

## ONLINE FIDELITY BONDING SYSTEM (OFBS) Frequently Asked Questions (FAQs)

### GENERAL QUESTIONS

#### 1. What is Online Fidelity Bonding System (OFBS)?

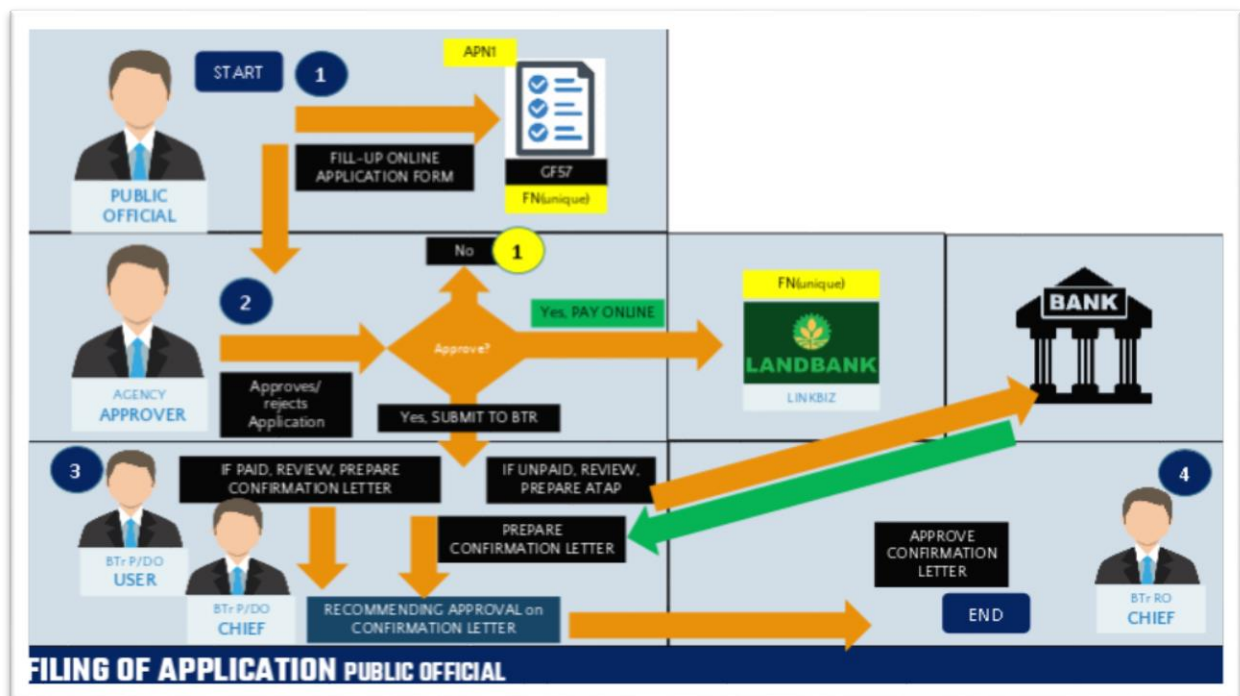
OFBS is an online facility for the application of Fidelity Bond developed by the BTr as part of its efforts to provide a more convenient service to the transacting public while also minimizing face-to-face transactions particularly amidst the COVID-19 pandemic.

#### 2. How do I access OFBS?

OFBS can be accessed through the following link:

<https://fidelitybonding.treasury.gov.ph>

#### 3. What is the process flow for Online Fidelity Bonding Application?



#### 4. What browsers are compatible with OFBS?

In terms of browser, it is accessible to all browser like Chrome (must be used as suggested by the system developer), Firefox, Safari, and Edge except Internet explorer due to obsolescence and security issues.

**5. What is the minimum internet speed requirement?**

Minimum internet speed should be at least 5mbps which is the usual minimum internet speed of other service providers. Data for phones can also handle the minimum internet speed of 5mbps.

**6. Is the system accessible 24/7?**

The access to the system will be available 24/7 since it is available over the web and the applications will be processed during official working hours by BTr field office personnel. The processors may opt to work beyond office hours as catch up measure or to attend to the volume of applications.

**7. I am having problems logging into my profile. The browser is not responding. What should I do?**

There are a number of reasons for encountering problems in logging in to OFBS which are beyond the control of OFBS, i.e., internet connectivity.

Follow these instructions in order to address the issues:

- Check that you are using the recommended browsers (and versions).
- Clear your cache/browser history. You can find information about how to clear your browser history at <https://www.refreshyourcache.com/en/home/>. Please make sure that you are aware of the consequences when clearing the cache in your browser before taking this action.

**8. What if I need help using OFBS?**

For general inquiries or assistance in using OFBS, please contact the HelpDesk at [onlinefidelitysupport@treasury.gov.ph](mailto:onlinefidelitysupport@treasury.gov.ph)

## FIDELITY BOND USER MANAGEMENT

### 1. What is the required format in the creation of username?

There is a required format with minimum of eight alpha numeric characters for the username.

As of now, it must be First Name Initial, Middle Name Initial, and Surname to be used as their username, depending on the policy that will be decided by BTr or until such time that BTr is able to come up with something unique as identifying marks to avoid duplication. The system will indicate if there is already existing username and will ask the user to change the created username. Same goes with the email address.

### 2. What is the procedure for forgotten usernames/passwords?

In case of forgotten usernames/passwords, the user has to inform the Agency Administrator for the deactivation of the account, or for the creation of a new account, if needed. Otherwise, it is just a matter of giving them a new username and password by the administrator.

### 3. Who are the ADMIN, APPROVER, and USER?

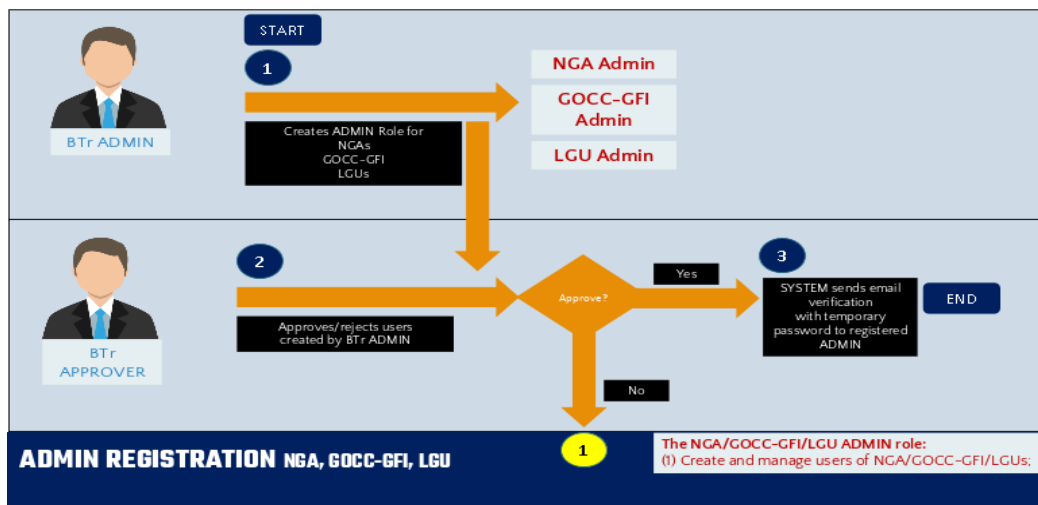
**ADMIN** – is the official designated by the Head of Agency responsible for the creation of Approver and User accounts for processing of Fidelity Bond applications.

**APPROVER** – is the Head of Agency and shall be created by the Agency Admin (auto approved by the system).

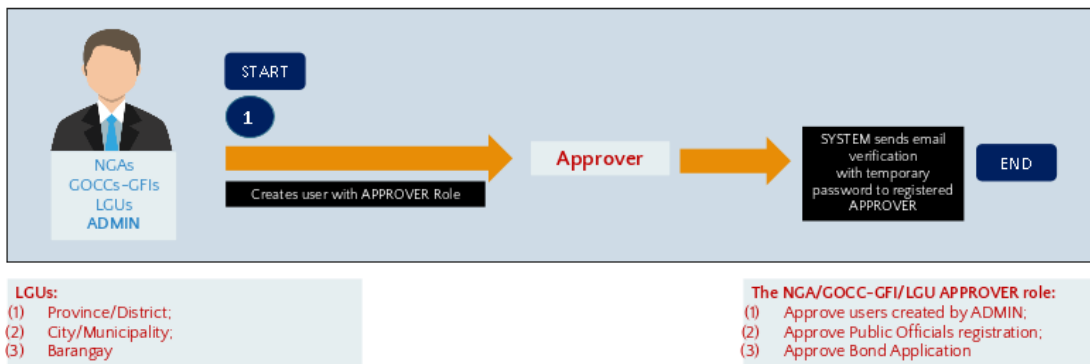
**USER** – is the Bondable Public Official and shall be created by the Agency Admin to be approved by the Agency Approver. The User can also apply for Fidelity Bonding on behalf of other accountable officials and employees as in the case of agencies with centralized processing for Fidelity Bonding or for those application in groups.

### 4. How to register/create ADMIN, APPROVER, and USER account?

For ADMIN: (preferably maximum of 2)

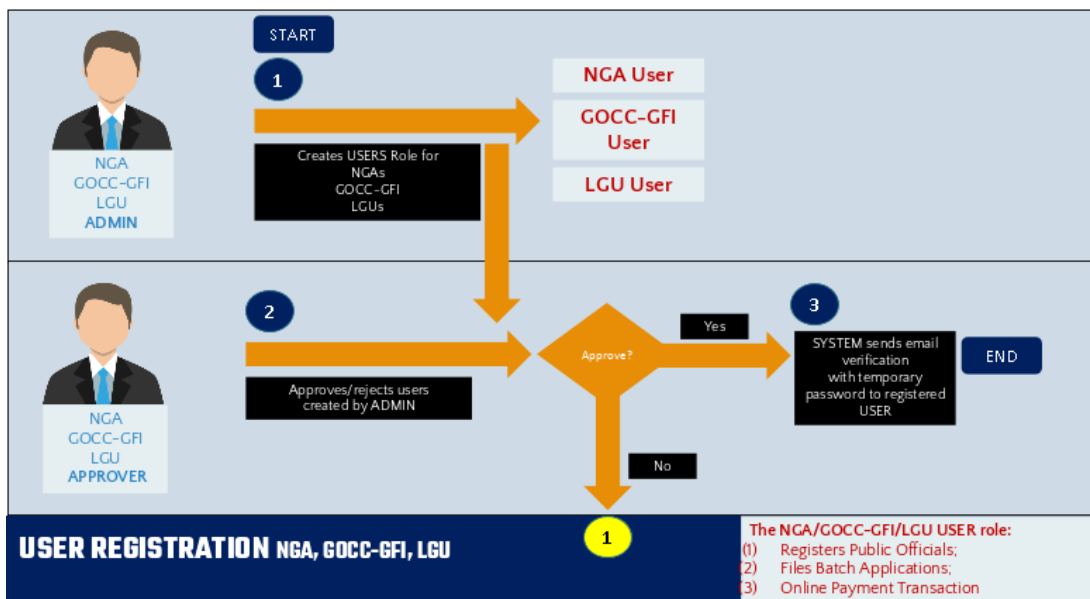


For APPROVER: (preferably maximum of 3)



### APPROVER REGISTRATION NGA, GOCC-GFI, LGU

For USER : (depends on the number of bondable public officials)



## 5. What are the requirements/qualifications of Agency Approver?

For Agency Approver/designated representative - there is no specific qualifications as long as they are with authority and have credibility due to the responsibility attached to the role. It is the call of the Agency to assign the approver.

## PAYMENT

### 1. What are the payment options?

#### • ONLINE PAYMENT

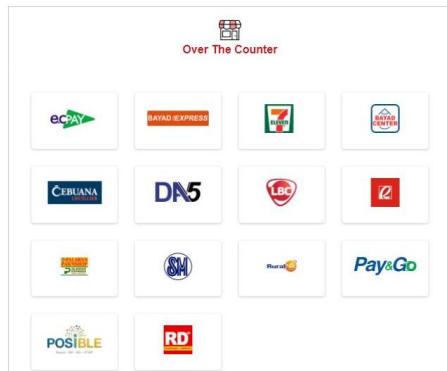
After the approval of application by the Agency Approver, Agency User shall proceed to LBP Link.Biz portal. No ATAP will be issued for online payment. Payment through online is subject to transaction or convenience fee.

Accredited banks/agent partners for Link.Biz portal :

- (1) LBP Accounts
- (2) Paygate (BPI, RCBC, Union Bank, Robinsons Bank)
- (3) Bancnet (18 banks including IF Bank, DBP, PVB, PBCOM, Sterling Bank, etc.)
- (4) Cash Option Channels (18 channels including 7/11, Bayad Center, Cebuana, SM, Palawan Express, LBC, etc.)


**Choose a payment method**


Choose a payment method below and fill out the following information



**IN THE KNOW**

Transactions are **FREE** at all 2,316 LANDBANK ATMs when you use your LANDBANK ATM Card.





**Link.BizPortal Payment Options and Fees**

PAYMENT OPTION	TRANSACTION FEE/MERCHANT DISCOUNT RATE (MDR)
LANDBANK/OF Bank ATM Cards	P15.00
BancNet-member Bank ATM/Debit Cards	P25.00
1. Asia United Bank 2. CTBC Bank 3. Citystate Savings Bank 4. DBP 5. Enterprise Bank 6. Entrepreneur Bank 7. Equicom Savings Bank 8. Luzon Development Bank 9. MASS SPECC 10. Malayan Bank 11. Overseas Filipino Bank 12. PBCOM 13. Philippine Business Bank 14. Philippine Veterans Bank 15. Philtrust Bank 16. QCRB 17. Sterling Bank of Asia 18. Sun Savings Bank 19. Wealth Bank	
Globe G-Cash Accounts*	P25.00 P35.00
• P1.00 to P999.00 • P1,000.00 and above	
Cash Payment Channel Partners	P30.00
1. 7 Eleven 2. EC Pay 3. Bayad Center 4. Bayad Express 5. Robinsons Business Center 6. SM Business Center 7. Cebuana Lhuillier 8. Palawan Pawnshop 9. RD Pawnshop 10. LBC 11. DA5 Outlets 12. Pay & Go 13. Possible 14. RuralNet	
Other Bank Accounts via PCHC PayGate	P25.00
1. BPI 2. UnionBank 3. RCBC 4. Robinsons Bank	
GPAP Credit Cards	P30.00 Minimum MDR of 3.0%**
• P1.00 to P1,000.00 • P1,001.00 and above	

\*with ongoing system enhancement, will be available by 2<sup>nd</sup> quarter of 2021  
 \*\*subject to 0.5% Withholding Tax (WHT) for non-tax exempt merchants

- **OVER-THE-COUNTER (OTC) PAYMENT**

After the approval of application and issuance through email of system generated ATAP by P/DO User, Agency User shall proceed to the Authorized Government Servicing Banks (AGSBs).

**2. What are the AGBSs that facilitate online payment for Fidelity Bond application?**

As of now, it is only LBP that provides online payment facility for OFBS. Negotiation with other AGBSs will be considered for possible integration of OFBS in their current systems

**3. What are the online payment options offered by LBP?**

Payment can be done via LBP Link.Biz portal. Other payment options offered by LBP like GPC and CPC are still for consideration while system for MDS is for development as payment option for NGAs. BTr and LBP are still in the process of exploring other possible options.

**4. Who are qualified to use the LBP Link.Biz portal?**

Payment via LBP Link.Biz portal is available only for now for those with card based accounts only (with ATM). Online payment can now be accessed by LGUs and some military personnel who are paying bond premium using cash (cash advance subject to liquidation/reimbursement). The accountable public officials and employees can make cash deposits to their ATM accounts to avail of online payment facility of LBP.

## **APPROVAL**

### **1. When is the effectivity date of the approved bond?**

- **FOR ONLINE PAYMENT**

Effectivity of bond is after validation of submitted documents and not on date of payment.

- **FOR OTC PAYMENT**

For New - effectivity of bond is on date of payment of bond premium.

For Renewal - effectivity of bond is on date of payment of premium or on date of maturity of previous bond, whichever is later.

## **DOCUMENTARY REQUIREMENTS**

### **1. What are the requirements for submission in the application for Fidelity Bond?**

The following are the documents required for submission :

1. Fidelity Bond Application Form
2. List of Bonded Accountable Public Officer/s
3. Copy of previously approved Confirmation Letter – for increase in accountability or bond cancellation

**Additional requirement for LGUs :**

1. Oath of Office of Barangay/SK Chairperson
2. Resolution of Barangay/SK Treasurer
3. Approved Annual Budget
4. Inventory of Property and Equipment

### **2. How do we submit the requirements?**

- **EMAIL** - submit the scanned copies of the duly accomplished documentary requirements to concerned Provincial/District Offices (P/DOs)
- **DROP BOX** - available at P/DOs for walk-in applicants