

Request for Change Name

The process of amending the existing account name to a new client

Office or Division	Division A
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	BWD Concessionaires/ Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. If Account Name already deceased: Death Certificate (1 copy)	Requester
2. Waiver from the Existing Client (1 copy)	Existing Owner/ Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Public Assistance and Complaints Desk (PACD) and submit requirements	1. PACD In-charge forwards documents to Billing clerk for verification; advise client to proceed to Teller	None	2-3 minutes	Billing Clerk – Billing Section
2. Go to Teller to pay Change Name	2. Teller issued Official Receipt	Change name- Php 100.00	2-3 minutes	Teller/ Cashier
3. Go back to PACD to present Official Receipt	3. Billing Clerk updates the account to the new name	None	3-5 minutes	Billing Clerk – Billing Section
Total		Change name- Php 100.00	11 minutes	