



MESALA CONNECTS

Ugnayang Mesala@www.mesala.com.ph

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A Quarterly News Letter of Mesala, Inc.

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On July 3, 2019, Mesala celebrates its 85th Anniversary. Various activities are lined up including a Thanksgiving Mass at St. Joseph the Worker Chapel and office blessing. Members may visit product booths and car display at the Operations Building from July 8-12, 2019 where special discounts will be given to availing members. Highlight of the celebration is a Members' Appreciation Night to be held on July 5, 2019 at the Multi-Purpose Hall of the Meralco Orange Fit Center. The Appreciation Night aims to acknowledge the invaluable support of members to the Association.

AFME Grand Reunion: Mesala Reaching Out to Members

Mesala EVP and CEO, Ms. Leonor Acuar and Loans Processing Supervisor, Ms. Ermy Macasero attended the Association of Former Meralco Employees (AFME) Grand Reunion held last June 22-23 at Brea, California. Mesala was invited to this event to provide an update on its loan products and services at the same time, answer inquiries of members. Ambassador Manuel M. Lopez, former Chairman of Meralco, was the guest of honor. Mr. Rustico De Borja, Jr., Mesala Trustee, was also present during the reunion. Around 190 former Meralco employees from Canada, USA, Philippines, etc. attended the event organized by the Southern California AFME headed by Jorge Gonzales, Sid Sioson and Marie Gamo-David. The 2-day affair included a Gala Night held at the Hilton Brea and family picnic at Yorba Linda Regional Park in Anaheim, California.





Ambassador Manuel M. Lopez poses with former Meralco Employees and Mesala ladies during the Gala Night.

Mesala Board of Trustees Elected for 2019-2021



Newly elected Board of Trustees take their Oath during the Annual Membership Meeting held last April 12, 2019 at the Meralco Mini-Theater. From left to right, Ms. Helen. T. De Guzman, Mr. Ferdinand C. Alejandro, Mr. Rustico C. De Borja, Ms. Ma. Cynthia C. Soluren, Mr. Jaime R. Camacho, Atty. Gil S. San Diego and Mr. Rolando P. Valdueza.

Mesala’s Corporate Officers and Committee Heads Appointed

During Mesala’s organizational meeting held last May 2, 2019, the Board of Trustees approved and confirmed the following corporate officers and Board Committee Heads:

CORPORATE OFFICERS	
Chairman	Atty. Gil S. San Diego
Vice Chairman	Rolando P. Valdueza
President	Ma. Cynthia C. Soluren
Treasurer	Jaime R. Camacho
Corporate Secretary & General Counsel	Atty. Zarah R. Villanueva-Castro
Executive Vice-President & CEO	Leonor B. Acuar
Chief Financial Officer	Christopher G. Abenales
Chief Operations Officer	Violeta C. Paz
Compliance, Risk & Data Protection Officer	Erlinda T. Velarga
Head, Internal Audits	Marlon C. Candelaria
COMMITTEE HEADS	
Audit Committee	Rolando P. Valdueza
Business Development Committee	Atty. Gil S. San Diego
Finance Committee	Ma. Cynthia C. Soluren
Governance Committee	Rustico C. De Borja, Jr
HR & Compensation Committee	Ferdinand C. Alejandro
Risk Management Committee	Helen. T. De Guzman

Mesala to Implement New Core Banking System



To fully support regulatory and operational requirements, MESALA will replace its two-decade old legacy core banking system. After a very extensive system and vendor selection process, ISC Consolsys Corporation's Mosaic Voyager Core Banking System (CBS) emerged as the system of choice due to its adoption of advanced digital technology, leading edge business functionality, coupled with simple and intuitive user interface. The contract signing and implementation process kicked-off last March 18, 2019, and delivery and cut-over to the new core banking system is targeted by January 2020.

Mesala Holds Members' Forum

A Members' Forum was held last June 11, 2019 at the Meralco Mini Theater to answer queries raised during the Annual Membership Meeting held last April 12, 2019 and to gather other inputs, concerns and suggestions from members. The forum was attended by around 70 members. Issues raised related to the Association's Articles of Incorporation and By-Laws, i.e. classification of nominees, term of trustees, etc, increase in the amount of capital contribution, proxy votes, etc. will be elevated to the Governance Committee or other board level committee. Issues resolved at the committee level will be endorsed for Board approval and presented to members for ratification. Other questions on membership, declaration of cash dividend, availability of vaccines, new loans, limit on the amount of over-the-counter cash withdrawals, communication to members, etc. were clarified by Mesala. Answers to Frequently Asked Questions will be posted at the Association's website at www.mesala.com.ph.

@ The Members' Forum



BSP Mandates Update of Members' Records

On January 29, 2018, BSP issued Circular No. 993, Adoption of the Know-Your-Member Guidelines for Non-Stock Savings and Loan Association (NSSLA). This requires all members of NSSLAs to update their personal records every three (3) years. BSP Circular 993 aims to appropriately establish the true identity and eligibility of persons to become members and adopt effective systems that will provide assurance that membership is confined to their respective well-defined groups. **Members who have not yet updated their records are therefore requested to visit Mesala and accomplish their membership update form as soon as possible.**

If you wish to make your dependents Mesala members:

Eligible member dependents who wish to be Mesala members must apply in person at the Mesala Office and bring the following documents:

1. Photo and signature bearing valid ID, such as driver's license, passport or similar documents, and the following as proof of eligibility:
2. NSO/PSA issued birth, marriage or death certificate for spouse; or NSO/PSA-issued birth certificates of the principal member (i.e., the employee-member or member retiree) and the immediate family. The extent of the applicable NSO issued certificates to be submitted shall depend on the degree of kinship, and shall, on their face, be able to establish the degree of relationship
3. Proof of billing, e.g. utility bills, bank or credit card statements, barangays certification showing permanent address

Excerpts from the Chairman's Report During the 2019 Annual Membership Meeting

***"Taon-taon tuwing magre-report ako, inuumpisahan ko sa kung ano ang Mesala noong 2013 ng magumpisa akong manungkulan bilang Trustee at Chairman ng Board upang malinaw kong maipintakung ano ang Mesala ngayon ."* – Atty. Gil S. San Diego**



Pagbabago sa Human Resources

"Pag naglalakad kaming mga Trustees sa opisina, damang-dama namin ang pagkainis nila sa amin at di ka makatikim ng "good morning". Marami sa kanila nagka-kanal na sa noo sa madalas na pagkakakunot. Kapag tinitigan mo ilalayo ang mata o iiwas sa iyo. Ok lang sana kung kaming mga Trustees lang pero kahit sa hanay nila may malalalim ding samaan ng loob."

"Sa pamumuno ni Leonor Acuar at tulong na mga professional consultants at retirees ng Meralco, ang mga minsanang corporate planning session at team building seminar at workshop ay nagdulot ng milagro ng pagbabago sa morale, attitude sa isat at motivation ng mga empleyado. Sa sariling pagaaral at pagsisikap ng mga empleyado at management, sila ay nakabuo ng mga polisiya para sa bagong organisasyon, operasyon, performance evaluation at merit reward system, succession plan, naaangkop na retirement plan, business development plan, business continuity plan, risk management plan, corporate governance plan, code on discipline, pagaaral at pagpapalaganap ng mga loan products, patakaran sa pagaasikaso ng mga miembro, at marami pang iba"

Pagbuti sa Audit Findings ng BSP (Bangko Sentral ng Pilipinas)

“Noon ding 2013, napagalaman namin ang marami at halos paulit-ulit na negative audit findings ng BSP na humigit kumulang anim na taong binuno ng Mesala upang ma-remedyuhan sa takot namin na mapatulad tayo sa ibang savings and loans at bangko na ipinasara ng BSP dahil sa dami ng paglabag ng mga regulasyon. Nitong nakaraang 2018 BSP Audit na nagtapos nitong Enero, nakahinga na po kami ng maluwag dahil noong tanungin namin kung ano ang kalalagayan ng Mesala sa ngayon, ang sagot nila ay mga maliliit na procedural na bagay lamang ang nakita nila na walang dapat ikabahala at kung meron man ay nauunawaan nilang walang kakayahan ang Mesala na matapos sa ngayontulad ng Business Continuity Plan. Bagama’t maayos naang data recovery system natin, wala pang istruktura para sa business continuity dahil walang makapagsasabi kung kailan at gaano kalakiang pinaghahandaang kalamidad tulad ng inaasahang malaking lindol. At ang hinihinging BSP na business automation system naman ay nakatakdang mapaandar ngayong taong ito.”

Paglago ng Mesala

“Sa paguusap namin sa Board noong papatapos ang taong 2013 kung magkano ang idedeklarang dibidendo, napagisip namin na kung hindi magbabago ang trend ng pababang interest ratemalayong bumalik sa mataas na level ang interest sa savings at dibidendo. Ang masakit pa, noong panahong iyon, tumanggap kami ng sulat sa BSP na nagpapa-alaalana 10% lamang ng lahat na ari-arian ang pinayagan ng batas na ilagay ng Mesala sa investment at ang level na 55% ay provisional na pagpapaluwag lang ng BSP. Nakipagusap kami sa BSP at sinabi ko na babagsak ang Mesala pag ibinalik sa 10% ang level ng investment. Ang sagot sa amin, savings and loan kayo at ang loan ang dapat na principal source ng income ninyo hindi investment.

Dahilan dito nagtatag kami ng Business Development Committee na pinamunuan ni Melyn Derpo na puspusang nagplano at gumawa ng mga bagong loans. Nagbunga naman ito ng pagdami at pagtaas sa paggamit ng mga miembro ng mga loans. Sana’y maunawaan nating mga miembro na ang lakas at tibay ng Mesala ay nasa pangungutang ng mga miembro. At para naman sa mga miembro, malaking bentahe sa atin na may mabilis na napagkukunan tayo ng pera sa sandali ng pangangailan at ang ibinabayad naman nating interest ay bumabalik sa atin bilang dibidendo.

Mga Planong Pangkalusugan

“Tungkol sa ating pangkalusugan, ang present Board ay nagumpisang magbigay ng Medical Loan sa mababang interest ngayon bilang corporate social responsibility program ay magbibigay ng libreng pagpapabakuna ng Anti-Flu at Anti-Pneumonia para lang muna sa mga primary members. Sa dako roon kung matagumpay ito ay isasama na rin natin ang mga secondary members. May ilang taon na rin po kaming nakikipagusap sa malalaking insurance companies para mag-underwrite ng isang insurance-based Medical and Hospitalization Package para sa ating mga miyembro at kanilang pamilya na ang annual insurance premium ay pwedeng mabayaran ng dibidendo. Pero dahil humihingi sila ng siguradong number of participants hindipa po magkaroon ng kasunduan. Sa ngayon, nakikipagusap kami sa isang hospital on trial basis na bigyan ng malaking discount ang mga miyembro natin at Mesala ang direktang magbabayad ng hospital bills na manggagaling sa proceeds ng Medical Loan ng mga miembro sa mababang interest rate. Kung maging matagumpay po to at dumami ang accredited hospitals malamang merong insurance company na ia-underwrite o ipa-package ito”.

Patuloy na Pagunlad

"**P**asikip ng pasikip at mahirap ang pinagdadaanan ngayon ng Mesala at walang maliwanag na direction sa kinabukasan. Pero dahil nasaayos na ang organisasyon at mataas na ang morale, motivation at rationale na kaisipan ng mga corporate officers at employees, makakaya na nilang manindigan at ipaglaban ang Mesala. Sa katunayan, sa kabilang masalimoot ng mga batas at regulasyon na para bang humihila sa pagsulong nito, makikita ninyo sa ating financial report na tuloy-tuloy pa rin ang growth natin lalo na nitong 2018 na talaga namang spectacular ang performance ng loans natin sa ilalim ng pamumuno ng ating Chief Operating Officer na si Ms. Ollie dela Paz. Salamat din kay Joseph Cabungcal na Head ng IT at namahala sa mabilis na pagpapagawa at pagtatapos ng bagong opisina ng Mesala at ngayon ay puspusan din ang pagpapatrabaho para sa mabilisang paglulunsad ng modernong computer operating system ng Mesala bago matapos ang taon. Pasalamat din po tayo sa ating Chief Operating Officer na si Chris Abenales sa pagmamaneho ng ating mga investments na nakapagbigay ng 16% na dibidendo sa atinnitong nakaraan at sa maingat na pangangalaga ng pera nating lahat."

Pagpapanatili ng Katatagan ng Asosasyon

"**M**arami ang may mga gusto pa ring mabago. Sabi nga ni Lito Fernandez nung naglalaro kami kelan lang ng golf, kung bakit ang mga corporate nominees ay hindi ibinoboto ng individual members. Alam ninyo, ang corporate nominees ay matagal ko ng pinagiisipan iyan dahil hindi talaga democratic process ito. Dapat talaga lahat iboboto. Pero iba ang political structure natin na pag inuga mo ang pundasyon nito posibleng mag-collapse ang Mesala. Very sensitive na issue ito para sa mga corporate members. Halimbawa pag sinabi mo sa Lopez Group, kelangan ang nominee nyo lumahok sa eleksyon, baka sagutin ka ng paano kami mananalohang nasa Meralco lang ang winning vote. Kung ayaw nyo sa nominee namin magtatayo na lang kami ng amin. Pwede nating sabihing, sige, bahala ka, eh di lalong lumiit ang membership ng Mesala na gusto nating palawakin para sa mas ikabubuti ng lahat. Pero paano kung ang Meralco ang magsabi na kaya ganyan ang structure ng Mesala dahil gusto naming well-represented ang Meralco management. Kung ayaw nyo, magtayo kayo ng inyo, para active employees na lang ang Mesala. Eh, Meralco and well-defined group natin at sabi ng batas kung wala tayong well-defined group di tayo pwedeng mag-exist bilang NSSLA. Mabigat ang problemang ito at hindi kaya ng present Board na ma-resolve ito sa ngayon. "

At isa pa, inalis daw namin ang term limit ng Trustees. Ang sagot ko dyan, ako gumawa nyan at wala namang dapat pagusapan dyan dahil kada-dalawang taon ang eleksyon. Kahit nga ang Corporation Code at ngayon ang Revised Corporation Code ng Pilipinas walang sinasabi sa paglilimit ng term. . Kelangan talaga ng mahabang term sa Mesala dahil sa totoo lang, sa personal na experience ko, matagal na panahon ang kakailanganin para mapagaralan at matutuhan mong mabuti ang business operation at napakalawak na mga rules and regulations na sumasaklaw dito bago ka makapag-contribute sa Mesala.

Pero, sa ayaw at sa gusto natin, io-overhaul natin ang Articles of Incorporation at By-Laws ng Mesala ngayon dahil maraming major na pagbabago ang bagong batas na Revised Corporation Code. Kailangan ng masusing pagaaral ito at kakailanganin sa pagaaral ang implementing rules nito na wala pa hanggang ngayon. Itong bagong batas na ito ang magiging kasangkapan natin para ma-address ang corporate structure at electoral process natin



MESALA STORIES

Kwentuhang Mesala@www.mesala.com.ph

Special 85th Anniversary Awards for Members with the Most Number of Dependents (Retiree, Managerial, Supervisory and R&F Categories)

1. *Ms. Soledad F. Ferma*
2. *Ms. Norma S. Nunez*
3. *Mr. Gerry M. Reyes*
4. *Ms. Angela Salud S. Calderon*
5. *Mr. Donato O. Barba*
6. *Ms. Maria Anna M. Rosalese*
7. *Mr. Ariel U. Franco'*
8. *Ma. Luzette C. Estorque*

"Mas mabilis ma process ang loans, very affordable ang interest, perfect pa ang service dahil pwede mong pakiusapan ang staff." These are the reasons why **Gerry M. Reyes** prefers to avail of the loan services of Mesala. Gerry, a Project Manager assigned at Distribution Connection Services is our member with the most number of dependents in the Managerial Employee Category. His nine (9) dependents include his wife, 4 children and 4 siblings. ***"Maswerte ang mga kapatid ko dahil may kapatid sila na member kaya't sila rin ay nakikinabang sa mga benepisyo ng Mesala."*** In his 32 years in Meralco, Gerry has availed of our Real Estate, Educational and Consumption Loans. He has used loan proceeds to invest in real estate properties as a long term investment for his family.



"Ariel Franco, Administrative Supervisor of Manila Sector, is one of our awardees for Members with the Most Number of Dependents in the Supervisory Employee Category. To date, Ariel has 7 dependents which includes his wife, **Mary Grace, four (4) children namely, Paul Gabriel, Pierre Justine, Paolo Martin, Patrick Martiel** and his two (2) siblings. Ariel wanted to instill the discipline of saving among his children even if they are still students. ***"Hindi ako ang naghuhulog sa account nila. Sabi ko ideposit nila whatever extra money they have."*** For Ariel ***"We save because we can't predict our future. It helps you become financially secure. Maintaining savings account at MESALA is a wise move and it is a safe place to invest your hardearned money. "***

Ma. Anna Rosales, Technical Staff of Customer Payments is also one of our awardees for the Most Number of Dependents in the Supervisory Employee Category. She has 7 dependents including her husband, Jerick, 2 children Mary Francine and Sophia Ellise and 4 siblings. She mentions that her children although very young were able to save PhP100,000 in their Mesala Savings Account from their extra allowance and winnings in art contests. The cash incentive which her daughter received from being an MVP Academic Awardee was also deposited to her Mesala Savings Account. Indeed a great way to prepare for the future!



Mesala Employees In Focus

Meet Ms. Ermy P. Macasero: Mesala's Loan Processing Expert

Ermy Macasero has been with Mesala for almost 32 years. Members who know Ermy would often ask for her when availing of loans and other services. Ermy even recalled an instance when a member told her that before going to Mesala he prayed for the right person to talk to and as fate would have it he was entertained by Ermy who guided and helped him avail of the proper type of loan for his ailing mother.

Ermy says that the empathy she feels for others *'ay dahil sa pinagdaanan ko sa buhay.'* As a young girl in Virac, Catanduanes she dreamt of visiting Luneta and when she graduated in High School, her mother fulfilled that dream. While in Manila, she decided to continue with her college education as a self-supporting student.



As a mom, Ermy values education so much and thanks Mesala for providing the facility to avail of low interest educational loans. Now her eldest son, Kenneth Charles, is a Registered Electronics and Communications Engineer and graduating MBA while working as an Energy Analyst at MPower while her youngest son, Jonas Carlo, is a Certified Public Accountant.

"Mahal ko ang Mesala dahil ito ang tumupad sa mga pangarap ko. Maasahan ito sa oras ng pangangailangan."

Ermy wishes that before she retires, she can impart to her co-workers the wisdom she gained while at Mesala as these will surely make work more fulfilling and meaningful.

"Palagi kong sinasabi sa aking mga kasamahan na kapag umupo ang tao sa Mesala, siya ay mayroon problema o pangangailangan. Hayaan natin syang magsalita, makinig tayo at hanapan ng paraan kung paano sya matutulungan."

Our Service Awardees

1. *Norman M. Cunanan - 31 years*
2. *Imelda L. Boca - 25 years*
3. *Daniel D. Dela Pena - 25 years*
4. *Lovely Rose B. Acle - 20 years*
5. *Joni Kristine T. Gonzales - 10 years*
6. *Marlene F. Remulta - 10 years*

Mesala 's Vision, Mission and Objective



Mayroon ka bang kwentong Mesala or kwentong gustong ishare sa ating mga ka members? Isulat na at ipadala kay "Dear Ate Joanne" sa jgfronquillo@mesala.com. Maari itong ma feature sa ating newsletter na Mesala Connects. Sulat na!



OUR PRODUCTS & SERVICES

Mesala your Partner in Growth and Prosperity

Deposit Products – Tax Exempt, Quarterly Interest Payments, Competitive Interest Rates

➤ **Regular Savings – 1.5% interest rate per annum**

➤ **Time Deposit**

AMOUNT (Multiples of PhP1,000)		Interest Rate (per annum)	TERMS
Minimum	Maximum		
PhP1,000	PhP499,000	3.50%	3 years
PhP500,000	PhP4,999,000	4.00%	3 years
PhP5,000,000	PhP20,000,000	4.25%	3 years

Loan Products – Fast Processing, Friendly Staff, Low Interest Rates computed based on diminishing balance

➤ Avail of our **Real Estate** Loan for as low as 5.5% interest rate

Real Estate Loan can be availed for the following purposes:

- House construction
- House renovation/Home improvement
- Refinancing of existing house loan
- Reimbursement of acquisition cost or construction cost
- Refinancing of other loan
 - Minimal processing and appraisal fee
 - Higher loan amount up to 70% of the appraised value/ market value
 - Maximum term of 20 years
 - Covered by mortgage redemption insurance & fire insurance

➤ **Capital Loan Payable thru Dividend**

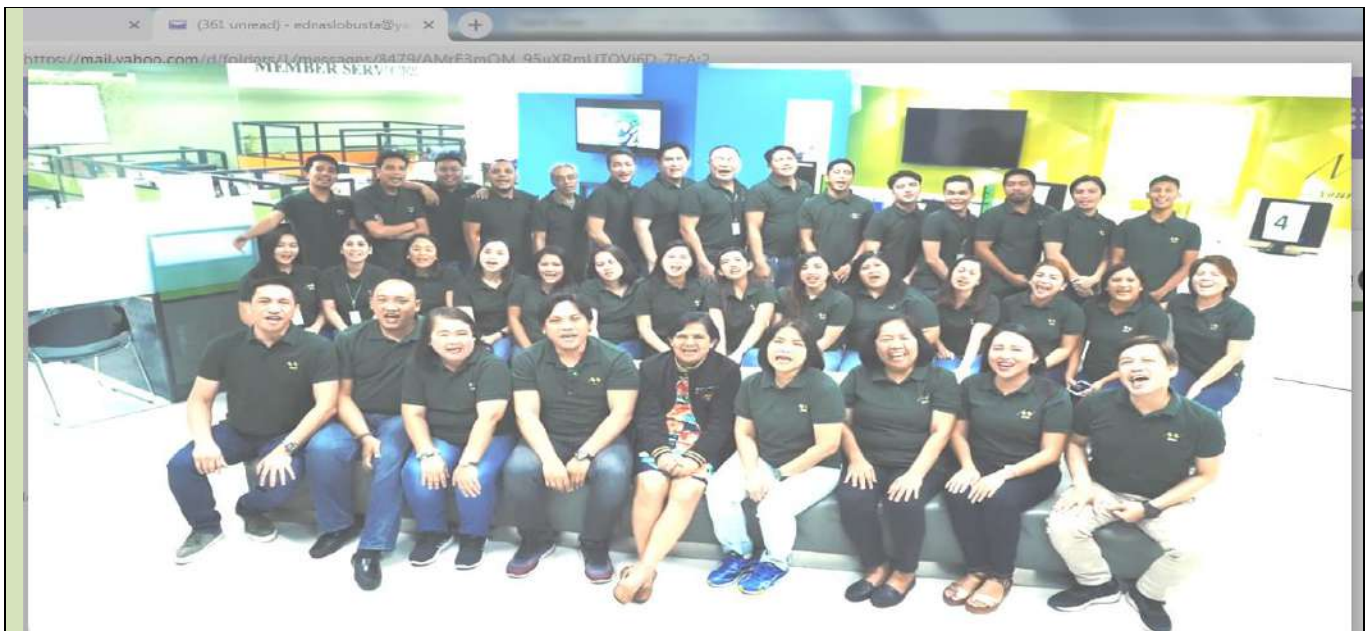
- Maximum loan amount of 60% of capital contribution.
- No co-maker required

➤ **Consumption Loan. The fastest personal loan you'd love to lay your hands on!**

- Fastest processing time, receive the loan proceeds in just one day
- Easy to pay through salary deduction or PDC

➤ **Other Loan Products include Auto/Car Loan, Educational Loan, Health Care Loan, Business Loan and Travel Loan.**

For details, please visit our website at www.mesala.com.ph



Salamat Po sa Inyong Patuloy na Pagtangkilik sa Mesala!

