Requirements:

- Request for Release of Title Form
- MBR/OR of full-payment (certified thru copy)
- Statement of Payments and Application (SPAp) Form
- List of Payments
- Last three (3) payments (MBR)
- Clearance Slip from the Legal Department (If undergone Litigation)

FEES: NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes the Query Form.	Borrower/client	ground floor	20 minutes
2.	Proceeds to concerned Account Officer and request for the requirements.	Account Officer	2 nd floor	
3.	Accomplishes the request form and submit to the concerned account officer.			
4.	Provides the borrower/representative/assumer Customer Feedback Form to be filled-up and drop in the Suggestion Box.			
5.	Processing of Application.			2 months
6.	Release of TCT and Loan Documents.	Custodianship Division	ground floor	5-10 minutes
END OF TRANSACTION				

RELEASE OF REFUND CHECK

WHO MAY AVAIL OF THE SERVICE:

- * Borrower/client who has paid their accounts in excess of what is required.

REQUIREMENTS:

Borrower:

- * Borrower's ID (2 valid)

If Representative:

- * Marriage Contract or Letter of Authorization (LOA)
- * Special Power of Attorney (SPA)
- * Representative's I.D. (2 valid)

FEES: NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Proceed directly to the check releasing window.	Cashier	ground floor	Within 5-10 minutes
2.	Validation of submitted requirements. a.) if complete - release check to the claimant/payee.			
3.	Stamped date of release on the Disbursement Voucher and require the claimant/payee to sign on the received portion.			
END OF TRANSACTION				

SALE AND DISPOSITION OF ACQUIRED ASSETS

WHO MAY AVAIL OF THE SERVICE:

- * Any Prospective buyers either walk-in or through Housing Fair.

REQUIREMENTS:

- * Valid ID
- * Income Tax Return (ITR)
- * Certificate of Employment and Compensation
- * Latest Copy of Pay Slip
- * Letter of Intent
- * Bid Offer

FEES: NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Proceed to Acquired Asset Counseling for listings of Acquired Asset Properties.	Borrower/client	2 nd floor	10-15 minutes
2.	Provide the client of the checklist of requirements.	Account Officer		
3.	Receives and evaluates submitted documents and receives bid offer.			15 minutes
4.	Issue Order of Payment for option money, and other fees.			Within 3-4 months
5.	Endorsement and processing of application for approval of sale.			
6.	Notify buyer of the approved application.			
7.	Determine mode of payment. 8a. If cash - pay the remaining 90% of the selling price and execute the Deed of Sale. 8b. If Installment- compute the monthly amortization and issues Order of Payment.	30 minutes		
8.	Payment to Cashier.	Cashier	Ground floor	5 minutes
9.	Present Receipt to the Acquired Asset Division.	Account Officer	2 nd floor	15 minutes
10.	Advise buyer for the settlement of all taxes (Capital Gains Tax, Documentary Tax) for transfer of Title. 11.a. For fully-paid accounts, apply for Release of Title.			15 minutes
END OF TRANSACTION				

APPLICATION OF MORTGAGE REDEMPTION INSURANCE (MRI) CLAIM

WHO MAY AVAIL OF THE SERVICE:

- * Heirs of Deceased Borrower who Are Covered with Mortgage Redemption Insurance.

REQUIREMENT:

- * Letter of Authorization (LOA)
- * Representative's I.D.

Other Requirements:

- * Original or Certified True Copy Plus Four (4) Photocopy of the following:
 - * Death Certificate
 - * Birth Certificate of the deceased borrower or Joint Affidavit of Birth of Two Disinterested Person
 - * Marriage Contract
 - * Medical Certificate if death due to illness; and/or Attending Physician Statement in case of accident or other incident; Police/NBI Report if Medico Legal Case, if necessary
 - * Notarized Extra-judicial settlement with waiver of rights
 - * Last 3 Mortgage Bank Receipt, if necessary

FEES : NONE

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplishes Query Form.	Borrower/client	ground floor	10-20 minutes
2.	Verifies status of account and generate Statement of Payment of Application (SPAp) and instruct heir to go to Insurance Division.	Account Officer		
3.	Verifies the identity of representing individual. Account has Insurance coverage? a. Yes - Provide checklist of requirements for MRI claim. b. No- Request the legal heir/s for a copy of death certificate for MRI tagging.	Mortgage Account Specialist	2 nd floor	5 working days
4.	Receives and evaluates the documents submitted by the legal heir/s.			
5.	a. Legal Heir/s fills up the application form for MRI claim. b. Completion and preparation of documents for transmittal to the Insurer. c. Transmittal of documents to the insurer.			
6.	Processing of Application (Insurer)	Insurance partner		Within 4-5 months
7.	Informs the heir/s of the approval of the claim.	Mortgage Account Specialist		7-10 working days
END OF TRANSACTION				

PROCESS OF RESOLVING COMPLAINTS

* Complaints will be dealt with promptly, courteously, and in accordance with the urgency, Within 15 days from receipt thereof in accordance with RA 9485- Anti-Red Tape Act.

HOW TO AVAIL OF THE SERVICE

No.	ACTIVITY	PERSON IN CHARGE	LOCATION	PROCESSING TIME
1.	Accomplish Customer Feedback Form.	Public Assistance and Marketing Department	Ground floor	Within 15 working days
2.	Analyzes and clarifies the complaint.			
3.	Forwards the complaint to the concerned Unit/Department/Group for appropriate action.			
4.	Inform the complainant of the resolution made.	Concerned Unit /Department		
5.	Inform the Public Assistance and Marketing Department of the resolution made.			
END OF TRANSACTION				