

CITIZEN'S CHARTER:

In Compliance with Republic Act 9485 on the Anti-Red Tape Act of 2007

STEPS IN CHANGING OF ACCOUNT NAME

Requirements:

- Title or Deed of Sale
- Two (2) Government Issued Id's

Should a Representative Act on behalf of the Owner:

- Title or Deed of Sale
- Authorization Letter from the owner to transact the application
- One (1) Valid ID of the owner
- One (1) Valid Id of the representative

How to Avail of the Service	Fees	Duration	Person/s In-charge
1. Proceed to the Customer Service Staff and request for a Customer Request Form.	None	5mins	Julius/Edgar
2. Submits required documents to the Operations Supervisor. The Operations Supervisor evaluates and recommends the request for the approval of the Resident Manager.	None	5mins	Susan
3. If approved, Operations Supervisor posts the charge of change account name to the customer's account.	-	5mins	Susan
4. Proceed to the Cashier for payment and get the Official Receipt (OR)	depends upon the evaluated charge amount	2mins	Pewee
5. Submits a photocopy of the Official Receipt (OR) to the Operations Supervisor.	-	-	Susan
6. The Operations Supervisor implements the change account name transaction.	None	3mins	Susan

End of Transaction