Patuloy sa Misyon, Patuloy sa Paglilingkod!
About the Cover

TSPI’s culture of Sama-samang Responsibilidad (SSR) or collective responsibility is driven by the spirit of God’s love and care for one another. The cover shows the sketch of the TSPI Sambayanihan sculpture made by the renowned Filipino artist Eduardo Castrillo in 2011. It represents the TSPI SSR culture, the spirit that fuels the unwavering commitment of the organization to reach out to the less privileged and of the clients to help and uplift one another. In so doing, TSPI works as “one body with many parts” with Christ as the head. It shows a masterpiece of strength, displayed through the value of working together towards the mission of bringing good news and hope to the communities. Most of all, with the desire to glorify God (“samba”), everyone serves with honor, dignity and gratefulness (“bayanihan”). Pressing on towards the mission, no matter what the odds may be.

Patuloy sa Misyon, Patuloy sa Pagilingkindal

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About TSPI

Tulay sa Pag-unlad, Inc. (TSPI) is a Christian microfinance non-government organization engaged in social development services in order to fulfill Christ’s commission to proclaim the Good News of His saving grace and loving kindness to the poor (Luke 4:18). Established on October 30, 1981, it works with other institutions in helping to alleviate poverty by training microentrepreneurs and small farmers to grow and sustain their business and livelihood, while nurturing their spiritual wellbeing. TSPI field personnel are guided to bear witness to God’s love and be a channel of His blessings.

Vision

To see people live Christ-centered lives with dignity, sufficiency, integrity and hope; demonstrating this through love and service in their families and communities.

Mission

To provide individuals, families and communities the opportunities to experience fullness of life in Christ through Christian microenterprise development.

Core Values

We value Servanthood, Stewardship, Integrity and Excellence in delivering our services to our clients and in dealing with our employees, partners and other stakeholders.

Servanthood - Each one working with a servant heart.
Stewardship - Each one taking responsibility as faithful steward.
Integrity - Each one doing what is right despite the cost even when no one is looking.
Excellence - Each one working for the glory of God.
2020 Year-end Report

A NOTE OF GRATITUDE:

Patuloy sa Misyon,
Patuloy sa Paglilingkod
(Carrying on with the Mission and Service)

Many looked forward to 2020 as the year of "perfect vision." Indeed, the year has set our eyes on the "essentials" that we should be truly grateful for, even though it was punctuated by the pandemic. In TSPI, we are grateful for: (i) how the organization has demonstrated its resiliency to face the challenges through enhanced resource management and operational efficiency initiatives, (ii) the business continuity program that allowed the organization to keep the employees engaged and to support them, (iii) the challenges turned into opportunities that reinforced positive changes, such as streamlined processes and realigned programs according to the needs of clients, and (iv) the accelerated digitalization program including the aggressive use of social media platforms.

Financial Performance

Year 2020 started with promising results in terms of loan releases and collections. However, due to lockdowns in the NCR and nearby provinces, especially during the first and second quarter, TSPI has practically operated for just eight months. TSPI generated revenues amounting to Php 383.96 million from continued offering of major livelihood programs, although it declined by 44% as a result of lower borrowings from clients. Moreover, expenses were rationalized while coping with the situation, which resulted to 19% reduction in operational and administrative costs, i.e., from Php 637 million to Php 517 million. The year ended with a deficit of Php 139.85 million. Remediation on loan accounts have to be implemented and expected credit losses of Php 111 million have to be recognized. Thankfully, about 91% of the clients (157,725) were reached out and they continued to benefit from TSPI’s programs and services.

TSPI’s total assets as of December 31, 2020 amounted to Php 1.39 billion, composed of Php 1.13 billion total current assets and Php 261.27 million noncurrent assets. Its current assets primarily consisted of 73% net loan receivables (Php 827.92 million). Its total gross outstanding loan portfolio stood at Php 1.17 billion. Portfolio at Risk (PAR) is up at 40% (Php 470.60 million) from 20% in 2019, as a result of the pandemic’s impact on clients’ business and livelihood. The PAR portfolio allocated to TSPI’s exposure to agricultural loans are secured by the Agricultural Guarantee Fund Pool (AGFP). The past due and impaired accounts are 75% provisioned. Overall, we are grateful that most of the organization’s financial assets are classified as high grade and that it remained afloat with liquidity ratio of 1.3X and solvency ratio of 1.6X.

Anchored on Transformation Framework

The Senior Management and the Board of Trustees (BOT) rallied its employees to work together in the spirit of “Sambayanan” - working together to serve others for the glory of God. The attitude of gratitude drove everyone to continue to serve as part of one body and to remain focused on the mission. Gratefully, TSPI’s transformation framework served as the organization’s solid foundation and anchor throughout an unsteady year. With its foundation built on God-centeredness, TSPI took a stance of appreciating and building on what was on hand, while coping and carrying out its business continuity strategies. With eyes fixed on its role in the transformation process of God-hearing and socially responsible micro-entrepreneurs and farmers, the culture of collective responsibility propelled the organization to keep its commitment to serve the clients and protect its workforce.

Economic Sufficiency

Although the lockdowns suspended the operations of most livelihoods and businesses, TSPI focused on supporting those that thrive in the communities such as the sari-sari stores, online selling of essential products and food-related business. Credit policies and processes were also aligned to better fit the financial capacity and loan requirement of the clients to help them recover and start new livelihood. These were the Sipat Loan, enhanced Agri-loan, Credit Line Facility and Express Loan. Microinsurance services were also kept intact and accessible, as well as the savings program as part of the loan package. At the back end, digitalization project was fast-tracked with the aim to serve clients more efficiently and effectively.

Member Client Competency

With limited face-to-face interaction, online platforms were tapped to offer and train clients on timely livelihood opportunities. Series of webinars on direct selling and managing sari-sari stores were conducted. Urban vegetable gardening also started specifically in Metro Manila branches to promote household food security and potential livelihood opportunity. Social media platforms were also maximized as venue for health awareness campaign and sharing of messages that build competence and bring hope among clients. This includes regular sharing of the Word of God and client success stories amid the pandemic.

Financial Probity

A Special Loan Payment Option was offered to clients who were financially struggling so that they may continue to benefit from TSPI’s programs. This helped clients maintain a good credit record and discipline, it being a major element in TSPI’s livelihood programs. In compliance with the Bayanihan Act 1 (March 2020) and Bayanihan Act 2 (July 2020), TSPI prudently implemented a debt relief program providing qualified clients with four (4) payment options. The organization also reported innovative ways to reach out to clients through Telemarketing, TeleCollection and enhanced Customer Care Services. Field staff were equipped to be able to coach clients on the proper use of their savings and the value of healthcare and life insurance.

Relational Maturity

It is a common realization that the pandemic brought people to deeper consciousness on the value of family, community and most importantly, of faith and hope in God. TSPI has always been intentional in conveying and conducting activities that will help clients build a growing relationship with God and to demonstrate it through love and service in their family and community. Discipleship programs continued and leveled-up through the use of social media platforms. Bible verses and prayers are regularly shared through the Facebook page and chat groups with clients. Online weekly morning devotion and discipleship webinars resulted to a faster and better outreach, which focuses on having a deeper relationship with God and love for others.

The four key elements in TSPI’s transformation framework served as the guideposts for the initiatives taken by the organization internally and in partnership with other community-oriented institutions:
TSPI was astute in responding to the needs of the employees at the onset of the pandemic. It was a major component of the Business Continuity Program, which allowed the organization to continue to reach out to its clients. Health and safety of the employees were given first and foremost importance by ensuring that all the branches are compliant to the health and safety protocols. A Safety Officer was dedicated for each branch and all employees were trained and certified on the proper execution of health and safety protocols. Financial support was extended to employees through advanced pay-outs of salaries (March 2020 and April 2020) and 13th month pay (April 2020). Emergency loan was also offered with 0% interest up to 24 months payment term. Work from home arrangements with telecommuting agreements were allowed, as needed. More importantly, discipleship programs continued to be implemented. The Senior Management monitored the health and working condition of the employees on a daily basis.

Unchanging Mission, Under the New Normal

The new normal set forth new opportunities and means to serve the less privileged, yet, the mission remains the same – to provide individuals, families and communities with opportunities to experience fullness of life in Christ through Christian microenterprise development.

The target sector for microfinance and microenterprise development has expanded with local and global economy weighed down by the pandemic. On top of the microentrepreneurs and marginalized farmers as the main sectors served by the Microfinance Industry, overseas Filipino worker (OFW) returnees and formerly employed individuals also need livelihood support. In 2020, government statistics recorded about 800,000 OFW returnees and 75% reduction in deployment. Furthermore, unemployment rate reached a record-high of 10.3% in 2020, which doubled from 5.1% in 2019. In response, TSPI will pursue to establish Sambayanihan Centers in the communities to bring the mission closer to the communities through: (a) immersed interactive transformation programs for deeper relationship with center leaders and clients; (b) wider community coverage for better outreach; (c) engaged families as TSPI advocates for expanded access to programs & services; (d) area-based operation for lower branch overhead; and (e) regular market presence of field sales personnel for increased market share & better customer service.

As TSPI embarks on its 40th year of service in 2021, we will carry on the mission and we will continue to serve at a new height, with a humble heart. Remembering that in 2020, we learned even more to “rejoice always, pray continually and give thanks in all circumstances” because we survived the pandemic. More importantly, because we were privileged to continue serving and are humbled in seeing how God works in and through us, Patuloy sa Mayon, Patuloy sa Paglitigayon! To God, we give all the glory!

ATT. LAMBERTO L. MEER
CHAIRMAN

MR. RENEE CRISTOBAL
PRESIDENT

*Rejoice always, pray without ceasing, give thanks in all circumstances, for this is the will of God in Christ Jesus for you.*

1 Thessalonians 5:16–18
Message from the Chairman

Forever Grateful for God’s Everlasting Love!

ATTY. LAMBERTO L. MEER
Chairman

Gazing back at 2020, absolutely not a typical year, what ultimately transpired was a great experience of God’s everlasting love. Behind all the adverse circumstances is a God whose unconditional love and faithfulness made TSPI not just survive but remain to be a channel of blessings and a bearer of hope for both its employees and clients. It was a year of encountering God’s unfailing love as written in Romans 8:35 “Who shall separate us from the love of Christ?”

The eruption of Taal Volcano highlighted the start of the year. It was soon followed by the COVID-19 pandemic hit bringing unimaginable impact economically, socially and emotionally to everyone. The strong typhoons did not miss the year causing widespread damage and severe flooding in Metro Manila, Cagayan and Bicol. TSPI, like any other organization, was shaken by all these catastrophes. Yet, believing that the God of love is in full control, TSPI pressed on with its mission and focused on meeting the needs of its people and the communities it serves.

In 2020, as it has been through the years, TSPI anchored its work on the mission of bringing the Good News and hope to the communities. It started with taking care of the workforce – its committed servants, so they in turn, can take care of the clients. Ensuring that the employees are safe, productively engaged and provided support for financial and emotional needs was a well-defined priority, even in the midst of uncertainties. While some companies had to let go of their people, TSPI was determined not to lose a single employee. Having an intact workforce enabled TSPI to hold “the rope of love and hope” to which its clients can cling to for their survival and recovery. Customer service programs utilizing social media platforms were developed and successfully put in place. TSPI was able to reach out to clients, those doing well and struggling alike. They were provided with opportunities to recover and grow their livelihood while at the same time helping them to be spiritually strong. Unfailingly, God has sustained TSPI with “the rope of love and hope” who is God Himself.

It is indeed a privilege to join God in what He is doing. The year has all the more proven the firm foundation and the calling of TSPI. Truly, “nothing will be able to separate us from the love of God that is in Christ Jesus our Lord” (Romans 8:38-39). We are forever grateful for God’s everlasting love. By His grace, we are able to keep and live by our calling - Patuloy sa Misyon. Patuloy sa Pagligkod!

*Ndulig people crossing a rampaging river clinging onto a rope

Message from the President

Rooted to serve with love and a grateful heart!

RENE E. CRISTOBAL
President

With great challenges due to the pandemic and beyond, we in TSPI focus our eyes on God’s love and amazing grace, all the time. We are grounded in our transformation framework that is anchored on loving God and serving others. This strong foundation enables us to survive crisis.

Year 2020 magnified the spirit of gratefulness and servanthood in us. The lockdowns laid us within the grace of God to see the many blessings and opportunities to move on and pursue the Kingdom Mission to love our neighbor. As a Christian non-profit organization, we realized all the more that we are rooted to love and serve others... especially the poor who are affected the most by the pandemic. In TSPI, we always try every means to reach out to each and every client so we can continuously convey to them the love of God, which is our hope in difficult times.

We are grateful for the Sambayanhan spirit that keeps TSPI motivated and work in fellowship as an organization. “Sambayanan” means, is our utmost response to God’s love and blessings. Translated into action, it is putting God first and embracing Christ’s legacy and deeds. “Bayanahan” signifies the community spirit. It is this sense of belonging that in unity, we are able to demonstrate love and service to others. Sambayanhan, worshiping God and working together, has enabled TSPI to touch lives throughout the years:

• We are moved and grateful to our clients for their good stewardship, resiliency and God-centredness by embracing the culture of soma-sarang responsabilidad. Even faced by their own personal challenges, they not only find ways to make their livelihood thrive but also able to serve other members and the community. Members themselves create livelihood and employment opportunities for others, become collecting agents and micro-insurance coordinators and do their own community outreach to help the needy.

• We are touched and thankful to our employees for their dedication to the mission and passion to serve, especially when it is highly called for. Though they have their own fears, they geared up to reach out to clients, they adopted to new technologies, adjusted to new working environment, embraced new responsibilities and equipped themselves with much needed information, more so with prayers and word of God.

• We are pleased and appreciate our valued partners for wholeheartedly supporting our clients and their communities. In partnership with private and government organizations, as well as networks supporting the microfinance industry, we are enabled to continue serving our clients. In addition to providing access to livelihood programs, TSPI established a series of business skills training and health and safety information campaign with support from partners. Likewise, TSPI jointly implements with partners the sambayanhan outreach programs (tulisan goods and hygiene kit distribution), sustainability and environmental protection programs (urban gardening), and market linkages program for our farmer groups.

Indeed, we believe God can turn everything into blessing. We are humbled and forever grateful, remembering how God continuously paves the way for us to keep our calling to love Him and to serve others. With a grateful heart, this is our response to the Great Commandments to “love the Lord your God with all your heart and with all your soul and with all your mind” and to “love your neighbor as yourself” (Matthew 22:36-39).

Patuloy sa Misyon, Patuloy sa Pagligkod! Tayong lahat ay tulya ay pag-unlad! Sa Diyos ang Papuri!
Microfinance Operational Highlights

TSPI’s operational performance for 2020 shows, on the one hand, the serious impact of the pandemic to the organization and its clients, as also experienced by the entire microfinance industry. However, in retrospect, TSPI is only but grateful and amazed on how it was able to sustain the delivery of its livelihood programs and services for such a tough year, to say the least. More so, TSPI is privileged for being able to extend the much needed help to its clients as well as employees and contribute in individual, family, and community resiliency and recovery.

The key performance highlights below are products of basically just an eight-month operations for 2020. Lockdowns in the NCR and nearby provinces especially from first to second quarter have practically limited or in some places completely restricted TSPI operations. Adjustment to the new normal and localized lockdowns for the rest of the year continued to slow down business activities, hence making the delivery of microfinance services in these areas more challenging. Nonetheless, with TSPI’s steadfastness to find ways to serve its clients and trusting that God will make a way, it ended up grateful for the year’s accomplishment. The performance indicators are certainly way beyond what the figures express. While full recovery may take time, overall TSPI is grateful and hopeful to press on towards its mission to serve the less privileged.

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>TOTAL ASSETS</th>
<th>2019</th>
<th>P1.76 Billion</th>
<th>2020</th>
<th>P1.39 Billion</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSPI’s main asset is its loan portfolio. TSPI was able to keep it to 79% compared to previous year through its risk management measures including the implementation of special loan payment options and grace period on loan payment for affected clients, aligned with the Bayanihan Act. Most of the financial assets of the organization is classified as high grade (low probability of default).</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>TOTAL PORTFOLIO</th>
<th>2019</th>
<th>P1.43 Billion</th>
<th>2020</th>
<th>P1.17 Billion</th>
</tr>
</thead>
<tbody>
<tr>
<td>The 82% retention of the loan portfolio by end of 2020 indicates how TSPI was able to keep its accounts and active connection with clients. TSPI adopted new platforms such as TeleCollection and virtual center meetings to stay connected with clients.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>LOANS RELEASED</th>
<th>2019</th>
<th>P3.48 Billion</th>
<th>2020</th>
<th>P1.34 Billion</th>
</tr>
</thead>
<tbody>
<tr>
<td>The pandemic has curtailed the disbursement of loans, especially higher loan amounts. Nevertheless, it has also opened opportunities for TSPI to enhance and align programs and processes to support clients. It includes offering of smaller loan amounts and speedy loan processing and release.</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>OUTREACH</th>
<th>2019</th>
<th>173,803</th>
<th>2020</th>
<th>157,725</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understandably, some clients deferred from borrowing and temporarily withdrew from the program during lockdowns. Yet, TSPI achieved a 91% total client retention, which proved that most microentrepreneurs continued to need support for their livelihood as the local economy became more dynamic. Some clients also shifted to more essential products and business like small store/vending and online selling.</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>NET INCOME</th>
<th>2019</th>
<th>P32,964,062</th>
<th>2020</th>
<th>P139,877,389</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSPI had a good start in 2020 in terms of loan releases and collections. Yet, as a result of the COVID-19 pandemic, gross revenue declined by 48% due to significantly lesser and lower borrowings from clients. Remediation on loan accounts have to be implemented and expected credit losses of P111 million have to be recognized. This incurring a net loss by end of the year. Nonetheless, it was cushioned by the reduction in expenses of about 19%.</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>BRANCHES</th>
<th>2019</th>
<th>124</th>
<th>2020</th>
<th>122</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSPI remained to be over a hundred branch strong. Though branch merging was done in one area to rationalize operation. Branch life and community centers are being explored for more efficient operations with locations closer to the clients.</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Performance Indicator</th>
<th>EMPLOYEES</th>
<th>2019</th>
<th>1,406</th>
<th>2020</th>
<th>1,077</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSPI is determined to keep all its employees amidst the challenges brought by the pandemic. Flexible work arrangements and virtual platforms are maximized for health and safety without compromising the quality of service. Nonetheless, some employees opted to resign as their best option during pandemic and for other personal reasons.</td>
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<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Number of Clients Per Province

<table>
<thead>
<tr>
<th>Province</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ilocos Norte</td>
<td>7,013</td>
</tr>
<tr>
<td>Ilocos Sur</td>
<td>7,141</td>
</tr>
<tr>
<td>La Union</td>
<td>8,975</td>
</tr>
<tr>
<td>Pangasinan</td>
<td>22,471</td>
</tr>
<tr>
<td>CAR</td>
<td>1,118</td>
</tr>
<tr>
<td>Benguet</td>
<td>1,118</td>
</tr>
<tr>
<td>Cagayan Valley</td>
<td>10,939</td>
</tr>
<tr>
<td>Cagayan</td>
<td>874</td>
</tr>
<tr>
<td>Isabela</td>
<td>7,354</td>
</tr>
<tr>
<td>Nueva Vizcaya</td>
<td>1,680</td>
</tr>
<tr>
<td>Quirino</td>
<td>1,031</td>
</tr>
<tr>
<td>Central Luzon</td>
<td>21,442</td>
</tr>
<tr>
<td>Bulacan</td>
<td>3,666</td>
</tr>
<tr>
<td>Nueva Ecija</td>
<td>7,389</td>
</tr>
<tr>
<td>Pampanga</td>
<td>2,269</td>
</tr>
<tr>
<td>Tarlac</td>
<td>8,098</td>
</tr>
<tr>
<td>Calabarzon</td>
<td>40,518</td>
</tr>
<tr>
<td>Batangas</td>
<td>5,298</td>
</tr>
<tr>
<td>Cavite</td>
<td>5,074</td>
</tr>
<tr>
<td>Laguna</td>
<td>8,563</td>
</tr>
<tr>
<td>Quezon</td>
<td>18,989</td>
</tr>
<tr>
<td>Rizal</td>
<td>2,594</td>
</tr>
<tr>
<td>Biliran</td>
<td>23,951</td>
</tr>
<tr>
<td>Abuy</td>
<td>7,618</td>
</tr>
<tr>
<td>Camarines Norte</td>
<td>2,596</td>
</tr>
<tr>
<td>Camarines Sur</td>
<td>9,781</td>
</tr>
<tr>
<td>Sasaigon</td>
<td>3,976</td>
</tr>
<tr>
<td>NCR</td>
<td>12,043</td>
</tr>
<tr>
<td>Bagong Silang</td>
<td>1,028</td>
</tr>
<tr>
<td>Makati</td>
<td>1,112</td>
</tr>
<tr>
<td>Las Pinas</td>
<td>1,801</td>
</tr>
<tr>
<td>Malabon</td>
<td>1,307</td>
</tr>
<tr>
<td>Parañaque</td>
<td>1,365</td>
</tr>
<tr>
<td>Quezon City</td>
<td>1,084</td>
</tr>
<tr>
<td>Taguig</td>
<td>1,940</td>
</tr>
<tr>
<td>Tondo</td>
<td>1,130</td>
</tr>
<tr>
<td>Valenzuela</td>
<td>1,256</td>
</tr>
</tbody>
</table>

Total TSPI Clients: 157,725

Client Distribution Per Type of Livelihood

- Agriculture (rice, corn, high-value crops, fishing, hog-raising)
- Home-based Manufacturing (food processing, furniture, handicrafts)
- Direct Selling/Online Selling (health and personal care products, ready-to-wear, bags etc.)
- Sari-sari Stores (community stores)
- Buy & Sell/Vending (street food, fruits, vegetables and meat, merchandise)
- Other Services (rental, grooming service, transportation)

A. LIVELIHOOD LOAN PROGRAMS

<table>
<thead>
<tr>
<th>Loan Programs</th>
<th>No. of Loan Releases</th>
<th>Amount of Loan Release (Php)</th>
<th>Loan Portfolio (Php)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSPI SIAP Loan Program (TSLP)</td>
<td>5,336</td>
<td>26.22 M</td>
<td>17.50 M</td>
</tr>
<tr>
<td>TSPI Kabuhayan Program (TKP)</td>
<td>87,148</td>
<td>909.43 M</td>
<td>747.83 M</td>
</tr>
<tr>
<td>TSPI Munting Program (TMP)</td>
<td>1,756</td>
<td>94.38 M</td>
<td>81.39 M</td>
</tr>
<tr>
<td>TSPI Programang Pang-agrikultura (TPP)</td>
<td>402</td>
<td>18.78 M</td>
<td>119.65 M</td>
</tr>
</tbody>
</table>

Total | 94,861 | 1,048.81 B | 968.37 M |

B. SOCIAL LOAN PROGRAMS

<table>
<thead>
<tr>
<th>Loan Programs</th>
<th>No. of Loan Releases</th>
<th>Amount of Loan Release (Php)</th>
<th>Loan Portfolio (Php)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Improvement and Sanitation</td>
<td>2,803</td>
<td>82.83 M</td>
<td>92.19 M</td>
</tr>
<tr>
<td>Microinsurance</td>
<td>4,027</td>
<td>0.97 M</td>
<td>0.82 M</td>
</tr>
<tr>
<td>Healthcare</td>
<td>146</td>
<td>0.51 M</td>
<td>0.43 M</td>
</tr>
<tr>
<td>Educational</td>
<td>730</td>
<td>9.54 M</td>
<td>5.51 M</td>
</tr>
<tr>
<td>Multi-purpose</td>
<td>20,807</td>
<td>173.70 M</td>
<td>75.31 M</td>
</tr>
<tr>
<td>Hog fattening</td>
<td>1,143</td>
<td>20.30 M</td>
<td>20.40 M</td>
</tr>
<tr>
<td>Others</td>
<td>5</td>
<td>-</td>
<td>11.27 M</td>
</tr>
</tbody>
</table>

Total | 29,656 | 287.85 M | 205.93 M |

C. DISCIPLESHIP AND TRAINING PROGRAMS

<table>
<thead>
<tr>
<th>Discipleship Program</th>
<th>Sessions</th>
<th>Period Conducted</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Think Talk” - Mental Health Awareness Series</td>
<td>20</td>
<td>Oct.</td>
<td>All employees</td>
</tr>
<tr>
<td>“FinTalk” - Biblical Financial Literacy Series</td>
<td>45</td>
<td>Nov.-Dec.</td>
<td>All employees</td>
</tr>
<tr>
<td>Sambayanahan - First TSPI-wide Online Fellowship with Fr. Rene Cristobal</td>
<td>1</td>
<td>Oct.</td>
<td>All employees &amp; clients</td>
</tr>
<tr>
<td>Living Intentional Discipleship Program</td>
<td>52</td>
<td>Jan.-Dec.</td>
<td>All employees &amp; clients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training for Clients &amp; Employees</th>
<th>Sessions</th>
<th>Period Conducted</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collection &amp; Negotiation Skills</td>
<td>10</td>
<td>Oct.</td>
<td>All Operations employees</td>
</tr>
<tr>
<td>Serving &amp; Caring for Our Clients Amidst Tough Times</td>
<td>2</td>
<td>Nov.-Dec.</td>
<td>All Operations employees</td>
</tr>
<tr>
<td>Express Loan Release Facility (ELRF)</td>
<td>10</td>
<td>Dec.</td>
<td>All Operations employees</td>
</tr>
<tr>
<td>Health and Safety Certification:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Covid Health &amp; Safety Protocol</td>
<td>4</td>
<td>May-Jun.</td>
<td>All employees</td>
</tr>
<tr>
<td>- Philhealth Program Orientation</td>
<td>2</td>
<td>Jun.</td>
<td>Support Group (tele Collection)</td>
</tr>
<tr>
<td>Livelihood Training (sari-sari stores &amp; direct-selling)</td>
<td>20</td>
<td>Jan-Feb., Jul-Nov.</td>
<td>400 NCR plus clients</td>
</tr>
<tr>
<td>Urban Agriculture Training</td>
<td>2</td>
<td>Oct. &amp; Dec.</td>
<td>200 NCR employees &amp; clients</td>
</tr>
</tbody>
</table>
TSPI Family Activities
ALL ABOUT UPLIFTING CLIENTS AND EMPLOYEES

In TSPI, 2020 will be remembered as a year of gratitude. As bleak as it was, the year was still full of hope as it was graced and highlighted by.

- Hand-holding and keeping the connection with clients and employees
- Offering excellent customer service
- Partnering with organizations who share the mission - Sambayanihan
- Extending support through grace period
- Furthering programs for business recovery and membership recovery
- Uplifting employees’ welfare
- Living the Message of Hope

Hand-holding and keeping the connection with clients and employees
TSPI values connection with its clients and employees. Checking on everyone’s condition was an instant response to the lockdowns through regular “Kamustahan” by mobile phones and online platforms.

Though it appeared restricting from the start, it eventually paved the way for “borderless” connection with its clients and employees through virtual platforms. The restrictions in face-to-face client center meetings led to a more accessible “just a click away” chat groups and other virtual meeting platforms. Everyone got used to the terms links, meeting IDs and passwords to join events. With a much simplified way of organizing gatherings and information sharing through webinars, reaching out to clients and employees became more efficient. Telemarketing and Face-to-Face collection activities also became effective tools to touch base with clients, including those who withdrew, yet had the need for help, especially for those situated in difficult to reach or restricted areas. “Kamustahan”, as a genuine act of caring has indeed gone a long way.

Offering excellent customer service
TSPI established its customer care service system for easy access and quick response to concerns of clients, including prospective and withdrawn clients. It has defined guidelines to ensure quick and proper response within 24 hours or within 5 days for complex concerns from the time the concern/s were communicated. A Customer Care Service Manager also ensures that these are processed and translated into policy recommendations.

The status of individual concerns is monitored and reported to respective Team Heads on a daily basis. Interested individuals may easily inquire about the programs and services offered by TSPI through chat messages or phone calls especially in the absence of Branch personnel in case of lockdowns. For 2020, around 1,600 concerns were received and addressed. It also included some requests for assistance of former employees. Moreover, new clients were recruited to the programs and new centers (group of clients in a community) were formed through the collaboration of the Customer Care Service Officer and the Branches.

Partnering with organizations who share the mission - Sambayanihan
Sambayanihan was derived from two words, “Sambot” and “Bayanihan”, these were used to describe how service was delivered to members during the pandemic. It means helping one another and working together to serve others for God’s glory. Hand-in-hand, TSPI collaborated with these organizations to help our clients get by in terms of their essential needs.

TSPI Mutual Benefit Association, Inc (TSPI - MBAI) distributed P75,000 worth of hygiene kits (alcohol, face mask, soap and disinfectant) to 14,199 members and conducted a series of Health Information Campaign in all branches. It also provided Free Basic Life Insurance Program (BLIP) Renewal to at least 300,000 members.

Bureau of Plant Industry (BPI) - Department of Agriculture worked hand-in-hand with TSPI in the project of “Aunon Ladat, Pagkaing Sapat Kontra Covid-19 (APIAS COVID-19).” This aimed to ensure the availability of fresh vegetables in urban areas, which led to the Urban Guilan Project in nine (9) Metro Manila branches.

Livelihood opportunities and skills training were conducted for micro-entrepreneur clients to sustain, recover or start new businesses. This was in partnership with Manfield International Inc. (MI), Glorious Lifestyle Direct, International Inc. (GladD), Sophie Philippines and Unlever, Philippines.

Wholistic Transformation Resource Center (WTRC) distributed a total of 75 sacks of rice to 1,250 clients (mostly senior citizens) in Metro Manila branches.

Jollibee Group Foundation (JGF) continued to provide market linkage support to farmer groups (ALCAVEGA, Inc. and MABFAGCA Pangkabuhayan, Inc.).
Extending support through grace period

TSPI adhered to the directives of the National Government to provide moratorium on loan payments under the Bayanihan to Heal as One Act (Bayanihan 1) and Bayanihan to Recover as One Act (Bayanihan 2). Financial institutions including microfinance NGOs were mandated to provide clients with a 30-day mandatory grace period either for all loans with principal or for interest within the community quarantine period, or both. Additional 60 days were given to clients who were affected financially by the pandemic.

TSPI implemented a Debt Relief Program providing qualified clients with four options to pay under the Special Loan Payment Option. Clients were assessed based on the status of their business and overall capacity to pay. The ultimate objective is to keep the clients in the program so that they can continue to avail the benefits. To support client’s livelihood, one of the four options allows a top-up amount or an additional to principal balance, with the combined amount to be considered as a new loan.

Furthering programs for business recovery and membership recovery

Lockdown and prolonged community quarantine paved the way for businesses within the community to find a new niche. Self-sustaining vendors, direct sellers eventually saw new opportunities and strategies to sustain and grow their livelihood. More so, many of them were also inspired to be of service to the community through their business. To continue helping, TSPI offered new loan programs and further enhanced its processes to align with the needs of the clients, especially under the new normal:

- **Sikap Loan Program, August 2020** - The program supported 3,336 clients who needed a smaller loan capital, this translated to a total loan release of PhP 28.22 million.

- **TSPI Programang Pang-agrikultura** - A total of 602 farmers with diversified income sources, who availed of the loan. The total loan release was PhP 18.78 million at 0% portfolio at risk.

- **Credit Line Facility, August 2020** - A total of 1,336 clients qualified for multiple availing under a credit line facility. Total loan release is PhP 21.35 million.

- **Express Loan, December 2020** - The program benefited 271 clients through a “same day loan release” scheme with a standard amount of PhP 3,000 for Sikap loans and PhP 7,000 and PhP 10,000 for TIP loans. The total loan release amounted to PhP 2.58 million.

- **TSPI Account System (TASS) – Eligible clients/member leaders were certified as TASS Agents to expand the loan collection facility, especially in the barangays under lockdown. There were 712 TASS agents with a total collection of PhP 918 million from 120 branches.

Uplifting employees’ welfare

Employees’ welfare is of utmost importance to TSPI. It is being concerned with their overall health and safety, financial security and most importantly, their spiritual growth. Various initiatives were put in place to support employees to keep them engaged and productive.

- **Health & Safety Programs -** Consisted of Vitamin C distribution at the onset of the pandemic, compliance with Health & Safety protocols at the head office and branches, issuance of certifications to all employees on Health and Safety protocols following the Department of Health (DOH), Department of Labor and Employment (DOLE) and Local Government Units (LGU) guidelines, regular release of online advisories, daily monitoring of attendance and health condition of employees by Group Heads and providing additional mobile load for AOs to limit face-to-face interaction.

- **Financial Support -** Advance salary credits (March 30 & April 15) and the early release of 13th month pay (April 1 & 15), secured employees with needed resources for essential needs. Access to financial assistance from DOLE COVID Adjustment Measures Program (CAMP) were facilitated. Emergency Employee Loan at 0% interest payable up to 24 months was also offered where 159 employees benefitted. This was a total of PhP 6.1 million loans released.

- **Work-from-Home Arrangement -** This allowed employees to return to their hometown and to work from home with telecommuting Agreements to keep them safe and productive.

- **Training Programs –** Online training/Webinars were conducted to better equip all field personnel to adapt to the new normal. Among the first training modules were on collection and negotiation skills, serving and caring for our clients amidst tough times and express loan release facility.

- **Discipleship Programs –** Series of webinars were conducted. It aimed to strengthen and grow their relationship with God and their brethren. The included webinar series on: “Think-Talk” – Mental Health Awareness, “Think-Talk” – Biblical Financial Literacy, Sanbayanihan Talk” by Pres. Rene Cistobal, which started the series of weekly online devotions and the Living Intentional Discipleship series for all branches.

Living the message of hope

Bringing Good News to the poor and less privileged is TSPI’s battle cry. The above highlights of the year 2020 were not as planned. It is by God’s grace that each fell into place, along with the desire of the organization to address immediate and prevailing needs of both clients and employees despite uncertainties. As such, the year also highlighted the great blessings of having leaders who are firmly anchored in loving God, which is manifested through loving and serving others, a highly committed workforce who willingly adjusted and responded to the needs, and clients who did their part to reach out to others despite being in need themselves.

Keeping the mission in mind and living it out during trying times, where clients, employees and the organization were all at stake, have proven that the hope we profess is real. As Romans 15:13 says...

“May the God of hope fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit.”
Programs and Services

TSPI offers a broad range of financial and social services programs which integrate spiritual values formation as well as financial literacy and livelihood skills development. The programs are designed to equip clients to become God-fearing, socially responsible microentrepreneurs. In the process, solidarity and collective responsibility are also instilled among them.

Microinsurance Products

TSPI MABF insurance plans are called “KAAGAFAY PLANS.” The term “kaagapay” is a combination of the Filipino words “ka” meaning associate/fellow and “agapay” which means to assist or to be by one’s side. Members can avail the following:

1. Kaagapay Basic Life Insurance Plan (BLIP)
   - It is a mandatory insurance with a premium of P340 per annum. The coverage includes death and accidental death benefits, accidental dismemberment/disability and total and permanent disability. It covers both the member and qualified dependents. Members have equity value equivalent of P120 or 50% of the premium.

2. Kaagapay Life Plus Insurance Plan (Life Plus)
   - It is an optional plan with a premium of P240 per annum and a benefit twice as that of BLIP. It can be availed up to 5 units per member at any given time.

3. Kaagapay Life Max Insurance Plan (Life Max)
   - It is an optional plan with a premium of P650 per annum. The coverage includes death, accidental death, hospital income and total and permanent disability benefits. It can be availed up to 5 units per member at any given time.

4. Kaagapay Golden Life Insurance Plan (GLIP)
   - It is an optional plan for those who have been BLIP members for at least six (6) years prior to reaching the age of 66. The premium of P950 is payable in 10 years. The coverage is up to age 100.

5. Kaagapay Credit Life Insurance Plan (CLIP)
   - It is a mandatory credit plan for members that offers both life and credit life insurance benefits. The premium is P1 per thousand of loan availed per week.

6. Kaagapay Mortgage Redemption Insurance (MRI)
   - It is a mandatory credit plan for members that covers the outstanding loan amount of the client. The premium is P10 per thousand of loan availed per year.
Board of Trustees

The TSPI Board of Trustees (BOTs) is composed of God-fearing and highly respected individuals of various expertise. Their advocacies are aligned with the God-centered mission of the Organization to serve the less privileged and marginalized sectors and to bring them the good news for God’s glory.

David T. Bussau | FOUNDER AND CHAIRMAN EMERITUS

Mr. Bussau is TSPI’s Founder and Chairman Emeritus. He left a successful business career at the age of 35 to pioneer the concept of providing marketplace solutions for social problems, which include health, education, nutrition, water, microfinance, persecution, leadership and sex trafficking. He also actively promotes good governance among not-for-profit organizations.

He is the founder of Maranatha Trust, Opportunity International Australia and 15 international movements including Wholistic Transformation Resource Center Foundation Inc. (WTRC) in the Philippines. He serves as a consultant to multinational firms and has a team of dedicated colleagues in Asia who implements and monitors development programs.

Mr. Bussau is renowned for his innovative and creative approach to post-disaster rehabilitation, contends that wealth creation and the power of market forces will accelerate poverty alleviation and nation-building. He challenges the old development paradigms and encourages fresh, exciting, audacious and bold out-of-the-box entrepreneurial ideas to liberate the poor. He wants to ignite the creative spark in people to release the amazing potential in each individual to live more dynamic, fulfilling and purpose-driven lives.

Mr. Bussau has been widely recognized as a social entrepreneur by various bodies and organizations. He has been awarded with the “Global Citizen of the Year” award from the World Entrepreneurship Forum (WEF), the “Entrepreneur of the Year” award by the Philippine Institute of Accountants (PIA), the “Camilo M. Galledo Senior Award” by the Philippine Accounting Standards Board (PASB), the “Outstanding Filipino Entrepreneur” award by the Philippine Chamber of Commerce and Industry (PCCI), the “Outstanding Young Entrepreneur” award by the Philippine Young Entrepreneurs Association (PYEA), and the “Outstanding Filipino” award by the Philippine Government.

Rene E. Cristobal | PRESIDENT

Mr. Cristobal, President of the Board of Trustees, has been serving TSPI since October 2000. He is also a Member of the TSPI Mutual Benefit Association, Inc. (TSPI MBA) Board of Trustees, and Member of Employer’s Consecration of the Philippines (ECP). He is the Founder and Chairman of several companies such as Board of DCL Group of Companies, established since 1978, which provides overseas employment to Filipino professionals, technicians, and maritime officers and crew members in both land-based and sea-based sectors, mainly to European and American contractors and ship owners; Association of Professional in Overseas Employment (ASPREC), organized by non-fee charging and ethical recruitment agencies licensed by the Philippine Overseas Employment Administration (POEA); Philippine-Netherlands Business Council (PNBC) (Chairman of Commerce in the Philippines), Family Wellness Center, Inc. (NGO), Knights of Individual Direct Commercial (KIDC) accredited by the King Baudouin Foundation of Belgium and Multi-Savings & Loan Association (MLSA) for local and overseas employees. Other key organizational involvements include: National Organizer and Chairman of joint venture for the “turnkey” construction of feed mills in the Philippines with the Van Aarem International of Holland; Co-founder and Vice President of Bagong Bayani Foundation, Inc. who honors outstanding overseas Filipino workers (OFWs); Special Adviser of Labor Migration to the ASEAN Confederation of Employees (ACE); Board of Governors of ECP; Chairman of ECP’s Corporate Social Responsibility; Commissioner of Commission on the Protection/Welfare of the Filipinos Overseas (“Ganaacay” Commission) created by, then, President Fidel V. Ramos and Board of Trustees of Philippine Bible Society and of Young Men’s Christian Association (YMCA) of the Philippines and Y’s Men’s Club (Manila & Makati).

He is also the Founder and Chief Executive Officer (CEO) of several profit and nonprofit organizations in agriculture, natural farming; innovative construction materials; property development; publishing & social media; intellectual property & copyrights; awareness & prevention of drug addictions; training of addiction counselors; and scholarships programs in public high school. He is also an advocate for the development of bamboo plantation and processed products such as charcoal and activated carbon and construction materials.

The companies have received awards from: the POEA, Department of Labor and Employment (DOLE), and the Office of the President, and enshrined in the “Hall of Fame.” He was also Bishop Nicolas Villegas Zamora Awardee, the highest award for lay persons in the IMELF (The First Indigenous Evangelical Methodist Church in the Philippines); and Chairman of the Board of its Cathedral in Tondo, Manila. Most recently, he was honored with a leadership award in the Order of Orange of Nassau (The Netherlands).

Mr. Cristobal attained a BBA degree (Cum Laude) in the University of the East in 1955, Master of Arts in Economics (candidate) from the same university, and a graduate of the Second Advanced Management Program in the Far East conducted by the Harvard University Graduate School of Business in 1957, Baguio City, as predecessor of Asian Institute of Management (AIM).
Atty. Cornelio C. Gison | CORPORATE SECRETARY

Atty. Gison joined TSI Board of Trustees on March 4, 2006. He is concurrently serving as a Corporate Secretary of TSI and as Vice Chairman of TSI Mutual Benefit Association, Inc. (TSI MBA) Board of Trustees.

He is a Counsel of Salvador, Ulanilo and Bernardino Law Office. He is also a Member in different committees of various groups. Board of Trustees, Andrex Goforun Foundation, Inc.; Panel of Arbitrators, International Center for Settlement of Investment Disputes, World Bank Arbitration Body, Washington D.C.; and Tax Practice of SGC & Co. He was also the former President of the Philippine Stock Exchange Council from 2013 to 2017.

Atty. Gison has Bachelor of Laws degree (LL.B.) and a Master’s in Comparative Law (LL.C.M.) on a fellowship grant. He was a Bar Topnotcher in 1963.

Juanita D. Amatong

Ms. Amatong started her service as a Member of the TSI Board of Trustees in June 2012. She is the Vice Chair of BOT Audit & Compliance Committee. She is also a Member of the Board of Trustees of TSI Mutual Benefit Association, Inc. (TSI MBA).

She is a passionate public servant. She has been in government service for most of her career. She served as Secretary of Finance from December 2003 to February 2005, before she was appointed as a Member of the Monetary Board of Bangko Sentral ng Pilipinas from 2006 to 2011. She was also a Member of the Board of Directors in the World Bank, Washington, D.C. from 1996 to 1998. Until April 2021, she was Member of the Board of Directors of Banko ng Kabuhayan (formerly Rodrigues Rural Bank, Inc.) in addition, she is an Adjunct Professor of Public Finance and International Finance in Silliman University. It is a Protestant-affiliated school in Dumaguete City, where she started her career as a teacher and served as Member of the Board of Trustees for 25 years. She now serves as a Member of the Board of Trustees of the Silliman University Foundation Medical Center.

Ms. Amatong completed a Bachelor of Science in Business Administration, Master’s Degree in Economics and Public Administration and a Ph.D. in Social Science.
Board of Trustees

Florence G. Tarriela
Ms. Tarriela’s service with TSPI as Member of the Board of Trustees started in October 2003. She is the Chair of the BOI Investment Committee and the Vice Chair of the BOI Governance Committee. Presently, she is the Treasurer, Board of Trustees, of Toby's Pag-Usad Multi-Unit Benefit Association, Inc. (TSP MBAI).

She holds the distinction for being the first woman chairperson of the Philippine National Bank (PNB) and the first Filipino Vice President of Citibank N.A. She was a former Undersecretary of the Department of Finance and was an Alternate Monetary Board Member of Bangko Sentral ng Pilipinas (BSP), Land Bank of the Philippines (LBP) and the Philippine Deposit Insurance Corporation (PDIC). She also held several key positions as President of Bank Administration of the Philippines, Independent Director of PNB Life Insurance, Inc. and Director of Bankers Association of the Philippines.

Her other current undertakings include: Adviser of the Philippine National Bank (PNB); Independent Director of UT Group, Inc.; Director of PNB Capital and Investment Corporation; Independent Director of PNB International Investment Corporation; Columnist of “Business Options” of the Manila Bulletin and “Financial Executives Institute of the Philippines (FINEX) Foll-o” of Business World; Director/Vice President of Tarriela Management Company; Director/Vice President/Assistant Treasurer of Gozon Development Corporation; Life Sustaining Member of Bankers Institute of the Philippines and FINEX Fellow at the Institute of Corporate Directors (BCD), Trustee of FINEX, President of Flor’s Garden and Natural Haven’s Inc., and Director of Makati Garden Club.

As a banker, entrepreneur and an environmentalist, she has been recognized as the Go Negosyo 2018 Woman Entrepreneur Awardee, Most Outstanding Citibank Philippines Alumni Awardee for Community Involvement (2014), and Distinguished Lady Banker awarded by the Bank Administration Institute of the Philippines. She is also co-author of several inspirational and gardening books.

Ms. Tarriela obtained her Bachelor of Science in Business Administration, major in Economics from the University of the Philippines and a Master’s in Economics from the University of California, Los Angeles.

Alice Z. Cordero | EX-OFFICIO: EXECUTIVE DIRECTOR
Ms. Cordero joined TSPI in May 2019. She serves concurrent positions as the Executive Director of TSPI and as President and Chief Executive Officer of TSPI Mutual Benefit Association, Inc. (TSP MBAI) – the microinsurance arm of TSPI.

Ms. Cordero gained her management and leadership expertise through her solid career in banking. She was Philippine National Bank’s first Senior Vice President (FVSP) until April 2019 and was appointed as the Chief Compliance Officer (CCO) of the bank on June 2010 with oversight of the Parent Bank, including all the subsidiaries, affiliate and foreign branches. She also served as the Corporate Governance Executive of the Bank. From 2008-2019, she served as Director and presently as Adviser of the Association of Bank Compliance Officers (ABC/CO). She obtained her Bachelor of Science in Business Economics from the University of the Philippines, and earned units in Master’s in Business Administration from the Ateneo Graduate School of Business.


Board Committees

EXECUTIVE
(Strategy, Policy, Finance, Growth Development)
1. Atty. Lamberto L. Meer (Chair)
2. Dr. Abraham F. Pascual
3. Mr. Rene E. Cristobal
4. Atty. Cornelio C. Gison
5. Mr. Ricardo G. Lazatin

GOVERNANCE
(Committee Membership, Related Party Transactions, IR, Advocacy, Transformation)
1. Dr. Abraham F. Pascual (Chair)
2. Ms. Florence G. Tarriela (Vice Chair)
3. Mr. Alberto M. Malvar
4. Mr. Rene E. Cristobal
5. Ms. Juanita D. Amatong
6. Atty. Lamberto L. Meer
7. Mr. Jose D. Fider

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(Internal Controls & Regulatory Compliance)
1. Ms. Ma. Luz A. Planas (Chair)
2. Ms. Juanita D. Amatong (Vice Chair)
3. Mr. Ricardo G. Lazatin
4. Mr. Jose D. Fider
5. Atty. Cornelio C. Gison
6. Ms. Florence G. Tarriela

INVESTMENT
1. Ms. Florence G. Tarriela (Chair)
2. Mr. Ricardo G. Lazatin (Vice Chair)
3. Atty. Cornelio C. Gison
4. Ms. Juanita D. Amatong
5. Mr. Rene E. Cristobal

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(IT, Financial, Operational, Fraud)
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2. Mr. Jose D. Fider (Vice Chair)
3. Ms. Juanita D. Amatong
4. Ms. Florence G. Tarriela
5. Atty. Cornelio C. Gison

Risk Sub-Committee:
Board IT Governance Committee (BITGC)
1. Mr. Jose D. Fider (Chair)
2. Mr. Rene E. Cristobal
3. Mr. Ricardo G. Lazatin
5. Ms. Juanita D. Amatong
Senior Management Team

Ms. Alice Z. Cordero | EXECUTIVE DIRECTOR
- BS Business Economics, University of the Philippines - Diliman
- MBA (Units Earned), Ateneo Graduate School of Business
- Former Chief Compliance Officer, PBH Group, Allied Banking Corp., & Citibank
- Board Adviser, ABCOMP

Ms. Sandra G. Serapio | CHIEF FINANCIAL OFFICER
- BS Accountancy (Cum Laude), Pamantasan ng Lungsod ng Maynila
- Certified Public Accountant (CPA), Certified Information Systems Auditor (CISA)
- Philippine Institute of Certified Public Accountant (PICPA), SACA Philippines
- MA Christian Education (Units earned), Asian Theological Seminary

Atty. Leonarda D. Banasen | HEAD, LEGAL & HUMAN RESOURCES GROUP
- Bachelor of Laws, Lyceum of the Philippines
- AB Legal Management, University of Sto. Tomas
- Association of Certified Fraud Examiners (ACFE) Philippines
- Integrated Bar of the Philippines

Ms. Aquilina G. Onesa | HEAD, ALLIANCE & PROGRAM GROUP
- BS Human Ecology (Cum Laude), University of the Philippines - Los Baños
- Masters in Entrepreneurship for Social Development (Units earned), Asian Institute of Management
- Certified Microfinance Expert, Frankfurt School of Finance & Management (e-campus)
- Certificate Biblical Financial Studies, Do Well Crown Ministries Philippines

Mr. Ramil M. Mendoza | MPI STRATEGIC HEAD
- BS Business Administration, University of the East
- Former Barangay Councilor (2002-2013)
- Member, Barangay Farmers Association

Ms. Lorna M. Asuncion | HEAD, TREASURY GROUP
- BSC Major in Accounting, St. Paul College, Quezon City
- Certified Public Accountant (CPA)
- MBA (Units earned), Ateneo Graduate School of Business
- Certified Microfinance Expert, Frankfurt School of Finance & Management (e-campus)
- Philippine Institute of Certified Public Accountants (PICPA)

Client Success Stories

Kwentong Tagumpay

Transformed to Serve Others
"Dahil sa Panata at Uapagong Paglagyo ng TSP, na ilirutan sa amin, nasakay mo at tingi aling sali! Dahil ako ay naman ang naghahapam. Pinipili ko na nangyayang gawin kung ano ang nangyayari." (Learning from the TSP member pledge and Uapagong paglagyo module that is regularly shared with us, I decided to put my life in order, Because it is also me who suffers, I am now trying my best to obey God’s word.) – Nancy Rechelda

Nancy Rechelda Estoque admitted that she was once a delinquent member of TSP. There were occasions when she was not able to pay her weekly dues on time due to over indebtedness. Aside from TSP, she borrowed money from other MFIs and used a bigger portion of the proceeds for her personal needs instead of funding her business. Consequently, she experienced financial problems and her co-members were no longer willing to help her financially.

She had a change in attitude when she was prompted by the member’s pledge that says, “God loves me, my business is a blessing from His gracesfulness. It is my responsibility to manage it properly for the welfare of my family, co-members and community”. Though they rechrist the pledge regularly, its message suddenly dawned on her own. This change of heart had brought her to a better situation. She became prudent in borrowing money and availed of loans from TSP only. She learned how to become disciplined, diligent and obedient to the word of God. She eventually regained the trust of her co-members. Later on, she was elected to serve as one of the Center officers and eventually became a Grand Council officer, the branch-wide client organization.

Nancy Rechelda learned the value of good stewardship. Being true to the pledge, she is committed to manage her business properly. Meeting the needs of her customers is her own way of serving her community.

A Helping Hand in Times of Crisis
"Kahit mahirap, life must go on. Tuloy pa rin ng laban sa awa ng Diyos.” (Though hard, life must go on. We continue to fight, by God's mercy.) – Nancy Noveva

Nancy Novèva Sucello’s passion for cooking motivated her to start her own business in November 2015, at the age of 38. With her start-up capital of Php 50,000, she renovated a place in Bañal, La Trinidad, Benguet and launched her eatery business. In 2017, she joined TSP Kabuhayan Program (KTP) with an initial loan of Php 10,000. Being a consistent good client, she then graduated from TSP and moved to being a TSP Mountain Program (TMP) client with an initial loan of around Php 50,000.

Crisis came when she had to temporarily close her eatery during lockdown. So Nancy Novèva resorted to online selling of packed foods to travellers and to farmers in La Trinidad. She harvested vegetables in Baguio. Her business started to pick-up and her inventory was increasing. She was then inspired to extend help to others in various ways and in several opportunities. In one occasion, she helped the vegetable farmers who had a difficult time disposing their crops because of over supply of vegetables. She helped them by buying a truck of their goods and gave them away to passersby. She also posted it on her Facebook account so people would know that she is giving away vegetables for free. She even personally delivered some of the goods to nearby households.

When asked why she was lavish giving and extending her service, her reply was, “It’s better to give. That way, my resources can benefit others.” She does not expect anything in return for all her generosity. She leaves everything to the Lord.
Agent of Love and Service

“Nagpaparesumat ako sa TSP at sa mga taong nagbibigay ng kwela. Hindi man gaanon kadaa ng trabaho ng ikakaila at TAAS agent, pinanghahawakan ko lagi ang kwela ng mga tao at ng TSP sa akin at yun ang mahalaga.” (I thank TSP and everyone who trust in me. Though it is not easy to be a TAAS agent, I keep holding on to the trust that was given to me by TSP and the people around me, that is what matters most.) – Nancy Mathejan

Nancy Mathejan is a Center Chief and at the same time a TAAS (TSP Agent Account System) Agent of the branch. She is very grateful for the trust and confidence that TSP and her co-members gave her to carry out this critical role. She also has several businesses. She plants and sells vegetables, sells personal collection products and relays cell phone load.

As a TAAS Agent with several businesses to manage, serving more than 50 TSP clients every week is a challenge for her. She ensures that the payments of the clients will be collected, documented and deposited in the bank on time. She has to walk under the heat of the sun, ride on a boat and cross a shaky hanging bridge. Her service as a TAAS Agent is very vital especially during the pandemic. Her customers, especially those living in remote areas, can safely stay at home and need not spend time and money to pay their dues. As such they can continue to avail TSP programs and services even during the lockdown.

Despite all her sacrifices, she is committed and dedicated to continue fulfilling her responsibilities and serving other clients as a TAAS Agent. She loves what she is doing and her desire is to nurture the trust that TSP and her clients had bestowed on her. According to her Account Officer, she is so favored to work along with a very dedicated and reliable Center Chief and TAAS Agent like Nancy Mathejan.

Blessed to Bless Others

“Uling magagupuman ang kabuhayan, diptino, sipag, iyagay at ilagay ang diskarte ang kalabangan.” (To have a successful livelihood, discipline, industriousness, perseverance and good strategy are needed) – Nancy Luz

Nancy Luz is blessed with three growing businesses. She runs a Food Catering Service for special events in their locality and in other areas in Taliac. She also has an eatery that serves 20-25 recipes for an average of 100 customers per day. It also accepts online orders & does delivery services. Lastly, she has a Sari-sari Store that sells different kinds of merchandise.

Grateful for the countless blessings she received from God, Nancy Luz desires to share these by helping and serving others in her community. She joined a local women’s organization where she got involved in doing volunteer services and community projects such as tree planting and visitation to orphanages, among others. She also donates food to the needy and buys produce of her neighbors who have vegetable gardens in their backyard to provide them additional income.

Aiming to help her employees improve their lives, she taught them how to cook and manage their own eatery business. Notably, five of them are already running their own eatery and online selling business. Indeed, sharing her blessings to others is Nancy Luz’s way of expressing her gratefulness to God’s faithfulness in her life.

Opportunity in Time of Adversity

“U言ign kaesama at Dyaas ay isahut ng nangyayat at laban ko sa buhay.” (God is always with me in every situation and in every struggle of my life.) – Nancy Margarethe

Nancy Margarethe runs a small business with a capital of Php 1,000. She sells different kinds of street food and snacks within her community. However, when the community quarantine was declared in March 2020, she had to temporarily stop the operation of her livelihood.

Nancy Margarethe’s family went through serious financial struggles due to lockdown. They experienced having no source of income for three (3) months because there was no demand for the services of her husband as an electrician. With this situation, they were forced to use up all of their resources to meet the daily needs of her family especially, her two children, ages five and three. That included the small capital of her livelihood.

In October 2021, an opportunity knocked when Nancy Margarethe was introduced to TSP by a relative. With the affordable terms and savings component of Skip Loan Program, she grabbed the opportunity with the purpose of starting a business again. With Php 2,000 loan, she launched her street food business again. She was blessed to be able to earn a significant amount to augment her husband’s income that helped meet the daily needs of the family. The income from her livelihood also helped them pay their outstanding monthly utility bills since the quarantine period.

After 5 months, Nancy Margarethe was entrusted with a second loan of Php 5,000 as she graduated from TSP Kabuhayan Program (KFP). With the additional capital, she was able to increase her inventory and sales that enabled her to triple her daily income. Inspired by this development in her life, she dreams of putting up her own Sari-sari Store someday.
Valued Partners and Alliances

TSPi is grateful to various government agencies, non-government organizations and private organizations that share the same passion, mission and advocacy to bridge microentrepreneurs and small farmers to progress. Working together with these institutions, in the spirit of joint responsibility (sama-samang responsibility), enables TSPi (A Microfinance Organization) to reach out to more clients and to serve them in a more meaningful way. Alliance with these organizations significantly complements TSPi’s microfinance, microinsurance, discipleship and social development programs.

**MEMBERSHIP**

- Alliance of Philippine Partners in Enterprise Development, Inc. (APPEND)
- Employees Confederation of the Philippines (ECOP)
- Microfinance Council of the Philippines, Inc. (MCPI)

**NETWORK**

- Opportunity International Australia (OIA)

**REGULATORY BOARD**

- BPI Asset Management and Trust Corporation
- Land Bank of the Philippines (LBP)

**BANKING AND FINANCIAL INSTITUTIONS**

- BPI (Bank of the Philippine Islands)
- RCBC (Rizal Commercial Banking Corporation)
- UnionBank

**NON-GOVERNMENT ORGANIZATIONS**

- Jollibee Group Foundation, Inc.
- MedCard Foundation, Inc.
- Pascual Laboratories, Inc.
- WTRC (Whale and Turtle Research and Conservation Foundation, Inc.)

**PRIVATE CORPORATIONS**

- Bounty
- CEMEX Philippines
- Collins Trading International, Inc.
- Glod! International, Inc.
- Jollibee Foods Corporation
- LAC (Late Agri Corp.)
- Mansfield International Inc. (MRI)
- Republic Cement Services, Inc.
- SophiE Puri Philippines

**GOVERNMENT AGENCIES/CORPORATIONS & LOCAL GOVERNMENT UNITS**

- Agricultural Guarantee Fund Pool (AGFP)
- Barangay Guadalupe Nuevo, Makati City
- Bureau of Plant and Industry (BPI)
- Department of Agriculture
- Philippine Crop Insurance Corporation (PCIC)
- Philippine Guarantee Corporation (PHILGUARANTEE)
- Philippine Health Insurance Corporation (PhilHealth)
- Philippine Rice Research Institute (PhilRice)
- Social Security System (SSS)
- Small Business Corporation (SBC)
- Provincial Government of Laguna

**INDEPENDENT AUDITOR**

R.G. Manabat & Co.

KPMG
Sambayanihan na! (2x)

Chorus:
Sama-sama layo kay dna natin to (Tara na!)  
Magkapit-kapit tayo’t mag-sambayanihan (Ngayon na!)  
Buong galak tayong lahat ay sumamba (Tara na!)  
Maglingkod sa Diyos at Siya ay papurihan (Ngayon na!)

Verse 1:
Sa ‘ting pagtitingkad  
Puso ay nalulugod  
Ang ating adhikain  
Matutupad din natin

At sa ating pagsulong  
Tayo ay tulong-tulong  
Mararating din natin  
Mga pangarap natin

Chorus

Verse 2:
Ano mang mga gawain  
Kung gustong pagpalain  
Tayo ay manalangin  
Magpuri sa Diyos natin

Hindi ka mag-iisa  
Kami’y laging kasama  
At sa pag-unlad natin  
Ang Diyos ay pupurihin!

Community Chorus:
Sama-sama layo kay na natin to  
Magkapit-kapit tayo na at mag-sambayanihan  
Buong galak tayong lahat ngayon ay sumamba  
Maglingkod sa Diyos at Siya ay ating papurihan

Music & Lyrics by Jonan A. Baun/AGP - Training  
Interpreted by Kazuyoshi N. Sarada / APG; Sarah Jane B. Piedragozia / HRG; Everlasting G. Rosales / HRG  
Produced & Arranged by Pfr. Jeryal Mamangala

SAMA-SAMA
We serve together as one body!

SAMBA
We worship God in all we do!

BAYAN
We are chosen and called to God’s Kingdom!

BAYANI
We obey and serve God as His heroes!

BAYANIHAN
We carry each other’s burden and unite for the glory of God!

ANIHAN
We will harvest with songs of joy!

by Rene E. Cristobal, TSPI President
TSPI Branches

REGION 1: ILOCOS REGION

ILOCOS NORTE (5)
Batac
Dingras
Laoag
Paoay
Purmiling
Pinili

ILOCOS SUR (6)
Cabugao
Candan
Magaginang
Navaran
San Vicente
Vigan

LA UNION (9)
Aguin
Baguatan
Balaoan
Bangar
Bauang
Naguillian
Ozamor
San Fernando
Tubao

PANGASINAN (18)
Alaminos
Bacolor
Bolinao
Bugallon
Calasiao
Dagupan
Dingalan
Dumalig
Floridablanca
Gapan
Guiguinto
Naguilian
Porac
San Manuel
San Vicente
Sison
Valenzuela

Cordillera Administrative Region (CAR)
BENGUET (1)
Baguio

REGION 2:
CAGAYAN VALLEY
CAGAYAN (1)
Tuguegarao

ISABELA (6)
Alicia
Cabanatuan
Cauayan
Ilagan
Roxas
Santiago

NUEVA VIZCAYA (1)
Solano

QUIRINO (1)
Cabarrugles

REGION 3:
CENTRAL LUZON
BULACAN (5)
Balagtas
Baliuag
Marilao
San Jose Del Monte
Sta Maria

NUEVA ECija (6)
Cabanatuan
Gapan
Guimba
Polayawan
San Jose
Talaveria

PAMPANGA (2)
Apalit
San Fernando

TARLAC (6)
Camiling
Capas
Gerona
Moncada
Paniagua
Tarlac City

REGION 4A:
CALABARZON
BATANGAS (4)
Balayan
Batangas City
Nasugbu
Tanzaan

CAVITE (3)
Dasmarinas
Bacoor
Bayan
General Mariano
Alvarez
Indang

LAGUNA (6)
Bible
Cubao
Nagcarlan
San Pablo
Silang
Sta.Cruz

QUEZON (15)
Alangan
Alfonso
Calamba
Candelaria
Cabanatuan
Lopez
Lucena
Mabini
Mulanag
Pagbilao
San Mateo
Tagaytay
Tayabas
Tiaong
Unisan

RIZAL (2)
Antipolo
Antipolo

REGION 5:
BICOL REGION
ALBAY (6)
Bacacay
Daraga
Legazpi
Ligao
Pulangui
Tabaco

CAMARINES NORTE (2)
Labo
Tabaco

CAMARINES SUR (7)
Calabanga
Goa
Iriga
Nabua
Naga
Pili
San Fernando

SORSOGON (2)
Irosin
Sorsogon

NATIONAL CAPITAL REGION (8)
Bagong Silang
Las Pinas
Malabon
Paranaque
Quezon City
Taguig
Tondo
Valenzuela
TSPI Pledge

God loves us.
Our work at TSPI is a blessing from His graciousness.
We are part of the company and its mission.
It is our duty to serve with great honor and dignity so we can help in the mission of spreading to our members the goodness of our God, for them to experience the true love of God, and for their businesses/farms to progress.
All these through our continuous obedience and faithfulness to Christ and most of all, our desire to glorify God.

Connect with us!

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