

## Help us continue improve our services

We put prime importance to your feedback.

This is why a **Client Feedback Form** is given to help improve of our Aftercare Program.

Your suggestions and comments are welcome. We appreciate your feedback.

At the **Board of Investments**,

We take a proactive stance to deliver aftercare services to our investors

- Regular Visits to BOI-registered firms
- Issues and Concerns Facilitation
- Updates on Investment Policies, Rules and Regulations
- Investors' Participation through Feedback/Suggestion

Contact:

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Industry & Investments Building

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## Resolve your business concerns expeditiously...

The **Investors Facilitation Team** serves as your anchor in resolving issues that arise during business operations.

It collaborates with **at least 28 government agencies** which make up the **Investment Promotions Unit (IPU) Network**. The IPU Net acts immediately and reconcile pending concerns.

**Modern online-based tools** link the IPU Network members for a real-time interaction to ensure business hurdles are resolved promptly.

Issues and concerns affecting your business operations are acknowledged and/or acted upon **within 72 hours\*** from the time it was received.

\*By virtue of RA 9485, otherwise known as the Anti-Red Tape Act of 2007

*"We believe that the role of BOI as overall secretariat of this program will help facilitate communication with government institutions and other inter-agency concerns. We look forward for the online access of information from the BOI. We believe that this is a more efficient channel of disseminating information. More power to BOI and the I-Care initiative."*

---Mr. Robert James Pabustan

**South Luzon Thermal Energy Corporation**

## Our Partners:

### IPU Network Members

	Board of Investments	(BOI)
	Department of Agrarian Reform	(DAR)
	Department of Interior and Local Government	(DILG)
	Department of Energy	(DOE)
	Bureau of Immigration	(BI)
	Department of Science and Technology	(DOST)
	Information Communications and Technology Office	(ICTO)
	Department of Foreign Affairs	(DFA)
	Department of Tourism	(DOT)
	Food and Drugs Administration	(FDA)
	Department of Finance	(DOF)
	Department of Agriculture	(DA)
	Securities and Exchange Commission	(SEC)
	Civil Service Commission	(CSC)
	National Intelligence Coordinating Agency	(NICA)
	Philippine Overseas Employment Administration	(POEA)
	Bangko Sentral ng Pilipinas	(BSP)
	Bureau of Internal Revenue	(BIR)
	Bureau of Customs	(BOC)
	Department of Public Works and Highways	(DPWH)
	Department of Environment and Natural Resources	(DENR)
	National Economic Development Authority	(NEDA)
	Department of Transportation and Communication	(DOTC)
	National Commission on Indigenous People	(NCIP)
	Department of Labor and Employment	(DOLE)
	Housing and Land Use Regulatory Board	(HLURB)
	Housing and Urban Development Coordinating Council	(HUDCC)
	Office of the Ombudsman	(OMB)



## INVESTORS AFTERCARE SERVICES

We are Committed to Nurture your Business in the Philippines



**W**e at the **Board of Investments (BOI)**, value our relationship with our primary business allies, the investors.

- **Invest in the Philippines. Register your project with the BOI.** Through our regular company visit, we ensure the smooth operation of your business.
- **The Investors Aftercare Program** is a partnership that will link you up with valuable business contacts and relevant business agencies.
- **Re-Invest, Expand and Diversify (RED) your business.** We ensure that once your business is registered, bureaucratic impediments are minimized and facilitated promptly.

We are your partner in business.

**Invest in the Philippines!** Start your business venture here.



## Are there issues/concerns in operating your business?

We understand your business priorities.

Our **aftercare strategy** opens up new opportunities, potential business partners and practical business solutions.

The **Investors Aftercare Services Department** implements the Program.

*The Aftercare Program delivers the most current investment policies and programs. Instead of waiting for the investors to seek assistance, our aftercare team reaches out to discuss value propositions and resolve business-related barriers.*

**P**roviding you a complete aftercare service is our major concern.

We conduct regular company visits to discuss your operational hurdles. Casual and forthright discussions of recurring issues, give way to solutions, and thus create opportunities for your business to grow.

**F**inding Win-Win solutions to your issues and concerns is our ultimate goal.

To better respond to your concerns, two Divisions are tasked to manage the Aftercare Program:

### 1. Investors Aftercare Management Division

Contact : Manuel J. Cruz  
Trunkline : (632) 897 6682 local 252  
Telefax : (632) 896 7342  
email : mjacruz@boi.gov.ph

### 2. Investors Facilitation Division

Contact : Lourdes P. Pernes  
Trunkline : (632) 897 6682 local 291  
Telefax : (632) 896 7342  
email : lppernes@boi.gov.ph



## High quality, trust-based, working relationship between you and BOI...

To sustain this interaction, the **Investors Aftercare Management Team** provides the following services **free of charge**:

- Regular visits to BOI - registered enterprises
- Updates on investment policies and sector developments
- Practical business advice
- Interactive client feedback mechanism

*"Pleasantly surprised that for the very first time, a government agency approaches us to offer their support to help us resolve our concerns.*

*We look forward to close coordination with the Aftercare Team."*

— Crown Asia  
Compounders Corp.

*"The name of your department, Investors Aftercare Department, lives up to its name and you are an epitome of excellent government service".*

— Letty Amano  
Pilipinas Kyoritsu Inc.



The **Account Managers** are always at your service. They serve as your support system to provide you with:

- Timely advice on investment-related matters
- Relevant industry status/compliance with the terms and conditions of your BOI registration
- Follow-through on other government transactions
- Business links with potential partners

*"It gives us additional venue to raise our concerns and difficulties which we may be encountering in our BOI-registered business.*

*It is a support system that we direly need. Knowing that we have an account officer to run to is a good assurance."*

—Atty. Janet Salazar-Sy  
Central Luzon Basic  
Homes, Inc.

