

[BSP CIRCULAR NO. 723, S. 2011, May 26, 2011]

**AMENDMENT OF SUBSECTION X162.3 OF THE MANUAL OF
REGULATIONS FOR BANKS**

Pursuant to Monetary Board Resolution No. 649 dated 28 April 2011, Subsection X162.3 of the Manual of Regulations for Banks (MORB) is hereby amended to include Automated Teller Machine (ATM) servicing for offsite ATMs among the services that banks may outsource to third-party service providers as follows:

"a. Subject to prior approval of the Monetary Board, banks may outsource the following functions, services or activities:

(18) Automated Teller Machine (ATM) servicing for offsite ATMs which shall include the following:

- a. Cash Replenishment;**
- b. First Line Maintenance;**
 - i. Troubleshooting**
 - ii. Replenishment of supplies, e.g. paper and toner;**
 - iii. Assessment if second line maintenance is necessary;**
- c. ATM Online Availability Monitoring; and**
- d. Cash Forecasting**

subject to the following conditions:

a. The bank shall-

- i. Ensure that the service provider is registered with the Department of Labor and Employment (DOLE) pursuant to Section 11 of DOLE Department Order No. 18-02, series of 2002, implementing Articles 106 to 109 of the Labor Code of the Philippines, as amended;**
- ii. Ensure that the outsourcing of the aforementioned activities will not, in any manner, diminish the supervisory and examination authority of the Bangko Sentral ng Pilipinas (BSP) over the bank, nor will it impede the exercise thereof;**