LANDBANK
SECURITIES, Inc.

LANDBANK SECURITIES, INC.

CITIZEN'S CHARTER

2025 (5th Edition)

LANDBANK
SECURITIES, Inc.

LANDBANK SECURITIES, INC.

CITIZEN'S CHARTER

2025 (5th Edition)

LANDBANK
SECURITIES, Inc.

I. Mandate

LANDBANK Securities Inc. is a licensed Stock Broker and Dealer duly registered with Securities & Exchange Commission since March 20, 1990, with registration number 000175073. Engaged primarily in the business of brokering and dealing of equity securities and in all activities directly or connected therewith or incidental thereto. In general, doing things and acts is necessary for the conduct and operation of the corporation's business. The corporation is located on the 16th Floor, PSE Tower, One Bonifacio High Street, 5th Avenue Cor. 28th St., Bonifacio Global City, Taguig City.

The Corporation is a member of the Philippine Stock Exchange.

II. Vision

To become the stock brokerage of choice for retail, corporate, and institutional Philippine equity investors by 2027.

III. Mission

- To equip our retail, corporate, and institutional investors with reliable market information and analysis to enable them to make informed decisions in achieving their investment goals.
- To provide our clients with easy and reliable access to listed securities in the stock market through traditional and digital platforms.
- To increase customer value and experience by streamlining business processes and maximizing resources.
- To develop and nurture a culture of growth and social responsibility for the holistic development and empowerment of our workforce.
- To consistently generate value and returns for our stakeholders.

IV. Service Pledge

LANDBANK Securities. Inc. is committed to uphold the values of professionalism, transparency, accountability, and compliance with the relevant rules and regulations in performing our daily operations.

LANDBANK SECURITIES, Inc.

List of Services

Head Office

External Services 4

Trading Transactions 5

Account Opening for equity investment 5

Acceptance and endorsement of Lodgement requirements 9

Processing of Request of Client for the Upliftment of Shares 13

EQ Trade of shares to another Broker 17

Request for statement of Account (SOA) by Client 19

Request for Certificate of Investment 22

Order Execution Traditional / Broker-Assisted Clients 25

Order Execution for Online Clients 29

Online Client's Deposit for Online Funding 31

Withdrawal Request 33

Internal Services
None

Customer Feedback and Complaint 36

Feedback and Complaints 37

List of Offices 39

LANDBANK
SECURITIES, Inc.

Head Office

External Services

TRADING TRANSACTIONS

1. Account Opening for Equity Investment

This service covers the opening of a trading account in the head office.

Office or Division:	SALES AND OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
Individual: • One (1) original copy of Client Account Opening Form (CAIF) to be obtained in LSI • One (1) photocopy of ID Picture (Any Size) • Tax Identification Number (TIN) • If sole proprietorship – One (1) photocopy of Certificate of registration issued by DTI • Clear photocopy of one (1) valid photo-bearing government/privately issued identification document. (*Refer to the list of valid IDs stated below) **Corporation:** • Secretary's Certificate of Board Resolution authorizing the opening of the account with the Trading Participant (TP), (One Original Certified True copy by the Corporate Secretary) • Secretary Certificate Designating Authorized Signatories and Limits of Authority (One Original Certified True copy by the Corporate Secretary) • Latest General Information Sheet file and acknowledged by SEC (One Original Certified True copy by the Corporate Secretary) • SEC Approved Articles of Incorporation and By-Laws (One Original Certified True copy by the Corporate Secretary) • One (1) photocopy of Latest Audited Financial Statement • One (1) original copy of FATCA Questionnaire	LANDBANK Securities, Inc. Head Office

- One (1) photocopy of government-issued valid ID and One (1) ID picture (any size) of each Authorized Signatories
- Certificate of Registration
    - Securities and Exchange Commission (SEC) – for corporations and partnerships
    - Bangko Sentral ng Pilipinas (BSP) – for financial institutions under BSP supervision
    - Department of Trade and Industry (DTI) – for sole proprietorship
    - Other equivalent or counterpart registration authorities

A) Business Development Staff to verify the completeness of the forms and validity of the identification cards.

Business Development Staff forwards the CAIF and other documentary requirements to head of operations to review and check the completeness of the account opening forms

B) Upon checking of the operations head, the Business Development Staff will open the account for approval of the head trader.

*Valid IDs with photo-bearing identification documents namely:

1. Philippine National Identification Card (Philsys ID)
2. Passport, including those issued by foreign governments
3. Driver's License
4. Professional Regulation Commission (PRC) ID
5. National Bureau of Investigation (NBI) Clearance
6. Police Clearance
7. Postal ID
8. Voter's ID
9. TIN ID
10. Barangay Certification or Barangay IDs or similar documents bearing a picture of the Client
11. GSIS e-Card
12. SSS Card
13. Senior Citizen Card
14. Overseas Workers Welfare Administration (OWWA) ID
15. OFW ID
16. Seaman's Book
17. GOCC ID, e.g., Armed Forces of the Philippines (AFP) ID, Home Development Mutual Fund (HDMF) ID, etc.

18. Certification from the National Council for the Welfare of Disabled Persons (NCWDP) 19. Department of Social Welfare and Development (DSWD) Certification 20. Integrated Bar of the Philippines ID 21. Company ID issued by Private Entities or Institutions registered with or supervised/ regulated either by the BSP, SEC, or IC 22. Philippine Health Insurance Corporation (Philhealth) ID 23. Unified Multi-purpose Identification (UMID) Card 24. For Resident Alien: i. Authenticated copy of Alien Certificate of Registration (ACR) from the Bureau of Immigration or ii. Any similar documents such as: a) Special Retiree Resident Visa b) Special Resident Investors visa or c) Any Investors Visa issued by government agencies (e.g., Clark Development Corporation, Subic Bay Metropolitan Authority 25. For customers using Aliases, One (1) photocopy of Certificate of Registration from the Local Civil Registry 26. Or any other valid government-issued means of Identification (one (1) photocopy)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Business Development Unit	1. Brief the client on the rules, regulations, and function of online trading and traditional trading and Present the Application Forms	None	7 Minutes	*Business Development Staff* Sales Department *Trader* Sales Department
2. Submit the Client Information	2. Interview the Client; checks the completeness of the	None	15 Minutes	*Business Development Staff* Sales Department

forms, Requirements, and other Account Opening Forms	CAIF and documents submitted; Undertake KYC procedures; Verify the ID; Explain the terms and condition to the client			*Trader* Sales Department
3.Business Development staff shall inform the client once the account is opened	3.The Business Development staff will forward the CAIF for Checking and Approval Trader, Operations Head, and Officer-In-Charge/President	None	8 Minutes	*Business Development Staff* Sales Department *Trader* Sales Department
4. Business Development staff shall inform the client once the account is opened	4.Encoding of details to the System-BOSS and approval of the authorized Person	None	5 Minutes	*Business Development Staff* Sales Department *Operations Head* Operations Department *Head Trader* Sales Department
Total		None	35 Minutes	

2. Acceptance of Lodgement Requirements and Endorsement to Stock Transfer Office

LANDBANK SECURITIES, Inc.

This service covers the acceptance and endorsement of stock certificates and lodgement requirements to the corresponding Stock Transfer Office of the Company.

Office or Division:	OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
Individual: • The client should have an updated record with LSI • One (1) original copy of request form (to be obtained in LSI) signed by client • Original copy of the stock certificate/s, originally signed by the stockholder/s at the back of the stock certificate • One (1) photocopy of 2 Valid IDs with 3 original specimen signatures • One (1) original copy of Signature Card per Company to be obtained in LSI • Payment for the Processing Fee • Requirements that will be asked by the Stock Transfer Office - If there are discrepancies in signatures in the certificate, signature card, and IDs provided (One (1) original copy of bank certification or personal appearance) - If there are discrepancies in the name of the client in the certificate and IDs provided (One (1) original copy of Affidavit of One and the Same Person) **Corporation:** • The client should have an updated record with LSI • One (1) original copy of request form (to be obtained in LSI) signed by signatories • Original copy of the stock certificate, originally signed by two (2) signatories of the stockholder at the back of the stock certificate • One (1) photocopy of 2 Valid IDs of the signatories with 3 original specimen signatures	LANDBANK Securities, Inc. Head Office

• One (1) original copy of Signature Card per signatories per Company to be obtained in LSI • Payment for the Processing Fee • Secretary Certificate Designating Authorized Signatories and Limits of Authority, (One (1) Original Certified True copy by the Corporate Secretary) • Latest General Information Sheet file and acknowledged by SEC (One (1) Original Certified True copy by the Corporate Secretary) • SEC Approved Articles of Incorporation and By-Laws (One (1) Original Certified True copy by the Corporate Secretary)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit	1. Brief the client on the rules and regulations and Present the Application Form for lodgement	None	5 Minutes	*Settlement Assistant* Operations Department
2. Submit the completely filled-up Application Form for lodgement	2. Interview the Client; checks the completeness of the Application Form for lodgement.	None	4 Minutes	*Settlement Assistant* Operations Department
3. Submit the Stock Certificate and other requirements of the Stock Transfer Office	3. The settlement assistant shall check the Stock Certificate and other requirements	None	3 Minutes (per stock certificate)	*Settlement Assistant* Operations Department

4.Receive the copy of Stock Certificate Provisionary Receipt	4. The settlement assistant shall prepare the Stock Certificate Provisionary Receipt	None	5 Minutes	*Settlement Assistant* Operations Department
5.Pay the Lodgement fee and receive an invoice.	5. The settlement assistant shall issue an Invoice for the lodgement fee, process the lodgement through the PDTC system for approval and signature of the signatories, make a lodgement letter, and make a booking to send the lodgement documents to the Transfer office.	**Bank Stock Transfer Office**: • Stock transfer fee - P100 and 20/stock certificate/per company • LSI Fee – P200 **Non-Bank Stock Transfer Office**: • Stock transfer fee - P112 and 22.40/stock certificate/per company • LSI Fee – P200	10 Minutes	*Settlement Assistant* Operations Department *Operations Head* Operations Department *Head Trader* Sales Department
6. Received an email from LSI that the lodgement of the stock certificates were already settled.	6. Once the lodgement of the stock certificate/s were settled, the settlement assistant will prepare an IN	None	5 minutes	*Settlement Assistant* Operations Department

	Receipt and notify the client through email including the survey form.			
Total		Bank Stock Transfer - P320 Non-Bank Stock Transfer P334.40	32 Minutes	

3. Acceptance of Upliftment Requirements and Endorsement to PDTC

This service covers the upliftment of shares request of clients in the head office

Office or Division:	OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
Individual: • The client should have an updated record with LSI • One (1) original copy of request form (to be obtained in LSI) signed by client • One (1) photocopy of 2 Valid IDs with 3 original specimen signatures • One (1) original copy of Signature Card per Company to be obtained in LSI • Payment for the Processing Fee • Other requirements that will be asked by the PDTC **Corporation:** • The client should have an updated record with LSI • One (1) original copy of request form (to be obtained in LSI) signed by client • One (1) photocopy of 2 Valid IDs with 3 original specimen signatures of the signatories • One (1) original copy of Signature Card per signatories per Company to be obtained in LSI • Payment for the Processing Fee • Secretary Certificate Designating Authorized Signatories and Limits of Authority, (One (1) Original Certified True copy by the Corporate Secretary) • Latest General Information Sheet file and acknowledged by SEC (One (1) Original Certified True copy by the Corporate Secretary)	LANDBANK Securities, Inc. Head Office

• SEC Approved Articles of Incorporation and By-Laws (One (1) Original Certified True copy by the Corporate Secretary)	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit	1. Brief the client on the rules and regulations and Present the Application Form for Upliftment	None	5 Minutes	*Settlement Assistant* Operations Department
2. Submit the completely filled-up Application Form for the upliftment	2. Interview the Client; checks the completeness of the Application Form for the upliftment	None	3 Minutes	*Settlement Assistant* Operations Department
3. Submit the requirements of the Philippine Depository & Trust Corp. (PDTC)	3. The settlement Assistant shall check the completeness of the requirements and verify in BOSS if the client has an outstanding stock position for upliftment	None	3 Minutes	*Settlement Assistant* Operations Department *Operations Head* Operations Department *Head Trader* Sales Department

4. Pay the upliftment fee and receive an Invoice	4. The settlement Assistant shall issue an Invoice for the upliftment fee, process it thru the PDTC system for approval and signature of the signatories, and make a booking to send the upliftment documents to PDTC**.	**Bank Stock Transfer Office**: • PDTC fee P112 • SCCP Fee P55 • LSI fee P200 **Non-Bank Stock Transfer Office**: • PDTC fee P100 • SCCP Fee P55 • LSI fee P200	10 Minutes	*Settlement Assistant* Operations Department
5. Pick-up the original stock certificate in LSI office or via authorized representative . Authorized representative must present authorization letter and 2 valid IDs of the client and the authorized representative . Inform the LSI one day before the pick-up of the stock certificate.	5. Settlement Assistant will notify the client once the certificate is available for pick-up via email including the survey form. For the releasing of certificate, client shall pick up the certificate or authorize representative to pick up the certificate. Authorized representative must present authorization letter and 2 valid IDs of the client and the		PDTC processing of Upliftment is 2 to 4 months	*Settlement Assistant* Operations Department

	authorized representative. The client shall advise the LSI one day before the pick-up of certificate			
Total		Bank Stock Transfer – P367.00 Non-Bank Stock Transfer P355.00	21 Minutes (processing of the upliftment) 2 to 4 months PDTC processing	

4. EQ Trade of shares to another Broker

This service covers the client's request for EQ Trade of shares to and from another Broker in the head office

Office or Division:	OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
• The client should have an updated record with LSI • One (1) original copy of request form (to be obtained in LSI) with the list of shares for EQ trade signed by client • Payment for the EQ Trade Fee * The process to input the shares in the PDTC system will only take up to 15 minutes depending on the number of companies for transfer. While the time for the settlement of the transfer of shares will depend on the processing time of the counter broker.	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit	1. Brief the client on the rules and regulations and Present the Application Form for EQ Trade	None	4 Minutes	*Settlement Assistant* Operations Department
2. Submit the completely filled-up Application Form for the upliftment	2. Interview the Client; checks the completeness of the Application	None	4 Minutes	*Settlement Assistant* Operations Department

	Form for EQ Trade			
3.Pay the EQ Trade fee and receive an invoice; received a notification via email that the transfer was successful.	3. The Settlement Assistant shall issue an invoice for the EQ Trade fee, verify in BOSS if the client has an outstanding stock position for transfer, inform the counter broker who will receive the shares, process thru the PDTC system, and make an OUT Receipt upon settlement of the delivery. Notify the Client once settled via email including the survey form.*	PDTC fee P75 per issue/company LSI fee P107.50 per issue/company	15 Minutes	*Settlement Assistant* Operations Department
Total		P182.50	23 Minutes	

5. Request for Statement of Account (SOA) by Client

LANDBANK SECURITIES, Inc.

This service covers the request of the client for a statement of account in the head office

Office or Division:	OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
• One (1) original copy of Request Form (to be obtained in LSI) signed by client (For walk-in Clients) • Email of scan copy of Request Form (to be obtained in LSI) signed by client from Client's registered email address (Request through email)	LANDBANK Securities, Inc. Head Office

For walk-in client:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit and request for Statement of Account (SOA)	1. Settlement Accounting Assistant or alternate shall give the application form for the Statement of Account (SOA)	None	3 Minutes	*Settlement Accounting Assistant* Operations Department Alternate: *Settlement Assistant* Operations Department
2. Submit the completely filled-up form	2. Settlement Accounting Assistant or alternate shall verify the account of requesting	None	5 Minutes	*Settlement Accounting Assistant* Operations Department Alternate: *Settlement Assistant* Operations Department

	client and print the Statement of Account (SOA)			
3. Receive the printed SOA	3. Settlement Accounting Assistant or alternate shall release the printed SOA and survey form.	First 3 pages – P100 Succeeding pages – P30 per page. Delivery Fee within Metro Manila – P100	3 Minutes	*Settlement Accounting Assistant* Operations Department Alternate: *Settlement Assistant* Operations Department
Total		P100.00	11 Minutes	

For client request through email:

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.The Client shall email LSI Operations Unit (LSI@landbank.com) requesting for a statement of account (SOA)	1.Settlement Accounting Assistant or alternate shall verify the email address of the client from BOSS and shall email the application form for Statement of Account	None	3 Minutes	*Settlement Accounting Assistant* Operations Department Alternate: *Settlement Assistant* Operations Department

	(SOA) to the client once verified.			
2. Client shall email LSI Operations Unit (LSI@landbank.com) the completely filled up request form for statement of account (SOA)	2. Settlement Accounting Assistant or alternate shall check the completeness of the request form and email the Statement of Account (SOA) to the client including the survey form.	None	5 Minutes	*Settlement Accounting Assistant* Operations Department Alternate: *Settlement Assistant* Operations Department
Total		None	8 Minutes	

6. Processing of Client Request for Certification of Investment

This service covers the request of clients of certification containing the list of the client's investment for Stockholder's Meeting, VISA application or other legal purposes.

Office or Division:	OPERATIONS
Classification:	Simple
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations and Government Agencies

Checklist of Requirements	Where to Secure
• One (1) original copy of Request Form (to be obtained in LSI) signed by client (For walk-in Clients); or • Email of scan copy of Request Form (to be obtained in LSI) signed by client from Client's registered email address (Request through email)	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit and request for Certification of Investment	1. Settlement Assistant shall give the application form for the Certification of Investment	None	3 Minutes	*Settlement Assistant* Operations Department
2. Submit the completely filled-up form	2. Settlement Assistant shall verify the account of requesting client and print the Certification of Investment	None	10 Minutes	*Settlement Assistant* Operations Department

3. Pay the Certification Fee and Receive the printed Certification of Investment and invoice	3. Settlement Assistant shall release the printed Certification of Investment and the survey form	For Annual Stockholder's Meeting purpose- Free Other purpose – P300	4 Minutes	*Settlement Assistant* Operations Department
Total		P300	17 Minutes	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Email LSI Operations Unit (LSI@landbank.com) requesting certification of investment	1. Settlement Assistant shall email the application form for Certification of Investment to the client.	None	5 Minutes	*Accounting Assistant* Operations Department *Settlement Assistant* Operations Department
2. Email LSI Operations Unit (LSI@landbank.com) the completely filled-up application form for Certification of Investment	2. Settlement Assistant shall check the completeness of the application form, verify the client's email address, and email the Certification of Investment to the client	None	8 Minutes	*Accounting Assistant* Operations Department *Settlement Assistant* Operations Department
3. Pay the Certification fee and received the scan copy of the certification and invoice. Instruct	3. Settlement Assistant shall send the scan copy of the certification and survey	• For Annual Stockholder's Meeting purpose- Free	5 Minutes	*Accounting Assistant* Operations Department *Settlement Assistant* Operations Department

LSI regarding the details for the delivery of the original certification.	form via email. The original copy of the certification will be send to client's preferred address. The delivery fee will be shouldered by the client.	• Other purposes – P300		
Total		P300	18 Minutes	

7. Order Execution for Traditional / Broker-Assisted Clients

This service covers the buying and selling of equity securities listed at the Philippine Stock Exchange for Traditional / Broker-Assisted clients.

Office or Division:	SALES AND OPERATIONS
Classification:	Technical
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
The client shall have an active trading account with LANDBANK Securities, Inc. *The purchase and/or sale of stock under "careful discretion" are spread in tranches over the day as traders target the volume-weighted average price. While the execution per tranche may take 5 to 10 seconds, the execution may be complete during the whole 5-hour trading day. ** The purchase and/or sale of stock under "limit order" are spread in tranches as traders will aim to complete the order within the limit price set by the client. While the execution per tranche may take 5 to 10 seconds, the whole execution may be complete during the whole 5-hour trading day.	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Give Buy/Sell orders at market price via call, SMS, or through messaging apps such as Viber or Telegram	1. Received an order from the client; the trader executes the buy/sell order at the current market price and completes the execution of the trade	**Buy Transaction Charges:** • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount	10 to 30 seconds	*Trader* Sales Department

		Sell Transaction Charges: • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount • Sales Tax – 0.6% of Gross Amount *Note: 1. No. of shares x Price per shares = **Gross Amount***		
2. Give Buy/Sell orders at careful discretion over the day via call, SMS, or through messaging apps such as Viber or Telegram	2. If careful discretion (CD) order, the trader executes the buy/sell over the day at the best possible price as a target until the transaction completes	**Buy Transaction Charges:** • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount **Sell Transaction Charges:** • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount • Sales Tax – 0.6% of Gross Amount *Note: 1. No. of shares x Price per shares = **Gross Amount***	Up to 5 hours *	*Trader* Sales Department
				Trader

3. Gives Buy/Sell orders with a limit price to complete over the day via call, SMS, or through messaging apps such as Viber or Telegram	3. If limit orders, the trader executes the buy/sell order at or better than the limit price set by the client until the limit price is reached	**Buy Transaction Charges:** • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount **Sell Transaction Charges:** • Commission – 0.25% - 1.5% of gross amount (Minimum Commission of P100.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount • Sales Tax – 0.6% of Gross Amount *Note: 1. No. of shares x Price per shares = **Gross Amount***	Up to 5 hours **	Sales Department
4. Receive an update that his/her order has been partially completed/co mpleted	4. LSI Trader calls or sends an electronic message via SMS or apps to confirm the status of his/her order	None	1 minute	*Trader* Sales Department
5.For buy orders: client shall settle the amount due two-trading days after the transaction through a	5. LSI shall issue an Buy Invoice including the survey form to the client for their payment	None	2 working days	*Trader* Sales Department *Settlement Assistant* Operations Department

check or bank deposit				
6. For sell orders: the client will receive their selling proceeds two-trading days after the transaction	6. LSI shall issue the Sell invoice including the survey form and issue payment to the client through check or bank deposit the selling proceeds on the third trading day after the sell transaction.	None	2 working days	*Trader* Sales Department *Settlement Assistant* Operations Department
Total			1 minute and 10 seconds; up to 5 hours, 1 minute and 30 seconds (plus two (2) trading days for settlement)	

8. Order Execution for Online Clients

This service covers the buying and selling of equity securities listed on the Philippine Stock Exchange for online clients.

Office or Division:	SALES
Classification:	Technical
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
The client should have an active trading account with LANDBANK Securities, Inc. * The online trading system allows investors to purchase and sell stock under "limit order". Limit orders are subject to be matched at the market depending on the movement of the stock price. While the execution per order may take 5 to 10 seconds, it may take the whole 5-hour trading day for the order to get matched.	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client inputs Buy/Sell orders with a limit price at the LANDBANK Securities Online Trading Portal	1. The online trading system transmits the limit order to the PSE for posting and execution	**Buy Transaction Charges:** • Commission – 0.25% of gross amount (Minimum Commission of P50.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount • Online Fee – 0.05% of Gross Amount **Sell Transaction Charges:** • Commission – 0.25% of gross amount (Minimum	5 minutes	*Trader* Sales Department

		Commission of P50.00) • VAT on Comm. – 12% of Commission • SCCP Fee – 0.01% of Gross Amount • Online Fee – 0.05% of Gross Amount • Sales Tax – 0.6% of Gross Amount *Note: 1. No. of shares x Price per shares = **Gross Amount** 2. Online Fee is shouldered by LSI*		
2. Receive an update that his/her order has been completed	2. Once the order has been matched at the stock market, the client's order will reflect on his online investment portfolio. Send an email of survey form.	None	Up to 5 hours*	*Trader* Sales Department
Total			Up to 5 hours and 5 minutes (plus two (2) trading days for settlement)	

9. Processing of Client's Deposit for Online Trading Funding

This service covers the deposits of online clients to be credited to their online trading account for stock purchases purposes

Office or Division:	SALES AND OPERATIONS
Classification:	Technical
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations and Government Agencies

Checklist of Requirements	Where to Secure
The client shall have an active trading account with LANDBANK Securities, Inc. • Email from online clients with the proof of deposit	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Email LSI Operations Unit (LSI@landbank.com) requesting to credit the fund to online trading account with the proof of deposit	1. Settlement Assistant or Alternate shall verify with the bank if the deposit was reflected and verify the email address in BOSS	None	5 Minutes	*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
2. Received an email confirmation of receipt of deposit	2. Settlement Assistant or Alternate shall acknowledged the receipt of the deposit	None	3 Minutes	*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
	3. Settlement Assistant or Alternate shall prepare the credit memo	None	5 Minutes	*Settlement Assistant* Operations Department

	and Sysad entry for authorization of checker and approver			Alternate *Settlement Accounting Assistant* Operations Department
3. Received an email of notification that the fund was credited to the online trading account	4. Settlement Assistant or Alternate shall email the client informing that the fund was credited to the client's online trading account including the survey form	None	2 Minutes	*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
Total		None	15 Minutes	

10. Processing of Client's Withdrawal Request

This service covers the withdrawal request from clients with outstanding credit balance.

Office or Division:	OPERATIONS
Classification:	Technical
Type of Transaction:	G2C (Government-to-Citizens) G2B (Government-to-Business) G2G (Government-to-Government)
Who may avail:	Individual, Sole Proprietorships, Corporations, and Government Agencies

Checklist of Requirements	Where to Secure
The client shall have an active trading account with LANDBANK Securities, Inc. • One (1) original copy of Request Form (to be obtained in LSI) signed by client (For walk-in Clients); or • Email of scan copy of Application form signed by client from Client's registered email address (Request through email)	LANDBANK Securities, Inc. Head Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Operations Unit and fill-up the Client Request Form.	1. Settlement Assistant or Alternate shall provide the Client Request Form	None	5 Minutes	*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
2. Submit the completely filled-up request form	2. Settlement Assistant or Alternate shall verify the account of requesting client and ensure that the outstanding balance is sufficient	None	5 Minutes	*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
			15 Minutes	

3. Received notification from LSI operations that the request was processed and the settlement account was credited	3. Settlement Assistant or Settlement Accounting Assistant shall prepare the payment via check for deposit to the corresponding bank; fund transfer through over-the-counter payment, or LBP We Access and inform the client once credited; provide survey from for client's accomplishment			*Settlement Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
Total			25 Minutes	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Email LSI Operations Unit (LSI@landbank.com) requesting withdrawal	4. Settlement Assistant or Alternate shall email the Client Request Form to the client	None	5 Minutes	*Accounting Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
4. Email LSI Operations Unit (LSI@landbank.com) the completely filled-up Client	5. Settlement Assistant or Alternate shall verify the account of requesting client and ensure that the outstanding	None	5 Minutes	*Accounting Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department

Request Form	balance is sufficient			
3. Received notification from LSI operations via email that the request was processed and the settlement account was credited	3. Settlement Assistant or Alternate shall prepare the payment via check for deposit to the corresponding bank, fund transfer through over-the-counter payment, or LBP We Access and notify the client via email once credited including the survey form	None	15 Minutes	*Accounting Assistant* Operations Department Alternate *Settlement Accounting Assistant* Operations Department
Total		None	25 Minutes	

LANDBANK
SECURITIES, Inc.

CUSTOMER FEEDBACK AND COMPLAINTS

LANDBANK
SECURITIES, Inc.

Feedback and Complaints	
How to send feedback?	Accomplish the Customer Feedback Form and drop it in the suggestion box located at LSI Head Office
	Call: 8-539-1777
	Email us at **LSI@landbank.com**
How feedback is processed?	Feedback received through Head Office, telephone calls, and email shall immediately be referred to the unit concerned for appropriate action.
	Feedback requiring answers is immediately addressed by the concerned unit for necessary feedback to the citizen.
	For inquiries and follow-ups:
	Call: 8-539-1777
	Email us at **LSI@landbank.com**
How to file a complaint?	Fill out a customer feedback form and drop it in the suggestion box located at LSI Head Office
	Complaints can be filed via telephone or email. Make sure to provide the following information:
	- Name of Person/unit being complained
	- Incident
	- Evidence
How complaints are processed?	Complaints received shall immediately be transferred to the unit concerned.
	Unit concerned shall assess and investigate the complaint. If necessary, the unit concerned may coordinate with other units.
	A report shall be made at the conclusion of the investigation.

	Within 48 hours from the completion of the investigation, the client shall be notified via phone or email regarding the result.
	For inquiries and follow-ups:
	Call: 8-539-1777
	Email us at **LSI@landbank.com**
Contact Information of CCB, PCC,ARTA	ARTA:complaints@arta.gov.ph1-ARTA(2782) PCC : 8888 CCB : 0908-881-6565 (SMS)

LANDBANK SECURITIES, Inc.

LIST OF OFFICES

Head Office

Office	Address	Contact Numbers
LANDBANK Securities, Inc. Head Office	16th Floor, Unit L2L16-11 The PSE, at One Bonifacio High Street, 5th Avenue corner 28th Street, Bonifacio Global City, Taguig City	8539-1770 to 8539-1777

Branches:

None

Noted By:

ANALIZA M. VASCO
Officer In-charge