



QUALITY POLICY

To realize a sustainable system of provident savings and home financing, we in the Pag-IBIG Fund, earnestly commit to deliver quality service that every member needs and expects.

To sustain this commitment to quality, we shall:

- Pursue the highest standard of quality in providing service and customer care to meet clients' expectations;
- Insure member-focused excellence;
- Maintain a productive work environment that fosters employees' involvement, team work, continued competence, motivation, and skills development;
- Enhance existing products and develop new ones that are responsive to the growing needs of members;
- Continually improve the efficiency and effectiveness of our Quality Management System by complying with applicable standard and laws; and
- Uphold transparency and accountability.

“Sa Pag-IBIG Fund, ang pinaghirapan, may katuparan”

Darlene Berberabe

ATTY. DARLENE MARIE B. BERBERABE
Chief Executive Officer