

Pag-IBIG expands presence, opens 28 more branches

Pag-IBIG Fund continues to be bigger as it expands its presence in the Philippines and abroad with more branches and service desks serving its 13.8 million members worldwide.

“We put high premium on the convenience of Pag-IBIG members transacting with us day by day. We are guided by the directive of Pag-IBIG Board Chairman, Vice President Jejomar C. Binay, to increase our accessibility here and abroad, making things easier for our members to avail of our services. This is also in line with Pag-IBIG’s mantra of being a Bigger, Better, Faster Fund for the Filipino workers,” said Pag-IBIG President Atty. Darlene Marie B. Berberabe.

Last year, 24 new member services branches (MSBs) were opened nationwide – 2 in the NCR: Quezon Avenue and Muntinlupa; 11 in the rest of Luzon: Vigan, Laoag, Urduyeta, Cauayan, Solano, Tarlac, Angeles, Balanga, Cabanatuan, Meycauayan, and San Pablo; 5 in the Visayas: Dumaguete, Tagbilaran, Mactan, Kalibo, and Capiz; and 6 in Mindanao: Cagayan De Oro West, Malaybalay, Davao South, Digos, Koronadal, and Cotabato. Pag-IBIG also launched overseas desks in Muscat, Oman and Tokyo, Japan to serve OFW members in both countries. In the first quarter of 2014, Pag-IBIG opened its branches in Ayala Avenue and Guadalupe, both in Makati City, and a third branch in Surigao. Commonwealth MSB in Quezon City had its soft opening in early May of this year. Some of these MSBs previously served the Pag-IBIG members as service desks or extension offices.

Additional service desks are now accommodating member-shoppers in different malls: 4 inside Robinsons Malls in Lipa, Iloilo, Bacolod, and General Santos; and 1 each inside Ali Mall and Veranza Mall. Pag-IBIG is also present inside the LGUs of Gingoog in Misamis Oriental, Tandag in Surigao del Sur, Tubod in Lanao del Norte, and Marawi in Lanao del Sur.

Atty. Berberabe said, “By increasing Pag-IBIG’s visibility inside and outside the country, we continue to generate more membership. We also increase our collections in terms of members’ contributions and upgraded savings, and loan amortizations. More significantly, we multiply our stations from which we can serve more and more Filipino workers worldwide.”

MSBs conduct Fund Briefing, handle membership registration, accept and approve Short-Term Loan (STL) and Claims applications, accept and pre-evaluate Housing Loan (HL) applications, and handle queries on membership and application for STL, HL, and Claims. Checks of HL proceeds may also be released there upon the request of the member-borrower. Each MSB has a Branch Support that releases checks and accepts payments for HL and STL amortizations and member contributions.

The Housing Sector at the JELP Business Solutions Building along Shaw Boulevard in the NCR and the Housing Business Centers (HBCs) in key cities nationwide accept and process HL inquiries, HL applications, HL loan proceeds disbursement, and HL payments. The Pag-IBIG

office in JELP processes HL applications in the NCR, while the HBCs handle the HL concerns of members in the rest of the country.

Service Desks in malls and LGUs accommodate inquiries on membership, provident benefits, HL, and STL. They accept applications on transfer of records and loan details, STL, and provident claim.

Pag-IBIG targets to open 26 more branches this year, plus 4 new posts in New York and San Francisco in the USA, Kuala Lumpur in Malaysia, and Macau. “Hopefully, there will be 117 Pag-IBIG branches in the Philippines by the end of 2015,” Atty. Berberabe added.

To date, there are 66 Pag-IBIG branches serving the members nationwide and 19 overseas desks serving OFW members worldwide. (end)