

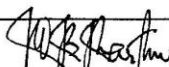
SERVICE STANDARDS
Republic Act 9485 (Anti-Red Tape Act (ARTA))

VISION : "To be a key player in ensuring the viability, stability and growth of the country's sugar industry."
MISION : "To provide vital assistance to increase productivity and growth in the sugar industry, and consequently, help alleviate the country's economy."

Type of Front-Line Service	Documentary Requirements	Client/Requesting Party	Office/ Person Responsible	Steps & Procedures	Interests	Loan Processing Time
1) Assistance extended to sugar mills for the restructuring of their loans from the original creditors (PNB) in coordination with Asset Privatization Trust, pursuant to the mandate of Philsucar's charter - P.D. 1890	<ol style="list-style-type: none"> 1) Restructuring Loan Agreement 2) Real estate mortgage 3) Chattel mortgage 4) Continuing Surety Agreement. 5) Secretary's certificate re: the appointment papers of Philsucar Board of Directors and two Comptrollers 6) Secretary's certificate re: authorizing the restructured loan 7) Secretary's certificate re: designated authorized signatories 8) Audited Financial Statement for the last 3 years 9) Operating Budget 10) Projected Cash Flow 11) Appraisal Report of the Property 	Sugar Mills (Accounts transferred to Philsucar from PNB)	Board of Directors Management	<ol style="list-style-type: none"> 1) Applicant (Sugar Mill/s) should write to Philsucar for the restructuring of the loan or rehabilitation of the sugar mill. 2) Management will initially request the applicant to submit items 8 to 11 of the Documentary Requirements. 3) Management will evaluate the documents and submit it to the Board for approval. 4) Management will either deny, approve or require further substantiation. 5) Management informs the applicant of Board decision. 6) If approved, Management will inform the the applicant of the requirements, and if they are amenable, they have to signify their conformity. 7) Philsucar legal consultant will prepare the loan documents and send the draft to the applicant. 8) Management checks all the documents submitted items 1 to 7 of the Documentary Requirements prior to the execution of the Restructuring Loan Agreement. 9) Execution of the Restructuring Loan Agreement and other related documents. 	7.50% per annum	15 to 45 days after board loan approval

Type of Front-Line Service	Documentary Requirements	Client/Requesting Party	Office/ Person Responsible	Steps & Procedures	Interests	Loan Processing Time
2) Assistance extended to sugar mills/refineries for the rehabilitation, and/or improvement of sugar mills.	<ol style="list-style-type: none"> 1) Loan Agreement (to be prepared by Philsucor) 2) Real estate mortgage 3) Chattel mortgage 4) Continuing Surety Agreement (to be prepared by Philsucor) 5) Secretary's certificate re: the appointment papers of Philsucor Board of Directors and two Comptrollers 6) Secretary's certificate re: authorizing the loan transaction 7) Secretary's certificate re: the designated authorized signatories 8) Post-dated check of the applicant 9) Audited Financial Statement for the last 3 years 10) Operating Budget 11) Projected Cash Flow 12) Appraisal Report of the Property 13) Promissory Note (to be prepared by Philsucor) 14) Purchase Order 15) Payment of Documentary Stamp Tax 	Sugar Mills	Board of Directors Management Accountant Cashier	<ol style="list-style-type: none"> 1) Applicant (Sugar Mill/s) should write to Philsucor for the financing to fund the rehabilitation of the sugar mill/refinery. 2) Management will initially request the applicant to submit items 8 to 11 of the Documentary Requirements. 3) Ocular inspection will be made by the representative of Philsucor at the mill site. 4) Management will evaluate the documents and submit it to the Board for approval. 5) The Board will evaluate the application and will either deny or approve it outright or require further information or substantiation. 6) Management will inform the applicant of the Board's action. 7) If approved and the applicant is able to comply with additional requirements for substantiation, and applicant is amenable, applicant must convey their conformity in writing. 8) Philsucor legal consultant will prepare the loan documents and send the draft to the applicant. 9) Management checks all the documents submitted items 1 to 7 of the Documentary Requirements before the execution of the Loan Agreement and related documents. 10) Execution of the Loan Agreement and related documents. 11) Cashier will prepare the voucher and the check. 12) Accountant will verify the voucher and the check. 13) Chairman & EVP will approve the voucher and sign the check. 14) Ready for release. 	4% to 10% per annum	15 to 45 days after board loan approval excluding delayed response from the client.

Type of Front-Line Service	Documentary Requirements	Client/Requesting Party	Office/ Person Responsible	Steps & Procedures	Interests	Loan Processing Time
3) Lending/ Financing for requirements related to sugar production to support the sugar industry	<p>Standard Requirements:</p> <ol style="list-style-type: none"> 1) Loan Application Letter 2) Loan Agreement (to be prepared by Philsucor) 3) SEC Registration Certificate and Certificate of Good Standing of the Borrower 4) Articles of Corporation/Cooperation 5) Secretary's certificate authorizing the loan transaction on the part of applicant 6) Secretary's certificate re: designated authorized signatories 7) Secretary's certificate re: the appointment papers of Client's representative/s to execute Continuing Surety Agreement 8) Audited Financial Statement for the last 3 years 9) Projected Cash Flow 10) Post-dated check of the applicant 11) Continuing Surety Agreement (to be prepared by Philsucor) 12) Promissory Note (to be prepared by Philsucor) 13) Payment of Documentary Stamp Tax <p>Additional Requirements on:</p> <p>Purchase of Fertilizer</p> <ol style="list-style-type: none"> 1) License to purchase fertilizer 2) Trust Receipt (for fertilizers) 3) Marginal deposit (for importation) 4) Comprehensive Insurance Coverage <p>Block Farm (Coop)</p> <ol style="list-style-type: none"> 1) Latest Mayor's Permit/Business Permit of the Borrower 2) List of Officers & Beneficiaries of the Borrower 3) Sugar Production Historical Data 4) Farm details supported by relevant documents 5) SRA Certificate of Recognition as a Block Farm 6) Consolidated Sugar Quedan under the name of the Borrower 7) Deed of Assignment of Sugar & Molasses in favor of the Coop 8) Crop Insurance/Credit Guarantee 9) Chattel mortgage on standing crop <p>Crop Loan</p> <ol style="list-style-type: none"> 1) Latest Mayor's Permit/Business Permit of the Borrower 2) List of Officers & Beneficiaries of the Borrower 3) Sugar Production Historical Data 4) Farm details supported by relevant documents 5) Crop Insurance/Credit Guarantee 6) Chattel mortgage on standing crop 7) Consolidated Sugar Quedan under the name of the Borrower 8) Deed of Assignment of Sugar & Molasses in favor of the Coop <p>Farm Equipment/Mechanization</p> <ol style="list-style-type: none"> 1) Chattel mortgage on equipment/machinery 2) Purchase Order 	<p>Planter/s Cooperative/s</p> <p>Planter/s Association/s</p> <p>Planter/s Confederation/s</p>	<p>Board of Directors</p> <p>Management Accountant</p> <p>Cashier</p>	<ol style="list-style-type: none"> 1) Loan Applicant (Planter/s Cooperative/s) should write to Philsucor Chairman/President. 2) Subject application letter is referred to Credit Committee, composed of five (5) Board Members of Philsucor for preliminary evaluation. 3) Credit Committee meets with the Loan Applicant and discuss the request. 4) Credit Committee visits the area of the Loan Applicant for ocular inspection. 5) Credit Committee will submit their report/recommendation to the Philsucor Board for approval. 6) The Board will evaluate the application and will either deny or approve it outright or require further information or substantiation. 7) Management will inform the applicant of the Board's action and accordingly, if further substantiation is required, they should comply with such further requirements. 8) In case the Board eventually approves the loan, the Management will inform the applicant about it, but subject to the latter's compliance with all legal requirements. 9) If the applicant is amenable to the requirements they have to signify in writing their conformity to Philsucor. 10) Philsucor legal consultant will prepare the loan documents; thereafter, the same are sent to the applicant. 11) Management ensures that all the documents submitted are complete and in order. 12) Execution of loan agreement and other related documents. 13) Cashier will prepare the voucher and the check. 14) Accountant will verify the voucher and the check. 15) Chairman & EVP will approve the voucher and sign the check. 16) Ready for release. 	<p>4% to 10% per annum</p>	<p>15 to 45 days after board loan approval excluding delayed response from the client.</p>

APPROVED BY: 
MA. REGINA BAUTISTA-MARTIN
Chairman