



5. BANK TRANSFER

Pursuant to the Board Resolution No. 25 dated 24 September 1994 on the Memorandum of Agreement (MOA) with accredited banks, this define the procedures/guidelines for the transfer of accounts from one designated bank to another in case the depository bank chooses to terminate its MOA with Philippine Retirement Authority (PRA) or a retiree-member opts to transfer his/her visa deposit to another designated bank.

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	1. Retiree-members 2. Authorized representatives of retiree-members	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Bank Transfer Form (1 original)	a. PRA Website at https://pra.gov.ph/downloads/ b. Email at banktransfer@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices
	Representative 1. Notarized Special Power of Attorney (1 original) <i>If an authorized representative/marketer will transact with the bank</i> <i>If executed abroad, it must be apostilled by the competent authority of issuing country or duly authenticated by the Philippine Consular Office, whichever is applicable</i>	Principal retiree-member



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Authorization Letter (1 original) <i>If an authorized representative/marketer will pick up the Transfer/Withdrawal Clearance and Letter of Introduction from PRA</i></p> <p>3. PRA ID Card of the SRRV holder being represented (1 photocopy)</p> <p>4. Government-issued Identification Card of the Authorized Representative (1 original, 1 photocopy)</p>	<p>Principal retiree-member</p> <p>Principal retiree-member</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, etc.</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Bank Transfer Form	1.1. Receive and record duly filled-out Bank Transfer Form from retiree-member/ authorized representative.	None	25 Minutes	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Sheila Ramos, Jr. Admin. Staff I - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO Jaypee Adlaon, Jr. Admin. Staff I - DSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Transmit the document to the Head Office	None	2 Days	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Sheila Ramos, Jr. Admin. Staff I - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO Jaypee Adlaon, Jr. Admin. Staff I - DSO
None	1.3. Receive duly filled-out Bank Transfer Form from UDRCon/Email/ Satellite Office Unit (SOU).	None	2 Hours	Rubie Jane Baguio, RAO II - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Request for pull out of folders/files of requesting retiree-members.	None	3 Hours	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.5. Evaluate retiree's records and prepare Memorandum/Recommendation for bank transfer.	None	2 Hours	Rubie Jane Baguio, RAO II - SD
None	1.6. Route Memorandum for Division Chief and Department Manager's review and signature.	None	2 Days	Rubie Jane Baguio, RAO II - SD Atty. Jerome Carlo Castro, Division Chief III - SD Marilou Cantancio, Department Manager III - RRSD
None	1.7. Record/forward memo to the Office of the General Manager (OGM) for signature.	None	10 Minutes	Jr. Accounting Staff / Financial Analyst - FMD
None	1.8. Approve the memo for bank transfer.	None	2 Days	Roberto Zozobrado, CEO/General Manager - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Receive and record approved bank transfer and forward signed memo from Office of the General Manager to Financial Management Division.	None	10 Minutes	Jonalyn Saguros, UDRCon - SD
2. Acknowledge receipt of the Transfer/Withdrawal Clearance/LOI.	2.1. Prepare Transfer/Withdrawal Clearance and Letter of Introduction. 2.2. Inform the retiree that the approved Transfer/Withdrawal Clearance/LOI are available for release. 2.3. Issue the Transfer/Withdrawal Clearance/LOI to the retiree, authorized representative.	None	7 Days, 1 Hour, 30 Minutes	Financial Management Division
	2.4. Transmit the Transfer/Withdrawal Clearance/LOI to Satellite Offices	None	2 Days	Jherico Dominguez, Jr. Servicing Staff - SOU Claudia Cantanilla, Jr. Servicing Staff - SOU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.5.Receive Transfer/Withdrawal Clearance/LOI from the Head Office and release to retiree-member/ authorized representative.	None	20 Minutes	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



TOTAL, if filed thru Satellite Offices	None	16 Working Days, 1 Hour, 35 Minutes	
TOTAL, if filed thru Head Office	None	12 Working Days, 50 Minutes	