



16. Replacement of Lost and Damaged ATM Cards

A service provided by the office to assist those beneficiaries with lost ATM Cards, damage and are requesting for replacement. The replacement of ATM Card depends on LandBank's processing time. The Office will provide endorsement letter to the beneficiary. The Landbank of the Philippines will endorse the additional requirements to the beneficiary for the replacement of ATM Card.

Office or Division: Office of the Provincial Governor -Iskolar ng Bataan

Classification: Simple

Type of Transaction: Government to Citizen

Who may avail: Active Scholars with Lost and Damage ATM Card

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original, 1 Photocopy)		1. Iskolar Beneficiary		
2. Endorsement Letter		2. Iskolar ng Bataan Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Iskolar ng Bataan and reports the lost or damage ATM Card	1. Gets the complete name and school of the beneficiary	None	1 minute	<i>Administrative Aide IV Operations Section</i>
2. Submits the requirement	2. Receives the requirement and submits to the focal person	None	2 minutes	<i>Administrative Aide IV Operations Section</i>
3. None	3. Verifies if the client is an active scholar of the scholarship program 3.1 Forwards the requirement to the Admin Section for the preparation of the endorsement letter	None	1 minute	<i>Administrative Assistant III Data Technical Section</i>
4. None	4. Prepares and prints the endorsement letter for signature of the Scholarship Coordinator 4.1 Forwards to the Scholarship Coordinator for signature	None	3 minutes	<i>Administrative Assistant II Admin Section</i>
5. None	5. Signs the endorsement letter and forwards to the Operation Section for the releasing of the endorsement letter to the beneficiary	None	1 minute	<i>Scholarship Coordinator</i>
6. None	6. Releases the endorsement letter and assists the beneficiary to sign the receiving copy of the Office	None	2 minutes	<i>Administrative Aide IV Operations Section</i>
7. Receives the endorsement letter	7. Instructs the beneficiary to submits the endorsement letter to Land Bank of the Philippines	None	1 minute	<i>Administrative Aide IV Operations Section</i>
TOTAL:		None	11 minutes	