



CITIZEN'S CHARTER
2020 Edition



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Mandate

In line with the State's Policy to protect and preserve the integrity and confidentiality of bank accounts and to ensure that the Philippines shall not be used as a money laundering site for the proceeds of any unlawful activity, the AMLC is tasked to implement the Anti-Money Laundering Act (AMLA) of 2001 (Republic Act No. 9160) as amended, and the Terrorism Financing Prevention and Suppression Act of 2012 (Republic Act No. 10168).

As the Philippines' hybrid Financial Intelligence Unit (FIU) The AMLC is charged with the receipt, analysis and dissemination of suspicious transaction and other reports. It also performs investigative, prosecutorial and supervisory functions.

The AMLC is mandated to assist in transnational investigations and prosecutions of persons involved in money laundering and terrorist financing activities wherever committed.

I. Mission

To be a world-class financial intelligence unit that will help establish and maintain an internationally compliant and effective anti-money laundering regime, which will provide the Filipino people with a sound, dynamic, and strong financial system in an environment conducive to the promotion of social justice, political stability, and sustainable economic growth. Toward this goal, the AMLC shall, without fear or favor, investigate and cause the prosecution of money laundering offenses.

II. Vision

To protect and preserve the integrity and confidentiality of bank accounts.

To ensure that the Philippines shall not be used as a money laundering site for proceeds of any unlawful activity.

To extend cooperation in transnational investigation and prosecution of persons involved in money laundering activities, wherever committed

III. Service Pledge

The Officers and Staff of the AMLC are always Willing, Available and Ready to provide speedy assistance and guidance to our Law Enforcement Partners, government and private stakeholders, and the general public.

Contact Details:

Landline 8708 7066

Email: secretariat@amlc.gov.ph

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A. External Services

1. Online Registration

All covered persons shall register with the AMLC's electronic reporting system accordance with the registration and reporting guidelines.¹

Office or Division:	Registration Staff, Compliance and Supervision Group	
Classification:	Simple	
Type of Transaction:	G2B and G2G	
Who may avail:	Covered Persons under the AMLA of 2001, as Amended	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Requirements for Online Registration² and Issuance of Certificate of Registration (COR) or Provisional Certificate of Registration (PCOR)		
<p>A. For Covered Persons (CPs) supervised by the Bangko Sentral ng Pilipinas (BSP), Insurance Commission (IC), Securities and Exchange Commission (SEC), Philippine Amusement and Gaming Corporation (PAGCOR), Cagayan Economic Zone Authority (CEZA), and Aurora Pacific Economic Zone and Freeport (APECO), documents showing the designation of the Compliance Officer (CO)/Associated Person (AP)/Primary Designated Officer (PDO), particularly:³</p> <p>1. Notarized secretary's certificate of the board/partnership resolution showing the appointment of the CO/AP/PDO for SEC-registered CPs, or DTI Certificate as well as</p>	<p>Item No. 1 – to be submitted by the CPs or the owner of the single proprietorship, as the case may be.</p>	

¹ Rule 22, Section 4, 2018 IRR.

² Online Registration Systems (ORS), as per Part 2 of the ARRG, and Sec 3 of the ARRG (ARI-C No. 1, series of 2018).

³ The AMLC issues COR to CPs supervised by the BSP, IC, SEC, PAGCOR, CEZA, and APECO. However, for BSP-supervised money service businesses (MSBs) and pawnshops, BSP Circular No. 1039, Series of 2019, made the submission of PCOR with the AMLC as a pre-requisite for registration with the BSP. Thus, the AMLC issues PCORs to MSBs and pawnshops, and the CORs are only issued to them upon completion of their registration with the BSP.

<p>document, signed by the owner and notarized, designating a CO for DTI-registered single proprietorships.</p>	
<p>2. Public Key ID of the CO/AP/PDO.</p>	<p>Item No. 2 – the registering COs/APs/PDOs create their own Key IDs using the Gnu Privacy Guard (GPG) software downloaded from the www.amlc.gov.ph.</p>
<p>B. For Designated Non-Financial Businesses and Professions (DNFBPs):⁴</p> <p>1. Requirements for issuance of PCOR:⁵</p> <p>a. Notarized Secretary’s Certificate of the board/partnership resolution showing the appointment of a CO. For DTI-registered single proprietorships, DTI Certificate as well as document, signed by the owner and notarized, designating a CO.</p> <p>b. Public Key ID of the CO.</p> <p>c. Notarized Deeds of Undertaking (Annexes B and C of the AML/CFT Guidelines for DNFBPs).</p>	<p>Item No. 1(a) and (c) - to be submitted by the CPs or owner of the single proprietorship, as the case may be.</p> <p>Item No. 1(b) - the registering COs create their own Key IDs using the Gnu Privacy Guard (GPG) software downloaded from the www.amlc.gov.ph.</p>
<p>2. Requirements for issuance of COR:⁶</p> <p>a. Application letter expressing an intention to register as a DNFBP;</p> <p>b. Business model, including target market and customers;</p> <p>c. List of owners/controlling stockholders, partners, directors, and principal officers;</p> <p>d. Copy of business re registration/permit from the</p>	<p>Item 2 (a) to (j) – to be submitted by CP, the local government unit (LGU), the SEC, DTI, and NBI, as the case may be.</p>

⁴ DNFBP sector includes dealers in precious metals and stones, company service providers, and persons (including lawyers and accountants) who provide the services enumerated in Sec. 2 of the Anti-Money Laundering/Countering Financing of Terrorism (AML/CFT) Guidelines for DNFBPs.

⁵ As per Amendments to the Online Registration System (ORS) of the ARRG (ARI-A and B, series of 2018).

⁶ Section 48, Title VII (Registration), Anti-Money Laundering/Countering Financing of Terrorism (AML/CFT) Guidelines for DNFBPs (ARI-B No. 1, Series of 2018).

<p>city/municipality currently having jurisdiction over the place of establishment and operation of the office;</p> <p>e. Duly authenticated incorporation from the SEC, certificate of registration from the DTI; or proof of registration with the Cooperative Development Authority (CDA);</p> <p>f. Notarized Deeds of Undertaking of the entity, signed by the proprietor/partners/president/directors;</p> <p>g. List of operating office locations;</p> <p>h. Audited financial statements where applicable;</p> <p>i. Proof of attendance of the proprietor/partners/directors/principal officers in an AML seminar; and</p> <p>j. Clearance from the National Bureau of Investigation (NBI) or its equivalent in a foreign jurisdiction, of all directors and principal officers.</p> <p>k. Public Key ID of the CO.</p>	<p>Item 2(k) - the registering COs create their own Key IDs using the Gnu Privacy Guard (GPG) software downloaded from the www.amlc.gov.ph.</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Client visits AMLC website and enters AMLC portal. 2. At the portal, client clicks "Register". 3. Client provides requested information on the portal. 4. Client exits the portal, clicks the 	<ol style="list-style-type: none"> 1 Evaluate the application and the correctness of the required documents and public Key ID uploaded by the CO. 2 Approve the registration if registration as well as all the required documents are in order. 	<p>No ne</p>	<p>Evaluation of CP's registration is done on a daily basis; cut-off time is 1:00 p.m.; registration received after 1:00 p.m. will be processed the following day.</p>	<p>Bank Officer (BO) II, BO IV, BO V</p>

<p>link for client email verification.</p> <p>5. Client provided with reference number to follow-up status of registration.</p>	<p>3 Deny the application if registration is faulty or deficient, with advice to the CO of the specific reason for denial, and to repeat the online registration.</p>		<p>Process is done 1 to 2 working days.</p>	
<p>Request via email or phone call for issuance of COR or PCOR</p>	<p>1. Evaluate request for issuance of COR/PCOR;</p> <p>2. Issue and send <i>via</i> the CO's registered email the pdf file of COR/PCOR if CP's registration is validated. Otherwise, deny issuance with advice of the reason for such denial.</p>	<p>No ne</p>	<p>Evaluation of CP's request for issuance of COR/PCOR is done on a daily basis; cut-off time is 1:00 p.m.; request received after 1:00 p.m. will be processed the following day.</p> <p>Process is done within 1 to 2 working days</p>	<p>BO II, BO IV, BO V</p>
<p>Queries regarding ORS:</p> <p>a. Phone-in queries</p>	<p>1. Get CP information, e.g., name of company, line of business (banking,</p>	<p>None</p>	<p>5 to 15 minutes depending on the nature, extent, and</p>	<p>BO II, BO IV, BO V</p>

	insurance, securities, casinos, DNFBPs), and contact details; 2. Get the specific query and respond right-away.		complexity of the inquiry.	
b. Email queries	1. Respond to query via email.	None	1 to 2 working days from receipt of the handling officer depending on the nature, extent, and complexity of the inquiry.	BO II, BO IV, BO V

2. Covered and Suspicious Transaction Reporting

Covered persons shall report covered transactions to the AMLC within five (5) working days from occurrence thereof.⁷ Suspicious transactions, on the other hand, are reported on the next working day from occurrence thereof.⁸

a. Phone-in, email and walk-in queries

Office or Division:	Data Collection and Quality Staff (DCQS)	
Classification:	Simple	
Type of Transaction:	G2B	
Who may avail:	Covered Persons under the AMLA of 2001, as Amended	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
N/A		N/A

⁷ III, Part 1-4 ,AMLC Registration and Reporting Guidelines (ARRG).

⁸ AMLC Resolution No. 22 (s.2020).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>CTR/STR Reporting: Report Creation/ Reporting Format/System Codes (Transaction Codes, Country Codes, Currency Codes)/File Naming Convention/File Format/ Signing and Encrypting Files / Lost Kleopatra Passwords/Report Uploading/Website Concerns/Portal Concerns</p> <p>Phone-in queries</p> <p>a. Provides Personal information (including name, institution and position)</p> <p>b. States the nature and purpose of the inquiry.</p>	<p>a. Get Personal Information of caller</p> <p>b. Discuss the issue and resolution / Do a walkthrough with the caller.</p>	<p>None</p>	<p>5-60 minutes (includes call back and walkthroughs) depending on the nature and extent of inquiry</p>	<p>DCQS officer</p>
<p>Email-in queries</p> <p>a. Send an email to DCQS officer stating their concern</p>	<p>a. Send email reply with the resolution to Email Sender</p>	<p>None</p>	<p>Within 2 to 3 working days depending on the nature and extent of inquiry</p>	<p>DCQS officer</p>
<p>Walk-in clients</p> <p>a. Provides Personal information</p>		<p>None</p>	<p>5-60 minutes (including</p>	<p>DCQS officer</p>

(including name, institution and position)	a. Get Personal Information of the client		walkthroughs) depending on the nature and extent of inquiry	
b. States the nature and purpose of the inquiry.	b. Discuss the issue and resolution/ Perform Demos with the client.			

b. Requests to Delete duplicate, erroneously reported transactions

Office or Division:	Data Collection and Quality Staff (DCQS)			
Classification:	Complex to Highly Technical			
Type of Transaction:	G2B			
Who may avail:	Covered Persons under the AMLA of 2001, as Amended			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CTR/STR Reporting concerns sent through through letter: Report Creation/ Reporting Format/System Codes (Transaction Codes, Country Codes, Currency Codes)/File Naming Convention/File Format/ Signing and Encrypting Files / Lost Kleopatra Passwords/Report Uploading/Website Concerns/Portal Concerns				
a. Letter/ Requests filed and received by the Records and	a. Letter /Request received	None	Steps "a" to "e" takes about 30 to 40 minutes	DCQS officer

<p>Auxiliary Services Department (RASD)</p>	<p>and stamped.</p> <p>b. Details written on physical logbook and bar-coded.</p> <p>c. Document encoded in the Document Management System (DMS).</p> <p>d. Document scanned.</p> <p>e. Document sent to OED for the Executive Director's instructions .</p> <p>f. Document referred to DCQS for appropriate action.</p> <p>g. Draft reply sent to OED for signature.</p> <p>h. Signed for release</p>		<p>Steps "f" to "g" takes about 1 to 3 working days</p> <p>(Document released within 7 to 20 working days from date of receipt by handling officer depending on the nature of the request)</p>	
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3. Training and Educational Program

The AMLC shall develop educational programs, carry out capacity-building activities or offer training opportunities, and conduct awareness campaign on the pernicious effects, the methods and techniques used, and the viable means of preventing ML/TF and associated unlawful activities, and the effective ways of investigating, prosecuting and punishing offenders.

The AMLC shall develop an AML/CTF training system for public and private stakeholders, especially for the financial intelligence, investigation and legal personnel, on the fundamentals of ML/TF, the AMLA and TFPSA, and all requisite knowledge, skills, and abilities to be able to discharge their functions effectively.⁹

Office or Division:	Commitments and Policy Group			
Classification:	Highly Technical			
Type of Transaction:	G2B, G2G and G2C			
Who may avail:	Covered Persons, Law Enforcement Agencies, Supervising Agencies, and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Letter/ Requests for trainings filed and received by the Records and Auxiliary Services Department (RASD)	a. Letter /Request received and stamped. Email acknowledged and copy sent to RASD.	None	Steps “a” to “e” takes about 30 to 40 minutes .	RASD staff OED staff

⁹ Par.1.1.1, Section 1, Rule 6, 2018, IRR.

<p>b. email sent to secretariat@amlc.gov.ph</p>	<p>b. Details written on physical logbook and bar-coded.</p> <p>c. Document encoded in the Document Management System (DMS).</p> <p>d. Document scanned.</p> <p>e. Document sent to OED for the Executive Director/OIC's instructions.</p> <p>f. Document referred to DD CPG for appropriate action.</p> <p>g. Document referred to CBCS for appropriate action.</p> <p>h. Draft reply sent to OED for signature (or to delegated officer) scheduling the requested training or referring the request to the AMLC accredited trainer.</p> <p>i. Signed for release</p> <p>j. Transmittal/Email to the client</p>		<p>Steps "f" to "g" takes about 1 to 2 working days</p> <p>(Document released within 7 to 20 working days from date of receipt of letter/email by the handling officer depending on the nature of the request)</p>	<p>DD CPG</p> <p>CBCS</p> <p>OED</p> <p>OED</p> <p>RASD/CPG</p>
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B. Internal Services

The AMLC shall formulate and implement such measures as may be necessary and justified under the AMLA and TFP SA to counteract ML/TF, including, but not limited to, the issuance of legal opinions and interpretations of the AMLA and TFP SA, and their respective IRR.¹⁰

1. Requests for Review, Comments or Position Paper

Office or Division:	Counseling Adjudication and Mutual Legal Assistance Unit (CAMU)			
Classification:	Complex to Highly Technical			
Type of Transaction:	GTG			
Who may avail:	The Office of the Executive Director (OED), Commitments and Policy Group, (CPG), Detection and Prevention Department (DPD), Registrations Staff (RS) and the Bids and Awards Committee (BAC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	CAMU Actions	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
b. Request sent through internal email, Document Management System (DMS) or hard-copy memorandum.	k. Document (email, DMS, or hard-copy) are acknowledged and registered in the INCOMING logbook.	None	5 to 10 minutes	CAMU Staff
c. For hard-copy documents, receiving unit signs referring unit's OUTGOING logbook.	l. Incoming document with Paper Trail referred to the CAMU head for assignment		5 to 10 minutes	CAMU Staff

¹⁰ Ibid.

	<p>m. CAMU head assigns the handling officer.</p> <p>n. Preparation of Memorandum, Report or Position Paper</p> <p>o. Memorandum referred to the CAMU Head for review.</p> <p>p. Memorandum referred to the Director of IED for review and notation</p> <p>q. Final document referred to the requesting Department or Unit</p>		<p>5 to 10 working days (depending on the nature of the assignment)</p> <p>For contract review, 3 to 5 working days</p> <p>1 to 2 working days</p> <p>7 to 20 working days from Step “c” (depending on the nature of the assignment)</p>	<p>CAMU head</p> <p>CAMU officer</p> <p>CAMU Head</p>
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2. IT Support

The Information Technology Support Staff (ITSS) manages the development, implementation and of IT systems, modules, programs and projects.

a. Request for IT Support

Office or Division:	Information Technology Support Staff			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Internal users of the AMLCS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for IT support thru phone a. Information Technology request for assistance/support thru phone call	<p>a. First level assessment of requirements and possible resolution.</p> <p>b. If not resolved, perform onsite visit.</p> <p>c. If not yet resolved during onsite, escalate to second level support.</p>		<p>10 minutes for assessment</p> <p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	IT Support Staff
Request for IT support thru email	a. First level support sends		10 minutes for assessment	

<p>a. Information Technology request for assistance/support thru email</p>	<p>acknowledgment email.</p> <p>b. First level performs onsite visit.</p> <p>c. If not resolved at first level, escalate to second level support</p>		<p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	
<p>Request for IT support Ticketing System</p> <p>b. Information Technology request for assistance/support thru email</p>	<p>d. First level support acknowledge email.</p> <p>e. First level performs onsite visit.</p> <p>f. If not resolved at first level, escalate to second level support</p>		<p>10 minutes for assessment</p> <p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	

b. Request for IT Resource

Office or Division:	Information Technology Support Staff			
Classification:	Simple to Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Internal users of the AMLCS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
n/a		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for IT resource thru phone	a. First level assessment		10 minutes for assessment	IT Support Staff

<p>a. Information Technology request for resource/equipment thru phone call</p>	<p>of requirements</p> <p>b. If equipment is available. Create service request form and deliver equipment</p> <p>c. If not available, inform user thru phone call</p>		<p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	
<p>Request for IT resource thru email</p> <p>a. Information Technology request for resource/equipment thru phone call</p>	<p>a) First level assessment of requirements</p> <p>b) If equipment is available, create service request form and deliver equipment</p> <p>c) If not available, inform user thru phone call</p>		<p>10 minutes for assessment</p> <p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	
<p>Request for IT resource thru Ticketing System</p>	<p>a. First level assessment of requirements</p>		<p>10 minutes for assessment</p>	

<p>a. Information Technology request for resource/equipment thru phone call</p>	<p>b. If equipment is available, create service request form and deliver equipment</p> <p>c. If not available, inform user thru phone call</p>		<p>2 hours for first level onsite</p> <p>2 hours for second level onsite</p>	
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C. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Applicants may register their feedback in two ways: a. Drop smiley chips in the marked box located near the receiving area b. Accomplish the feedback/complaint form and drop the same in the marked box located near the receiving area
How feedbacks are processed	Assigned personnel from the Office of the Executive Director collects the smiley chips or feedback forms from the marked box and records the results in a logbook. The results are also inputted in a shared folder that may be accessed by the Director and the assigned personnel. The results of the survey are discussed by the Director with the Staff to address gaps improve service delivery.
How to file a complaint	Applicants may register their feedback in two ways: a. Accomplish the client feedback/complaint form located in a marked box near the receiving area. b. Send a letter to the Office of the Executive Director at office address: Room 507, 5 th Floor EDPC Building, BSP Complex, Bangko Sentral ng Pilipinas, Malate, Manila or at email address: secretariat@amlc.gov.ph
How complaints are processed	Assigned personnel from the Office of the Executive Director collects the feedback/ complaint form from the marked box and records the results in a logbook. The results are also inputted in a shared folder that may be accessed by the Director and the assigned personnel. The feedback/ complaints are discussed by the Director with the Staff to address gaps and improve service delivery.
Contact Information of CCB, PCC, ARTA	Presidential Complaint Center - 8888 CSC Contact Center ng Bayan - 0908-88146565 Anti-Red Tape Authority - 8478-5093

D. List of Offices

Anti-Money Laundering Council Secretariat

5th & 6th Floor, EDPC Bldg., BSP Complex, cor. A. Mabini & P. Ocampo
Sts., Malate, Manila
Trunkline: 8708-7701

COUNCIL	DESIGNATION/ POSITION	DIRECT LINE	LOCAL	FAX NO.
BENJAMIN E. DIOKNO	Governor, BSP & Chairman, AMLC	8708-7212 or 8708-7197	2828 or 3000 or 3001	8708-7207
EMILIO B. AQUINO	Chairman, Securities & Exchange Commission	8584-5343 or 8584-5767	8584-0923 loc. 205	
DENNIS B. FUNA	Commissioner, Insurance Commission	8525-2015	8523-8461 to 70 loc. 113	
OFFICE OF THE EXECUTIVE DIRECTOR				
Mel Georgie B. Racela	Executive Director	8708-7066	3083 or 3084	8708-7909
Emily Castro	Senior Executive Assistant	8708-7066	3083	
Ma. Rhea Santos-Mendoza	Acting Director	5310-3245	2387	
Commitments and Policy Group				
Alvin L. Bermido	Deputy Director	5302-3979	2745	
Ann Grace Pacis	Bank Officer V	5306-2745	2745	
Robert F. Bernardo	Bank Officer V	8708-7050	2745	
Jacqueline Q. Borja	Acting Bank Officer V	8708-7050	2745	
Allan Julius B. Azcueta	Acting Bank Officer V	8708-7050	2745	
Sarabeth Rosario D. Aunario-Cortez	Acting Bank Officer V	5306-2745	2745	
Marlon Jerard B. Paruginog	Acting Bank Officer V	5306-2833	2833	
Counseling Adjudication and Mutual Legal Assistance Unit				
Arnold G Frane	Legal Officer IV	8708-7069	3153	
Anthony Lawrence M. Morales	Legal Officer IV	8708-7921	3153	
Anna Marie Sheila Callar-Paloma	Legal Officer III	8708-7069	3153	
Aleta Lopez	Legal Officer III	8708-7069	3153	
Darcee Lois B. Galleon	Legal Officer III	8708-7069	3153	

COUNCIL	DESIGNATION/ POSITION	DIRECT LINE	LOCAL	FAX NO.
Records and Auxiliary Services Division (RASD)				
Nicole Tablizo-Mallari	Acting Manager			
Cheryllyn C. Bato	Bank Officer II			
Racquel O. Quesada	Bank Officer II			
Exequiel C. Estanislao	ASO III			
Detection and Prevention Department				
Jerry L. Leal	Director	8708-7062	4273	
Ma. Oliva C. Alonzo	Senior Executive Assistant	8708-7062	4273	
Registration Staff				
Rafael A. Echaluse	Bank Officer V	5310-3244	2617	
Conrad D. Bulanadi	Bank Officer II	5302-3848		
Catherine A. Masaoay	Bank Officer II	8708-7067	2617	
Data Collection and Quality Staff (DCQS)				
Arlene J. Pineda	Bank Officer V	8708-7062	3167	
Alvin A. Tolosa	Bank Officer II	5310-3246	3167	