



Republic of the Philippines
Department of Education
CARAGA REGION



REGIONAL MEMORANDUM

No. 0039 , s. 2025

JAN 14 2025

To: Schools Division Superintendents
Administrative Officer V
Division Payroll In-Charge
All Others Concerned

DISSEMINATION OF MEMORANDUM RE: GUIDELINES ON THE LOAN
MORATORIUM IMPLEMENTATION

1. This Office hereby disseminates the enclosed Memorandum titled *Guidelines on the Loan Moratorium Implementation* as well as the *Advisory on the Annex E* of the said Memorandum.
2. Special attention is hereby invited to the provisions of Paragraph number 1, letter a, on Moratorium Coverage, stating thereof that, **DepEd borrowers shall be provided with one (1) month moratorium (for all DepEd personnel)**; and/or three (3) month moratorium on loan payments (for *bona fide* DepEd personnel within the calamity area as declared by the appropriate government agencies), or both, depending on the option chosen by the financial institution (FI).
3. Apropos, as further elaborated in Annexes B and D, Caraga Region is entitled to one-month loan moratorium on the following APDS-accredited lenders/bank.

LENDER	DEDUCTION CODE
PROVIDENT FUND	0007
PPSTA	0119
MANILA TEACHERS MUTUAL AID SYSTEM, INC	1169
1ST VALLEY BANK, INC.	1035
BAYUGAN WEST DISTRICT TEACHERS EMPLOYEES AND COMMUNITY COOPERATIVE (BAWDISTECCO)	1081



Address: J.P. Rosales Avenue, Butuan City
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Email: caraga@depd.gov.ph
Website: caraga.depd.gov.ph



2025-01-00717

Doc. Ref. Code	RO-ASD-F107	Rev	00
Effectivity	02.01.23	Page	1 of 2



4. For personnel whose salaries are processed through the Division Payroll Services Unit (DPSU), specific adjustments will be made in accordance with the implementation of the moratorium. The Regional Payroll Services Unit (RPSU) will issue detailed instructions to ensure that the deduction codes referenced above are excluded from the January 2025 payroll.
5. For the Implementing Units (IUs), the above-mentioned codes must also be excluded from the January 2025 payroll.
6. All termination dates for the deductions that will be excluded from the January 2025 payroll, as part of the implementation of the moratorium, shall be adjusted and extended by an additional one (1) month.
7. Immediate dissemination of this Memorandum is enjoined.

MARIA INES C. ASUNCION
Regional Director

Encl.: Memorandum titled Guidelines on the Loan Moratorium, Advisory on Loan Moratorium dated January 03, 2025
Reference: Memorandum titled Guidelines on the Loan Moratorium Implementation To be indicated in the Perpetual Index under the following subjects:

DEDUCTIONS

PAYMENT

SALARY

ASD/rbb
01/13/2025



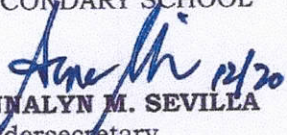
Republic of the Philippines
Department of Education
OFFICE OF THE UNDERSECRETARY FOR FINANCE

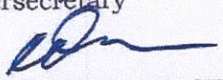
MEMORANDUM

December 19, 2024

FOR : REGIONAL DIRECTORS
DIRECTOR, BUREAU OF HUMAN RESOURCES AND
ORGANIZATIONAL DEVELOPMENT (BHROD)
DIRECTOR, INFORMATION AND COMMUNICATIONS
TECHNOLOGY SERVICE (ICTS)

ATTENTION : SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL CHIEFS OF FINANCE AND ADMINISTRATIVE
DIVISION
CHIEF OF PERSONNEL DIVISION, BHROD
HEADS OF REGIONAL PAYROLL SERVICES UNIT
CHIEF OF SOLUTIONS DEVELOPMENT DIVISION (SDD), ICTS
PAYROLL PROCESSORS OF IMPLEMENTING UNIT (IU)
SECONDARY SCHOOL

FROM :  **ANNALYN M. SEVILLA**
Undersecretary


ATTY. EDSON BYRON K. SY
Assistant Secretary

SUBJECT : GUIDELINES ON THE LOAN MORATORIUM IMPLEMENTATION

On November 26, 2024, Secretary Sonny Angara requested all financial institutions to provide a moratorium on the collection of loan payments for DepEd teaching and non-teaching personnel, and employees.

As stated in the said request, the loan moratorium shall be provided as follows:

- a. One (1) month moratorium – All DepEd personnel; and/or
- b. Three (3) month moratorium – Bona fide DepEd personnel within the calamity areas as declared by the appropriate government agencies

In line with this, stated in this memorandum are the procedures and considerations for the implementation of the loan moratorium. All payroll processors and concerned personnel are expected to adhere to the following guidelines to ensure proper and efficient implementation.



Address: 2F Rizal Bldg., DepEd Complex Meralco Avenue, Pasig City
Telephone Nos.: (02) 8633-9342 TeleFax No: (02) 8638-3703
Email Address: usec.financebpm@depd.gov.ph

1. Moratorium Coverage

- a. DepEd borrowers shall be provided with one (1) month moratorium [for all DepEd personnel]; and/or three (3) month moratorium on loan payments [for *bona fide* DepEd personnel within the calamity areas as declared by the appropriate government agencies], or both, depending on the option chosen by the financial institution (FI).
- b. The loan moratorium shall be implemented starting in January 2025 up to April 2025, as applicable. Regular payroll processing shall be made for the month of December 2024.
- c. The loan moratorium shall apply exclusively to loan obligations, including principal, interest, penalties, and other similar accruals and charges for the specified periods.
- d. Salary deductions for insurance premia, membership fees, and the like shall not be covered by the moratorium.
- e. The loan moratorium shall be limited to affected areas specified in Annex A.
- f. The loan moratorium shall cover the Financial Institutions (FI) in the attached annexes, as follows:
 - f.1 Annex B – List of financial institutions granting 4-month moratorium
 - f.2 Annex C – List of financial institutions granting 3-month moratorium
 - f.3 Annex D – List of financial institutions granting 1-month moratorium
 - f.4 Annex E – List of members of Chamber of Thrift Banks (CTB) and Rural Bankers Association of the Philippines (RBAP) granting loan moratorium through refund but will collect interest
 - f.5 Annex F – List of members of Salary Deduction Assurance Association, Inc., granting loan moratorium through refund and will waive interest

2. Payroll Adjustments

- a. The Central Office through the Information and Communications Technology System - Solutions Development Division (ICTS-SDD) shall develop the necessary adjustments in the payroll program for the period covering January 2025 to April 2025, as applicable. The said program shall be provided to all Regional Payroll Services Units (RPSU).
 - Put/mark "X" on all affected loan amortizations in the "Deducted Obligations" that will be moved to "Undeducted Obligations" portion of the pay slips.
 - Extend the termination dates of loan amortizations that will be moved to the "Undeducted Obligations" portion of the pay slips by the number of months of moratorium granted.
 - First-In-First-Served queuing system shall still be strictly observed.
 - No "Undeducted Obligations" shall move to Deducted Obligations of the pay slip due to the increase in Net Take Home Pay.
 - Queue all new deduction billings to be received by the Regional Payroll Services Units in the "Undeducted Obligations" of the pay slip of DepEd personnel.
 - Include the necessary reminders in the pay slip for the information of concerned DepEd personnel.



- b. The DepEd CO shall release the adjusted program to the RPSUs. All implementing units shall also adjust their payroll program according to the above directives.

3. Application and Verification for New Loans

- a. DepEd personnel shall be allowed to apply for new loans, subject to the limitations in the TCAA.
- b. DepEd verifiers shall verify the loan applications carefully, in compliance with the existing rules, guidelines and this memorandum.

3. Interests and Penalties

The DepEd borrowers shall not incur any additional charges, costs, penalties, surcharges, interests, interests on interests, or any other accruals on the outstanding loan balance due to the moratorium.

4. Voluntary Payments (Over-the-Counter)

DepEd borrowers that were granted this moratorium who wish to continue their deductions can pay their monthly obligations with their respective financial institutions over-the-counter.

5. Further Clarifications

- a. The loan moratorium was requested to provide financial relief to DepEd personnel affected by the recent typhoons.
- b. The "First-In-First-Served" queuing system shall still be strictly observed. FIs that are in the lower queue, or not in the queue at all prior to November 26, 2024, shall not benefit in any way from the moratorium granted by FIs in the higher queue.
- c. In the computation of the net take home pay, the DepEd verifiers shall accommodate the pay slips with Undeducted Obligations due to loan moratorium to determine if the DepEd borrower can still obtain loans.
- d. The intention for the loan moratorium is to pause the loan payment and to correspondingly adjust the term of the loan by the corresponding number of months of moratorium granted by the FIs. There shall be no lump sum repayment of the loan after the moratorium period, neither shall there be any accruals of interests, interests on interests, surcharges, penalties, and similar other charges and fees.
- e. Financial institutions under specific associations have provided a separate mechanism for the loan moratorium for the benefit of DepEd personnel.

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Copy Furnished:

1. **Atty. Fatima Panontongan**
Undersecretary and Chief of Staff
2. **Atty. Filemon Ray L. Javier**
Undersecretary for Legal and Legislative Affairs
3. **Cholita F. Tiong**
OIC - Director IV, Finance

List of Areas Affected by Calamities (Typhoons)

Region	Typhoon	Province	Municipality
Region I	Julian	Ilocos Norte	Province Wide
Region I	Kristine	Dagupan	Dagupan
Region I	Kristine/Leon	Pangasinan	Bani
Region I	Kristine/Leon		Anda
Region I	Leon	Dagupan	Dagupan
Region I	Marce	Ilocos Norte	Pagudpud
Region I	Nina/Pepito/Ofel	La Union	Bangar
Region I	Nina/Pepito/Ofel	Pangasinan	Bautista
Region II	Julian	Cagayan	Province Wide
Region II	Julian	Batanes	Province Wide
Region II	Kristine/Leon	Isabela	Ilagan
Region II	Kristine/Leon		Roxas
Region II	Marce	Cagayan	Buguey
Region II	Marce		Gonzaga
Region II	Marce		Sanchez-Mira
Region II	Marce		Aparri
Region II	Marce		Claveria
Region II	Nina/Pepito/Ofel	Quirino	Province Wide
Region II	Nina/Pepito/Ofel	Isabela	Santiago
Region II	Nina/Pepito/Ofel		Cabagan
Region II	Nina/Pepito/Ofel		Tumauini
Region II	Nina/Pepito/Ofel		San Mateo
Region II	Nina/Pepito/Ofel		Ramon
Region II	Nina/Pepito/Ofel	Cagayan	Baggao
Region II	Nina/Pepito/Ofel	Nueva Vizcaya	Aritao
Region II	Nina/Pepito/Ofel		Bambang
Region III	Nina/Ofel/Pepito	Aurora	Province Wide
Region III	Nina/Ofel/Pepito	Nueva Ecija	Licab
Region IV-A	Kristine/Leon	Cavite	Province Wide
Region IV-A	Kristine/Leon	Laguna	Province Wide
Region IV-A	Kristine/Leon	Batangas	Province Wide
Region IV-A	Kristine/Leon	Quezon	Province Wide
Region IV-A	Kristine/Leon	Rizal	Cardona
Region IV-A	Kristine/Leon		Binangonan

Region	Typhoon	Province	Municipality
Region IV-B	Kristine/Leon	Oriental Mindoro	Puerto Galera
Region IV-B	Kristine/Leon		Naujan
Region IV-B	Kristine/Leon		Victoria
Region IV-B	Kristine/Leon		Pola
Region IV-B	Kristine/Leon		Socorro
Region IV-B	Kristine/Leon		Pinamalayanan
Region IV-B	Kristine/Leon		Mansalay
Region IV-B	Kristine/Leon		Bulalacao (San Pedro)
Region IV-B	Kristine/Leon	Occidental Mindoro	Paluan
Region IV-B	Kristine/Leon		Looc
Region V	Kristine/Leon	Albay	Province Wide
Region V	Kristine/Leon	Camarines Sur	Province Wide
Region V	Kristine/Leon/Nina/Ofel/Pepito	Catanduanes	Province Wide
Region V	Kristine/Leon	Camarines Norte	Province Wide
Region V	Kristine/Leon	Naga	Naga
Region V	Kristine/Leon	Sorsogon	Province Wide
Region V	Kristine/Leon	Masbate	Cataingan
Region V	Kristine/Leon		San Fernando
Region VIII	Kristine/Leon	Samar	Calbayog
Region VIII	Kristine/Leon	Eastern Samar	Jipapad
Region VIII	Kristine/Leon		Arteche
Region VIII	Kristine/Leon		San Policarpo
Region VIII	Kristine/Leon		Oras
Region VIII	Kristine/Leon		Maslog
Region VIII	Kristine/Leon		Dolores
Region VIII	Kristine/Leon		Can-avid
Region VIII	Kristine/Leon		Taft
Region VIII	Kristine/Leon		Sulat
Region VIII	Kristine/Leon		San Julian
Region VIII	Kristine/Leon		Borongan
Region VIII	Kristine/Leon		Maydolong
Region XII	Kristine/Leon	Cotabato	Magpet
CAR	Kristine/Leon	Ifugao	Alfonso Lista (Potia)
CAR	Nina/Pepito/Ofel	Mountain Province	Province Wide
CAR	Nina/Ofel/Pepito	Ifugao	Aguinaldo
CAR	Nina/Ofel/Pepito		Asipulo
NCR	Kristine/Leon	NCR	Quezon City

ANNEX B

List of Financial Institutions Granting 4-month Moratorium (1-month moratorium for all plus 3-month moratorium for those in calamity-stricken areas)

➤ See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexB>

1. DepEd Provident Fund
2. Manila Teachers' Mutual Aid System, Inc. (MTMASI)
3. Philippine Public School Teachers Association, Inc. (PPSTAI)
4. Rural Bank of Malolos, Inc.

List of Financial Institutions Granting 3-month Moratorium

➤ See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexC>

1. Land Bank of the Philippines
2. Beneficial Life Insurance Company, Inc.
3. Camarines Sur Elementary and Secondary Teachers and Employees Association, Inc. (CASESTEAI)
4. Enterprise Bank, Inc.

List of Financial Institutions Granting 1-month Moratorium

➤ See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexD>

- ✓ 1. 1st Valley Bank, Inc. (A Development Bank)
- ✓ 2. Bayugan West District Teachers Employees and Community Cooperative
3. Cagsawa Rural Bank, Inc.
4. Camarines Sur Teachers and Employees Multi-Purpose Cooperative (CASTEMUPCO)
5. DECS South Cotabato Multi-Purpose Cooperative
6. Digos City National High School Teachers and Employees Multi-Purpose Cooperative
7. Division Teachers And Non-Teaching Multi-Purpose Cooperative
8. Enrile Teachers Multi-Purpose Cooperative
9. First Community Bank, Inc. (Rural Bank)
10. First Imperial Business Bank, Inc.
11. Fortune Life Insurance Company
12. Iloilo National High School Faculty and Employees Multi-Purpose Cooperative
13. Innovative Bank, Inc. (A Rural Bank)
14. La Castellana I Personnel Multi-Purpose Cooperative
15. Libacao Development Cooperative
16. Llanera Teachers Multi-Purpose Cooperative
17. Monkayo Public School Teachers, Employees and Retirees Multi-Purpose Cooperative (MPSTERMCO)
18. Negros Teachers' Multi-Purpose Cooperative
19. Novo Ecijano Teachers' Mutual Benefit Association, Inc. (NETMBAI)
20. Pampanga High School Multi-Purpose Cooperative
21. Pangasinan Public School Teachers Mutual Benefits Association, Inc.
22. Philippines International Life Insurance Company, Inc.
23. Quezon Public School Teachers and Employees Credit Cooperative (QPSTECC)
24. Rang-ay Bank (A Rural Bank), Inc.
25. Romblon National High School Teachers & Employees Multi-Purpose Cooperative
26. Rural Bank of Bambang (Nueva Vizcaya), Inc.
27. Rural Bank of Barili (Cebu), Inc.
28. Rural Bank of Ibajay, Inc.
29. Rural Bank of Manukan (Zamboanga del Norte), Inc.
30. Zamboanga City Rural Bank, Inc.

List of Members of Chamber of Thrift Banks (CTB)

- Granting loan moratorium through refund
- Will collect interest
- Coordinate with concerned banks for their process for applying for refund
- See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexE>

1. **1st Valley Bank, Inc.,**
Mr. Jubal Yap Yu
Email address: jyu@1vb.com.ph
Mobile No. 0917 814 3331
2. **China Bank Savings**
Email address: customerservice.cbs@chinabank.ph
Telephone No. (02) - 8988 9555 option 3
Facebook: cbschinabanksavings
Chatbot: Casey deployed in FB and Website can assist with general, non-account related concern
3. **City Savings Bank**
Email address: simpleisgood@citysavings.com.ph
Via SMS: +639178746753
Via FB Messenger: <https://m.me/citysavingsbankofficial>
4. **Citystate Savings Bank**
Dennis V. Mancilla – Head, APDS Loans
Email address: dvmancilla@citystatesavings.com
Mobile No. – 0927 1548423
Janice C. Lim, Head – Head, Customer Experience
Email address: jclim@citystatesavings.com
Mobile No. – 0917 5888788
5. **First Consolidated Bank**
Mr. Joseph Lacea, President
Email address: jlacea@fcb.com.ph
Mobile No. - 0928 520 6899
6. **Legazpi Savings Bank (also a Subsidiary of BPI)**
Ms. Kareen Villareal
Email address: kareen.villareal@legazpibank.com.ph or c3@legazpibank.com.ph
Telephone No. - (02) 8396 7460 loc 81003 or 0283967460
Mobile No. - 0925 5779643
7. **Malayan Savings Bank**
Customer Care Unit
Email address: customercare@malayabank.com.ph
Direct Line (office hours) – (02) 8815-98-76
Trunk Line (office hours) – (02) 8841-7800 loc. 153

8. **Philippine Business Bank**
Mr. Raph Kennedy Sotto
Email address: raphkennedysotto@yahoo.com
Mobile No. - 0912 4209546

Ms. Jennilyn Santiago
Email address: santiago_jm@pbb.com.ph
Mobile No. - 0966 820 8527
9. **Producers Savings Bank**
Ms. Filipinas Fernandez
Email Address: filipinas.fernandez@producersbank.com.ph
Mobile No. - 0998 5964856
10. **UCPB Savings Bank**
Customer Assistance and Management Center
Email address: usb-camu@ucpbsavings.com
Hotline: (02) 8811-0278
Mobile No. - 0998 5919006
Website: <https://www.ucpbsavings.com>
11. **Wealth Development Bank Corp.**
Atty. Roberto D. Quizeo, President/CEO
Email address: quizeo.roberto@wealthbank.com.ph
Mobile No. - 0917 8736803

List of Members of Rural Bankers Association of the Philippines (RBAP)

- Granting loan moratorium through refund
- Will collect interest
- Coordinate with concerned banks for their process for applying for refund
- See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexE>

1. BDO Network Bank

BDO Network Bank, Inc.

BDONB Customer Service

Email Address: customerservice@bdonetworkbank.com.ph

Telephone No. (082) 233-7777

Beltran, Ma. Clarissa C.

Billing & Monitoring Manager

Email Address: beltran.maclarissa@bdonetworkbank.com.ph

Telephone No. (082) 233-7777 local 60387

Navor, Albert R.

Collections Manager

Email Address: navor.albert@bdonetworkbank.com.ph

Telephone No. (082) 233-7777 local 46513

2. East West Rural Bank, Inc.

24-Hour Hotline (+632) 8888-1755 / service@eastwestbanker.com

(See attached for contact details)

EASTWEST RURAL BANK CONTACT DETAILS – LOAN PAYMENT MORATORIUM

Customer Service 24-Hour Hotline at [\(+632\) 8888-1755](tel:+63288881755) or email us at service@eastwestbanker.com

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
I	Cagayan Valley	Entire Province	Julian	EastWest Rural Bank - Tuguegarao Branch Don Domingo Street, Brgy. Centro 11, Tuguegarao City, Cagayan Valley, 3500	Julius S. Baingan 09985866417 JSBaingan@eastwestbanker.com
I	Pangasinan	Dagupan City	Kristine	EastWest Rural Bank -Dagupan Branch Units L1L & L1M, Ground Floor, Eastgate Plaza Bldg., A.B. Fernandez East Avenue, Brgy. Mayombo, Dagupan City, Pangasinan	Martin M. Valcorza 09989663765 MMValcorza@eastwestbanker.com
IV-A	Cavite	Entire Province	Kristine	- EastWest Rural Bank -Dasmariñas Branch Lot-4, Aguinaldo Highway, Brgy. Salitran, Dasmariñas City, Cavite, 4114 - EastWest UniBank -Naic Branch Corner Ibayo, Silangan, Naic Cavite	Sheinna C. Villaruel 09988437527 SCVillaruel@eastwestbanker.com
IV-A	Quezon	Tagkawayan, Mulanay, Gen. Luna	Kristine	- EastWest Rural Bank - Gumaca Branch MAJT Bldg.,Brgy. Pipisik, Gumaca, Quezon, 4307 - EastWest Rural Bank - Infanta Branchlite A/1 Aberon's Inn, Prk. Rosal Comon, Infanta, Quezon Province, 4336 - EastWest Rural Bank - Lucena Branch Land Co Bldg., ML Tagarao St., Brgy. 3, Lucena City, Quezon, 4301	John Perlord L. Arenal 09985866418 JLArenal@eastwestbanker.com Beatrice A. Rabano 09399389783 BARabano@eastwestbanker.com Mark Anthony O. Aldobe 09989722159 MOAldobe@eastwestbanker.com
IV-A	Laguna	Sta. Cruz, San Pedro City, Victoria	Kristine	- EastWest Rural Bank - Sta Rosa Branch Hernandez Building, National Road, Brgy. Macablang, Sta. Rosa City, Laguna - EastWest Unibank - San Pablo Branch	Christian Darlson R. Jaca 09989663749 CRJaca@eastwestbanker.com Reinier Ryan M. Flores

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
				9022 J. P. Rizal Avenue, San Pablo City, Laguna - EastWest Unibank -Sta Cruz Branch #129 P. Guevara Ave. , Poblacion 2 , Sta Cruz, Laguna - EastWest Unibank -Calamba Branch 1425 National Road, Brgy. Uno Crossing, Calamba City, Laguna	09989663760 RMFlores@eastwestbanker.com Reinier Ryan M. Flores 09989663760 RMFlores@eastwestbanker.com Christian Darlson R. Jaca 09989663749 CRJaca@eastwestbanker.com
v	Albay	Entire Province	Kristine	- EastWest Rural Bank – Legazpi Branch Door 2 & 3 Bicol Wei Due Fraternity Bldg. Quezon Ave. Oro Site, Legazpi City, Albay - EastWest Unibank - Tabaco Branch 9P5J+745, Gen. Antonio Luna St, Tabaco City, Albay	Charlene G. Ete 09989729917 CGEte@eastwestbanker.com Mar Joshua A. Tirao 09989663753 MATirao@eastwestbanker.com
	Camarines Norte	Entire Province		EastWest Rural Bank - Daet Branch Blk. 8, Lot-11, FMDC Bldg., Central Plaza Complex, Brgy., Lag-on, Daet, Camarines Norte	Bryan Tony T. Paredes 09088162158 BTparedes@eastwestbanker.com
	Camarines Sur	Entire Province		- EastWest Rural Bank - Naga Branch Door 48 & 49 Crescini Bldg. CBD 2 Triangulo, Naga City, Camarines Sur, 4400 - EastWest Rural Bank - Iriga Branchlite Cheema Bldg., Alfelor St., San Roque (Poblacion), Iriga City, Camarines Sur, Bicol Region	Maximo R. Del Rio 09088162159 MRDelRio@eastwestbanker.com

ANNEX F

List of Members of Salary Deduction Assurance Association, Inc.

- Granting loan moratorium through refund
- Will waive interest
- Coordinate with concerned entities for their process for applying for refund
- See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexF>

(List to follow: see link above)



Republic of the Philippines
Department of Education
OFFICE OF THE ASSISTANT SECRETARY FOR FINANCE

January 3, 2025

ADVISORY

**TO: ALL PAYROLL PROCESSORS IN THE REGIONAL OFFICES
SCHOOLS DIVISION OFFICES
IMPLEMENTING UNITS
ALL CONCERNED DEPED PERSONNEL**

1. In line with Annex E of the Memorandum dated December 19, 2024, the attached list of APDS-accredited lenders/banks will provide a **one-month loan moratorium (via refund) to DepEd personnel in calamity-stricken areas**, as part of the assistance requested by Secretary Sonny Angara. For reference, an annex listing the areas officially declared as calamity-stricken since September 2024 is included herewith.
2. Monthly deductions for loan payments granted by the said lenders shall continue to be remitted directly to the respective lenders. Payroll officers are reminded not to withhold or adjust the remittance for these loans.
3. The loan moratorium is optional. DepEd personnel who prefer to continue regular loan payments may choose not to avail of the moratorium. For those who wish to avail, the moratorium will be implemented through refunds directly from the lenders, ensuring flexibility and allowing borrowers to avoid extending their loan terms if desired.
4. The loan moratorium is available only to DepEd personnel in officially declared calamity-stricken areas (listed in the annex). Lenders may establish additional criteria to determine eligibility for a refund. Eligible borrowers may apply for the refund from January to March 2025. Interested borrowers must coordinate directly with their respective lenders for the application and availment process.
5. Interest accrued during the moratorium will not be waived. As clarified, while interest will accrue, no "interest on interest," penalties, or surcharges will be applied. The accrued interest for the applicable month **will not be included in the refund**.
6. For personnel who avail of the loan moratorium (refund), the termination date of their loans will be extended by one month. Lenders are required to submit a list



Address: GF Teodora Alonzo Bldg., DepEd Complex Meralco Avenue, Pasig City
Telephone No.: (02) 8633-7231
Email Address: asec.financebpm@deped.gov.ph

of DepEd personnel who availed of the moratorium (refund) at the end of the program.

7. For the information and compliance of all concerned.



ATTY. EDSON BYRON K. SY
Assistant Secretary

Copy Furnished:

1. Annalyn M. Sevilla
Undersecretary for Finance
2. Atty. Fatima Lipp D. Panontongan
Undersecretary and Chief of Staff
3. Atty. Filemon Ray L. Javier
Undersecretary for Legal and Legislative Affairs

List of Areas Affected by Calamities (Typhoons)

Region	Typhoon	Province	Municipality
Region I	Julian	Ilocos Norte	Province Wide
Region I	Kristine	Dagupan	Dagupan
Region I	Kristine/Leon	Pangasinan	Bani
Region I	Kristine/Leon		Anda
Region I	Leon	Dagupan	Dagupan
Region I	Marce	Ilocos Norte	Pagudpud
Region I	Nina/Pepito/Ofel	La Union	Bangar
Region I	Nina/Pepito/Ofel	Pangasinan	Bautista
Region II	Julian	Cagayan	Province Wide
Region II	Julian	Batanes	Province Wide
Region II	Kristine/Leon	Isabela	Ilagan
Region II	Kristine/Leon		Roxas
Region II	Marce	Cagayan	Buguey
Region II	Marce		Gonzaga
Region II	Marce		Sanchez-Mira
Region II	Marce		Aparri
Region II	Marce		Claveria
Region II	Nina/Pepito/Ofel	Quirino	Province Wide
Region II	Nina/Pepito/Ofel	Isabela	Santiago
Region II	Nina/Pepito/Ofel		Cabagan
Region II	Nina/Pepito/Ofel		Tumauini
Region II	Nina/Pepito/Ofel		San Mateo
Region II	Nina/Pepito/Ofel		Ramon
Region II	Nina/Pepito/Ofel	Cagayan	Baggao
Region II	Nina/Pepito/Ofel	Nueva Vizcaya	Aritao
Region II	Nina/Pepito/Ofel		Bambang
Region III	Nina/Ofel/Pepito	Aurora	Province Wide
Region III	Nina/Ofel/Pepito	Nueva Ecija	Licab
Region IV-A	Kristine/Leon	Cavite	Province Wide
Region IV-A	Kristine/Leon	Laguna	Province Wide
Region IV-A	Kristine/Leon	Batangas	Province Wide
Region IV-A	Kristine/Leon	Quezon	Province Wide
Region IV-A	Kristine/Leon	Rizal	Cardona
Region IV-A	Kristine/Leon		Binangonan

Region	Typhoon	Province	Municipality
Region IV-B	Kristine/Leon	Oriental Mindoro	Puerto Galera
Region IV-B	Kristine/Leon		Naujan
Region IV-B	Kristine/Leon		Victoria
Region IV-B	Kristine/Leon		Pola
Region IV-B	Kristine/Leon		Socorro
Region IV-B	Kristine/Leon		Pinamalayanan
Region IV-B	Kristine/Leon		Mansalay
Region IV-B	Kristine/Leon		Bulalacao (San Pedro)
Region IV-B	Kristine/Leon	Occidental Mindoro	Paluan
Region IV-B	Kristine/Leon		Looc
Region V	Kristine/Leon	Albay	Province Wide
Region V	Kristine/Leon	Camarines Sur	Province Wide
Region V	Kristine/Leon/Nina/Ofel/Pepito	Catanduanes	Province Wide
Region V	Kristine/Leon	Camarines Norte	Province Wide
Region V	Kristine/Leon	Naga	Naga
Region V	Kristine/Leon	Sorsogon	Province Wide
Region V	Kristine/Leon	Masbate	Cataingan
Region V	Kristine/Leon		San Fernando
Region VIII	Kristine/Leon	Samar	Calbayog
Region VIII	Kristine/Leon	Eastern Samar	Jipapad
Region VIII	Kristine/Leon		Arteche
Region VIII	Kristine/Leon		San Policarpo
Region VIII	Kristine/Leon		Oras
Region VIII	Kristine/Leon		Maslog
Region VIII	Kristine/Leon		Dolores
Region VIII	Kristine/Leon		Can-avid
Region VIII	Kristine/Leon		Taft
Region VIII	Kristine/Leon		Sulat
Region VIII	Kristine/Leon		San Julian
Region VIII	Kristine/Leon		Borongan
Region VIII	Kristine/Leon		Maydolong
Region XII	Kristine/Leon	Cotabato	Magpet
CAR	Kristine/Leon	Ifugao	Alfonso Lista (Potia)
CAR	Nina/Pepito/Ofel	Mountain Province	Province Wide
CAR	Nina/Ofel/Pepito	Ifugao	Aguinaldo
CAR	Nina/Ofel/Pepito		Asipulo
NCR	Kristine/Leon	NCR	Quezon City

List of Members of Chamber of Thrift Banks (CTB)

- Granting loan moratorium through refund
- Will collect interest
- Coordinate with concerned banks for their process for applying for refund
- See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexE>

1. **1st Valley Bank, Inc.,**
Mr. Jubal Yap Yu
Email address: jyu@1vb.com.ph
Mobile No. 0917 814 3331
2. **China Bank Savings**
Email address: customerservice.cbs@chinabank.ph
Telephone No. (02) - 8988 9555 option 3
Facebook: cbschinabanksavings
Chatbot: Casey deployed in FB and Website can assist with general, non-account related concern
3. **City Savings Bank**
Email address: simpleisgood@citysavings.com.ph
Via SMS: +639178746753
Via FB Messenger: <https://m.me/citysavingsbankofficial>
4. **Citystate Savings Bank**
Dennis V. Mancilla – Head, APDS Loans
Email address: dvmancilla@citystatesavings.com
Mobile No. – 0927 1548423
Janice C. Lim, Head – Head, Customer Experience
Email address: jclim@citystatesavings.com
Mobile No. – 0917 5888788
5. **First Consolidated Bank**
Mr. Joseph Lacea, President
Email address: jlacea@fcb.com.ph
Mobile No. - 0928 520 6899
6. **Legazpi Savings Bank (also a Subsidiary of BPI)**
Ms. Kareen Villareal
Email address: kareen.villareal@legazpibank.com.ph or c3@legazpibank.com.ph
Telephone No. - (02) 8396 7460 loc 81003 or 0283967460
Mobile No. - 0925 5779643
7. **Malayan Savings Bank**
Customer Care Unit
Email address: customercare@malayabank.com.ph
Direct Line (office hours) – (02) 8815-98-76
Trunk Line (office hours) – (02) 8841-7800 loc. 153

8. **Philippine Business Bank**
Mr. Raph Kennedy Sotto
Email address: raphkennedysotto@yahoo.com
Mobile No. - 0912 4209546

Ms. Jennilyn Santiago
Email address: santiago_jm@pbb.com.ph
Mobile No. - 0966 820 8527
9. **Producers Savings Bank**
Ms. Filipinas Fernandez
Email Address: filipinas.fernandez@producersbank.com.ph
Mobile No. - 0998 5964856
10. **UCPB Savings Bank**
Customer Assistance and Management Center
Email address: usb-camu@ucpbsavings.com
Hotline: (02) 8811-0278
Mobile No. - 0998 5919006
Website: <https://www.ucpbsavings.com>
11. **Wealth Development Bank Corp.**
Atty. Roberto D. Quizeo, President/CEO
Email address: quizeo.roberto@wealthbank.com.ph
Mobile No. - 0917 8736803

List of Members of Rural Bankers Association of the Philippines (RBAP)

- Granting loan moratorium through refund
- Will collect interest
- Coordinate with concerned banks for their process for applying for refund
- See link for updates: <https://tinyurl.com/LoanMoratoriumAnnexE>

1. BDO Network Bank

BDO Network Bank, Inc.

BDONB Customer Service

Email Address: customerservice@bdonetworkbank.com.ph

Telephone No. (082) 233-7777

Beltran, Ma. Clarissa C.

Billing & Monitoring Manager

Email Address: beltran.maclarissa@bdonetworkbank.com.ph

Telephone No. (082) 233-7777 local 60387

Navor, Albert R.

Collections Manager

Email Address: navor.albert@bdonetworkbank.com.ph

Telephone No. (082) 233-7777 local 46513

2. East West Rural Bank, Inc.

24-Hour Hotline (+632) 8888-1755 / service@eastwestbanker.com

(See attached for contact details)

EASTWEST RURAL BANK CONTACT DETAILS – LOAN PAYMENT MORATORIUM

Customer Service 24-Hour Hotline at [+632\) 8888-1755](tel:+63288881755) or email us at service@eastwestbanker.com

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
I	Cagayan Valley	Entire Province	Julian	EastWest Rural Bank - Tuguegarao Branch Don Domingo Street, Brgy. Centro 11, Tuguegarao City, Cagayan Valley, 3500	Julius S. Baingan 09985866417 JSBaingan@eastwestbanker.com
I	Pangasinan	Dagupan City	Kristine	EastWest Rural Bank -Dagupan Branch Units L1L & L1M, Ground Floor, Eastgate Plaza Bldg., A.B. Fernandez East Avenue, Brgy. Mayombo, Dagupan City, Pangasinan	Martin M. Valcorza 09989663765 MMValcorza@eastwestbanker.com
IV-A	Cavite	Entire Province	Kristine	- EastWest Rural Bank -Dasmarinas Branch Lot-4, Aguinaldo Highway, Brgy. Salitran, Dasmarinas City, Cavite, 4114 - EastWest Unibank -Naic Branch Corner Ibayo, Silangan, Naic Cavite	Sheinna C. Villaruel 09988437527 SCVillaruel@eastwestbanker.com
IV-A	Quezon	Tagkawayan, Mulanay, Gen. Luna	Kristine	- EastWest Rural Bank - Gumaca Branch MAJT Bldg., Brgy. Pipisik, Gumaca, Quezon, 4307 - EastWest Rural Bank - Infanta Branchlite A/1 Aberon's Inn, Prk. Rosal Comon, Infanta, Quezon Province, 4336 - EastWest Rural Bank - Lucena Branch Land Co Bldg., ML Tagarao St., Brgy. 3, Lucena City, Quezon, 4301	John Perlord L. Arenal 09985866418 JLArenal@eastwestbanker.com Beatrice A. Rabano 09399389783 BARabano@eastwestbanker.com Mark Anthony O. Aldobe 09989722159 MOAldobe@eastwestbanker.com
IV-A	Laguna	Sta. Cruz, San Pedro City, Victoria	Kristine	- EastWest Rural Bank - Sta Rosa Branch Hernandez Building, National Road, Brgy. Macabing, Sta. Rosa City, Laguna - EastWest Unibank - San Pablo Branch	Christian Darlson R. Jaca 09989663749 CRJaca@eastwestbanker.com Reinier Ryan M. Flores

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
				9022 J. P. Rizal Avenue, San Pablo City, Laguna - EastWest Unibank -Sta Cruz Branch #129 P. Guevara Ave. , Poblacion 2 , Sta Cruz, Laguna - EastWest Unibank -Calamba Branch 1425 National Road, Brgy. Uno Crossing, Calamba City, Laguna	09989663760 RMFlores@eastwestbanker.com Reinier Ryan M. Flores 09989663760 RMFlores@eastwestbanker.com Christian Darlson R. Jaca 09989663749 CRJaca@eastwestbanker.com
v	Albay	Entire Province	Kristine	- EastWest Rural Bank – Legazpi Branch Door 2 & 3 Bicol Wei Due Fraternity Bldg. Quezon Ave. Oro Site, Legazpi City, Albay - EastWest Unibank - Tabaco Branch 9PSJ+745, Gen. Antonio Luna St, Tabaco City, Albay - EastWest Rural Bank - Daet Branch Blk. 8, Lot-11, FMDC Bldg., Central Plaza Complex, Brgy., Lag-on, Daet, Camarines Norte - EastWest Rural Bank - Naga Branch Door 48 & 49 Crescini Bldg. CBD 2 Triangulo, Naga City, Camarines Sur, 4400 - EastWest Rural Bank - Iriga Branchlite Cheema Bldg., Alfelot St., San Roque (Poblacion), Iriga City, Camarines Sur, Bicol Region	Charlene G. Ete 09989729917 CGEte@eastwestbanker.com Mar Joshua A. Tirao 09989663753 MATirao@eastwestbanker.com Bryan Tony T. Paredes 09088162158 BTparedes@eastwestbanker.com Maximo R. Del Rio 09088162159 MRDelRio@eastwestbanker.com
	Camarines Norte	Entire Province			
	Camarines Sur	Entire Province			

EASTWEST RURAL BANK CONTACT DETAILS – LOAN PAYMENT MORATORIUM

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
	Catanduanes	Entire Province		EastWest Rural Bank - Virac Branchlite Virac Town Center, Gogen Sirangan, Virac, Catanduanes	Carol A. Sarmiento 09498842902 CASarmiento@eastwestbanker.com
	Sorsogon	Bulan		- EastWest Rural Bank - Irosin Branch M.H. Del Pilar Street, Brgy. San Julian, Irosin, Sorsogon - EastWest Unibank - Sorsogon CSD Ma. Bensuat T. Dogillo Bldg., Magsaysay St., Poblacion, Sorsogon City	Aljean H. Galos 09985866406 AHGalos@eastwestbanker.com
VII	Eastern Samar	Jipapad, Arteche, San Policarpio, Oras, Maslog, Dolores, Can-Avid, Taft, Sulat, San Julian, Borongan, Maydolong	Kristine	EastWest Rural Bank - Borongan Branch Doctora Sabate Bldg., Real St., Brgy. Songco, Borongan City, Eastern Samar, 6800	Alberto C. Aragon Jr. 09989663752 ACAragon@eastwestbanker.com
VII	Samar	Calbayog City	Kristine	EastWest Rural Bank - Calbayog Branch Corner Orquin Street & Magsaysay Boulevard, Brgy. Balud, Calbayog City	Cherryl R. Doinog 09199129801 CRDoinog@eastwestbanker.com
XII	Cotabato	Magpet	Kristine	EastWest Rural Bank - Kabacan Branch National Road, Rizal St. Brgy. Poblacion, Kabacan, North Cotabato, 9407	Alexis A. Durilag 09088162150 AADurilag@eastwestbanker.com

Region	Province	City/Municipality	Calamity	Servicing Office	Contact Details
NCR	Metro Manila	Quezon City	Kristine	- EastWest Rural Bank - Pasig Branch 360 Dr. Sixto Antonio Avenue, Corner Beverly Hills St., Brgy. Canogan, Pasig City - EastWest Unibank - Quezon Ave Drive Garcia Kayumanggi Press Bldg., No. 940 Quezon Ave., near cor. Dr. Garcia St., Brgy. Paligahan Quezon City - EastWest Unibank - Anonas Rosario Building, No. 999 Aurora Blvd., near corner Lauan and Anonas Sts., Bgy. Duyan-duyan, Project 3, Quezon City - EastWest Unibank - Legro Lot 2-B-6 Quirino Highway, Legro, Novaliches, Quezon City - EastWest Unibank - Fairview No. 72 Commonwealth Ave. corner Camaro St., East Fairview, Quezon City - EastWest Unibank - North EDSA UGF units 4,5,6&7 EDSA Grand Residences, EDSA cor. Corregidor St., Quezon City	Arnel P. Salazar 09985853768 APSalazar@eastwestbanker.com Billy Rey F. Gaito 09189198714 BFGaito@eastwestbanker.com