



DEVELOPMENT BANK OF THE PHILIPPINES

Head Office: Sen Gil J. Puyat Avenue corner
Makati Avenue, Makati City, Philippines

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **EMMANUEL G. HERBOSA**, Filipino, of legal age, President and Chief Executive Officer of the Development Bank of the Philippines, hereby declare and certify the following facts:

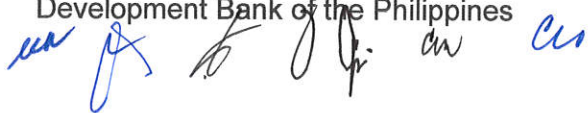
- 1) The Development Bank of the Philippines, including its DBP Financial Center, seven Lending Groups, seven Head Office - Lending Departments, 32 Provincial Lending Centers, 131 Branches and 12 Branch-Lite Units, has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iv. Maximum time needed to conclude the process;
 - v. Document/s to be presented by the applicant or requesting party, if necessary;
 - vi. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in English and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is a feedback mechanism in place that is conducted electronically, through the use of a QR code, and/or via pen and paper method, and is implemented across all DBP customer facing business units nationwide on a monthly basis to measure the satisfaction level on the product/s and/or service/s availed of by their respective customers, pursuant to the DBP Financial Consumer Protection Framework.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this _____ of December 2021 in Makati City, Philippines.



EMMANUEL G. HERBOSA
President and Chief Executive Officer
Development Bank of the Philippines




REPUBLIC OF THE PHILIPPINES)
MAKATI CITY) S.S.

DEC 03 2021

SUBSCRIBED AND SWORN to before me this _____ of December 2021 in Makati City, Philippines, with affiant exhibiting to me his Philippine Passport No. P-6394058B issued on 27 February 2021 and expiring on 26 February 2031.

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ATTY. PATRICIA Q. VELARDE
Notary Public
Appointment No. M – 400
Makati City, Until 31 December 2021
10F, DBP Bldg., Sen. Gil Puyat Ave., Makati City
Roll No. 63138, IBP No. Q12809 (Lifetime)
PTR Exempt Under RA7160