



STATE HOUSING FINANCE CORPORATION

Office Order No. 23 - 1355
Series of 2023

Kaagapay ng Komunidad sa Maginhawang Pamumuhay

**SUBJECT : GUIDELINES FOR THE TRANSITION AND TRANSFER OF THE
REMEDIAL ACCOUNTS DEPARTMENT TO THE OPERATIONS
CLUSTER**

Pursuant to my approval to transfer the Remedial Accounts Department (RAD) to the Operations Cluster, and in order to prevent hiatus in the handling of highly delinquent accounts (HDAs), the following guidelines shall be observed:

1. The transition period of RAD to the Operations Cluster will be thirty (30) days from signing of this Office Order. After the lapse of said period, RAD shall be automatically integrated in the Operations Cluster and shall directly report to the SVP-Operations. The SVP-Operations is authorized to reconfigure RAD as he may deem fit.

RAD shall be included in the Revised Table of Organization of the Operations Cluster which shall be submitted to the Human Resources Department.

2. RAD shall continue to handle accounts assigned to it pursuant to Office Order No. 23-1333, Series of 2023 (*Interim Rules and Procedures for Handling Highly Delinquent Accounts*).
3. During the transition period, RAD shall consolidate all documents pertaining to the assigned accounts including, but not limited to the organizational and financial status of the associations, member-beneficiaries' contact details, applications for substitution, etc., and submit them to the concerned Operations Group.

This Office Order shall take effect immediately. Any office policies, office orders, and memoranda or parts thereof inconsistent with any provision of this Order are deemed modified or repealed accordingly.

FEDERICO A. LAXA

President and CEO

Date Approved: June 06, 2023

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6/14