

The GSIS Citizen's Charter



GSIS

Maaasahan
ng Lingkod-Bayan

As of July 2017



GSIS

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ng Lingkod-Bayan

GSIS CITIZEN'S CHARTER

Vision

By 2022, GSIS, a premier social insurance institution with a passion for providing excellent service to its members, pensioners and other constituents, will be in the top three defined-benefit pension fund institutions in the ASEAN region.

Mission

GSIS is committed to provide social security and financial benefits to all government employees and their qualified dependents, satisfy the non-life insurance needs of the government, maintain and strengthen the viability of the fund, and build an enduring partnership with its stakeholders.

Mission

**Professionalism
Love of Country
Integrity
Service Excellence
Spirituality
Innovation
Teamwork**

Service Standards for Frontline Services

2. **Filing of Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699)**
4. **Filing of Compulsory and Optional Life Insurance Benefits (*Maturity and Cash Surrender Value [CSV]; Termination Value [TV]*)**
6. **Filing of Compulsory and Optional Life Insurance Benefits (*Death and Accidental Death Benefits [ADB not applicable to ELP]*)**
8. **Filing of Over-the-Counter (OTC) Loan Applications (Consolidated Loan, Emergency Loan, Educational Assistance Loan, Policy Loan [Regular/Optional], Pension Loan)**
10. **Filing of Survivorship Benefit**
14. **UMID eCard Enrolment**
15. **UMID eCard Release**
16. **Filing of Pre-need Claims**
19. **Creation of Pensioner's Record**
21. **Updating of Pensioner's Record**
23. **Filing of Funeral Benefit**
25. **Check Releasing**
27. **Check Replacement**
30. **Filing of Employees' Compensation (EC) Claims under PD 626**
34. **Feedback and Redress Mechanism**

Filing of Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699)

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Active members who opted to resign, retire or separate under RA 8291, RA 660, RA 1616 and Portability; and
2. Inactive members who were separated from the service but did not avail of the benefits, provided the claim is filed within the prescriptive period (for those who were separated with less than 15 years of service).

Documentary Requirements:

For Retirement/Optional Retirement (RA 8291, RA 660, PD1146, RA 1616) / **Separation Benefit** (RA 8291)

- a. Duly accomplished application form for retirement;
- b. Declaration of Pendency/Non-pendency of Case Form (To be submitted before e-crediting);

For Disability Retirement (RA 660, RA 8291)

- a. Duly accomplished application form for disability benefit;
- b. Proofs of disability - Parts I, II and III;
- c. Declaration of Pendency/Non pendency of Case Form (To be submitted before e-crediting).

For Portability (RA 7699)

- a. Duly accomplished application form for retirement benefit under RA 7699;
- b. Certification of SSS premium contributions indicating number and inclusive months of contributions signed by authorized SSS officer;
- c. Declaration of Pendency/Non pendency of Case Form (To be submitted before e-crediting).

Duration: 21 minutes

Steps in filing of Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefit

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center and secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	(1) Application Form for a. Retirement; b. Disability Benefit; c. Retirement Benefit under RA 7699; (2) Declaration of Pendency/ Non-pendency of Case Form
2	Present all documents for validation of requirements.	Ensure documents presented are complete. Provide the member a list of documents submitted.	5 minutes	Frontline Staff Officer 1-3	None	Application form and documentary requirements indicated.
3	Secure tentative computation of the benefit claim.	Log on to SAP Prod and access the tentative computation of benefit using the BP number of the member. Print the tentative computation and provide a copy to the member. Explain the computation which may vary due to date of computation.	5 minutes	Frontline Staff Officer 1-3	None	None
4	Secure acknowledgement receipt of filed claim.	Encode the claim in <i>Transaction Monitoring System (TMS)</i> . Access the TMS module and log in the user ID and password and create the transaction. Provide the claimant a copy of the TMS reference code (in case of verification/follow up of status). Inform the claimant that he/she will receive a text or call to submit the declaration of pendency or non pendency prior crediting of proceeds. (Processing time is within 90 days upon receipt of complete requirements)**	10 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For branch offices with no information center, the Public Assistance and Complaints Desk (PACD) officer of the day performs the function.

** Per Republic Act No. 10154, otherwise known as An Act Requiring All Government Agencies to Ensure the Early Release of the Retirement Pay, Pensions, Gratuities and Other Benefits of Retiring Government Employees, retirement benefits of retiring government employees shall be released to them within a period of thirty (30) days from the actual retirement date of the concerned employee. The employer-agency must, however, submit all requirements for purposes of retirement to the concerned agency at least ninety (90) days prior to the effectivity date of the retiree's retirement.

Filing of Compulsory and Optional Life Insurance Benefits (Maturity and Cash Surrender Value [CSV]; Termination Value [TV])

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

for Maturity Benefit

1. Active members with matured compulsory Life Endowment Policy (LEP) and/or Optional Life Insurance (OLI) Policy.
2. Inactive members with matured compulsory Life Endowment Policy (LEP) and/or Optional Life Insurance (OLI) Policy with unclaimed benefit.

for CSV/TV Benefit

1. Active members with compulsory LEP, Enhanced Life Policy (ELP) and/or OLI policy who opted to resign, retire and separate due to disability;
2. Active members with OLI policy who opted to terminate his/her policy before separation from service or maturity of the policy;
3. Inactive members with compulsory Life Endowment Policy (LEP) and/or Optional Life Insurance (OLI) Policy with unclaimed benefit.

Documentary Requirements:

- a. Duly accomplished application form for life insurance benefit

Note: In the event of death prior to payment of benefit, benefit shall be payable to surviving legal heirs. Documentary requirements for LEP policy shall apply.

Duration: 21 minutes

- * For branch offices with no information center, the Public Assistance and Complaints Desk (PACD) officer of the day performs the function.

**Steps in filing of Compulsory and Optional Life Insurance Benefits
(Maturity and Cash Surrender Value [CSV]; Termination Value [TV])**

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center and secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application form for life insurance benefit
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	5 minutes	Frontline Staff Officer 1-3	None	Application form and documentary requirements indicated
3	Secure tentative computation of the benefit claim.	Log on to SAP Prod and access the tentative computation of benefit using the BP number of the member. Print the tentative computation and provide a copy to the member. Explain the computation which may vary due to date of computation.	5 minutes	Frontline Staff Officer 1-3	None	None
4	Secure acknowledgement receipt of filed claim.	*Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Access the TMS module and log in the user ID and password and create the transaction. Provide the claimant a copy of the TMS reference code, in case of verification/follow-up of status. Inform the claimant that he/she will receive a letter on the status of the claim and that the proceeds will be credited to the eCard account, but for members without UMID/eCard accounts, he/she will have to pick up the check. (Processing time for Compulsory Life Insurance is within 90 days while processing time for Optional Life Insurance is within 60 days upon receipt of complete requirements).	10 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

Filing of Compulsory and Optional Life Insurance Benefits (Death and Accidental Death Benefits [ADB not applicable to ELP])

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Designated/surviving heirs of active members with compulsory and/or optional life insurance policy who died while the policy is in force.

Documentary Requirements: for Life Endowment Policy (LEP)/Optional

- a. Duly accomplished application form for life insurance benefit;
- b. Death Certificate of member issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA);
- c. If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- d. If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child;
- e. If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing;
- f. If designated beneficiary/ies is not a GSIS member, birth certificate/s issued by LCR or PSA of designated beneficiary/ies or two (2) valid IDs with date of birth and signature;
- g. Marriage Contract of female beneficiary/ies issued by LCR or PSA; and
- h. Police investigation report (if death is due to accident).

for Enhanced Life Policy (ELP)

- a. Duly accomplished application form for life insurance benefit;
- b. Death certificate of member issued by LCR or PSA;
- c. Affidavit of surviving legal heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS;
- d. If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- e. If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child;
- f. If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing; and
- g. f member is married, marriage contract issued by LCR or PSA.

Duration: 25 minutes

**Steps in filing of Compulsory and Optional Life Insurance Benefits
(Death and Accidental Death Benefits [ADB not applicable to ELP])**

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center and secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application form for life insurance benefit
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	9 minutes	Frontline Staff Officer 1-3	None	Application Form and documentary requirements indicated.
3	Secure tentative computation of the benefit claim.	Log on to SAP Prod and access the tentative computation of benefit using the BP number of the member. Print the tentative computation and provide a copy to the member. Explain the computation which may vary due to date of computation.	5 minutes	Frontline Staff Officer 1-3	None	None
4	Secure acknowledgement receipt of filed claim.	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Access the TMS module and log in the user ID and password and create the transaction. Provide the claimant a copy of the TMS for the transaction reference code (in case of verification/ follow-up of status). Inform the claimant that he/she will receive a copy of the claim voucher to pick up the check. (Processing time for Compulsory Life Insurance is within 90 days while processing time for Optional Life Insurance is within 60 days upon receipt of complete requirements).	10 minutes	Frontline Staff Officer 1-3	None	None
End of Transaction						

* For branch offices with no information center, the public assistance and complaints desk (PACD) officer of the day performs the function.

Note: Original documents should be submitted by the claimant. If photocopy, original should be presented to the frontline staff, for authentication.

Filing of Over-the-Counter (OTC) Loan Applications (Consolidated Loan, Emergency Loan, Educational Assistance Loan, Policy Loan [Regular/Optional], Pension Loan)

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Active Members

- 1.1 with unreadable biometrics
- 1.2 with lost or defective/damaged eCard/UMID card; and
- 1.3 with old eCard(blue), Temporary eCard and eCard Plus with no RFID.

2. Old Age Pensioners (for Pension Loan only)

- 2.1 with unreadable biometrics or defective eCard/UMID card;
- 2.2 with fully paid loans;
- 2.3 with lost eCard (If UMID card, request for replacement and file application through UMID compliant kiosk);
- 2.4 without Restructured Pensioners Loan (CLASP); and
- 2.5 without outstanding Stock Purchase Loan (SPL).

Documentary Requirements:

1. Duly accomplished Application Form for Conso/Policy/Calamity Educational Assistance/Pension Loan; and
2. eCard/UMID/Temporary Card (to be presented only)
3. If lost, defective/damaged eCard, the borrower shall submit the following:
 - 3.1 Duly filled out application form
 - 3.2 Affidavit of Loss for Temporary card
 - 3.3 Affidavit of Loss and Replacement Receipt issued by the servicing bank for UMID card
 - 3.4 Any two (2) of GSIS prescribed valid IDs.

Duration: 36 minutes

Steps in filing of Over-the-Counter (OTC) Loan Applications

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	None
2	Proceed to the over-the-counter booth and wait to be called.	Assist member at the kiosk to ascertain that the card or biometrics is unreadable.	10 minutes	Frontline Staff Officer 1-3	None	None
		Provide loan application form to the borrower.			None	Application form for Conso/ Policy/Calamity/ Educational Assistance/ Pension Loan
		If unreadable, advise member to proceed to the Office of Department/Branch Manager to recapture and rewrite their biometrics. (The concerned Manager certifies in the loan application that the biometrics are recaptured and rewriting/validation has undertaken.)				
3	Fill out a Loan Application Form and submit to the counter.	Ensure data in the loan application are complete. Indicate the reason for the unsuccessful attempts to transact at the kiosk in the application form. Provide tentative computation of loan proceeds.	15 minutes	Frontline Staff Officer 1-3	None	Application form for Conso/ Policy/Calamity/ Educational Assistance/ Pension Loan
4	Sign tentative computation.	Inform the claimant that they will receive a text message once credited. (Processing time is within five days after approval of the AAO for active members; within three days for pensioners.)	5 minutes	Frontline Staff Officer 1-3	None	None
5	Secure acknowledgement receipt.	Encode the loan application in the <i>Transaction Monitoring System (TMS)</i> . Provide acknowledgement receipt to client.	5 minutes	Frontline Staff Officer 1-3	None	None

End of Transaction

- * For branch offices with no information center, the Public Assistance and Complaints Desk (PACD) officer of the day performs the function.

Filing of Survivorship Benefit

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

Primary beneficiaries:

1. Legal spouse; and
2. Dependent legitimate, legally adopted or legitimated children, including illegitimate children, who have not reached the age of majority, or, have reached the age of majority but incapacitated and incapable of self-support due to a mental or physical defect acquired prior to age of majority.

Secondary beneficiaries:

3. The dependents parents and, subject to the restrictions on dependents children, the legitimate descendants.

Coverage

1. All primary and secondary beneficiaries residing in the Philippines or abroad who are existing survivorship pensioners or claiming for survivorship benefit;
2. Those who were receiving survivorship benefits but were suspended when the policy on the same was amended and implemented in August 2009; and
3. Those who applied for survivorship benefits but were disapproved due to the issuance/approval of Management Implementing Guidelines (MIG) 01-2009 dated October 22, 2009 that took effect as early as August 2009, and MIG 04-2010 dated April 26, 2010.

Documentary Requirements:

1. Member/pensioner with primary beneficiary/ies

a. Married

- 1) Duly accomplished Application Form for Survivorship;
- 2) Death Certificate of member issued by National Statistics Office (NSO);
- 3) Marriage Contract of deceased member issued by NSO;
- 4) Affidavit of surviving spouse with Declaration of no marriage / no cohabitation;
- 5) If spouse is not a GSIS member, birth certificate issued by PSA;
- 6) Birth certificate/s of minor/incapacitated children issued by PSA;

- 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child; and
- 9) If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing.

b. Single

- 1) Duly accomplished application form for survivorship;
- 2) Death certificate of member issued by PSA;
- 3) Birth certificate/s of minor/incapacitated children issued by PSA;
- 4) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- 5) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child;
- 6) If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing; and
- 7) If guardian is not a GSIS member, birth certificate issued by PSA or two (2) government-issued valid IDs with date of birth and signature.

2. Member/Pensioner is Single without primary beneficiary and survived by parents only

- a. Duly accomplished application form for survivorship;
- b. Death certificate of member issued by Local Civil Registrar (LCR) or PSA;
- c. Birth certificate of member issued by LCR or PSA;
- d. Marriage contract of member's surviving parents issued by LCR or PSA; and
- e. Birth certificate of member's surviving parents issued by PSA or if born on or before 1945, two (2) government-issued valid IDs with date of birth and signature if surviving parents are not GSIS members/pensioners.

3. Member/pensioner is single without primary beneficiary and survived by siblings only

- a. Duly accomplished application form for survivorship;
- b. Death certificate of member issued by LCR or PSA;
- c. Birth certificate of member issued by LCR or PSA;
- d. Marriage contract of member's surviving parents issued by LCR or PSA;
- e. Death certificate of member's parents issued by LCR or PSA;
- f. Affidavit of surviving legal heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the benefit from GSIS;

- g. birth certificate/s of all the siblings of the deceased member issued by LCR or PSA; and
- h. Extra judicial settlement among the legal heirs of the deceased brother/sister of the member designating one payee.

4. Release of pension credited to eCard account after death

- a. Member's Request Form (MRF)

Note:

- 1. Additional documents may be required by the operating unit concerned (OUC) for Muslim members.
- 2. Original documents should be submitted by the claimant. If photocopy, original should be presented to the frontline staff, for authentication.

Duration: 30 minutes

Steps in filing of Survivorship Benefit

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application form for survivorship benefit or MRF
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	14 minutes	Frontline Staff Officer 1-3	None	Application form and documentary requirements indicated.
3	Secure tentative computation of the benefit	Log on to SAP Prod and access the tentative computation of benefit using the BP number of the deceased member/pensioner. Print the tentative computation and provide the claimant a copy. Explain that the computation may vary because of the date of computation.	5 minutes	Frontline Staff Officer 1-3	None	None
4	Secure acknowledgement receipt of filed claim	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Access the TMS module and log in the user ID and password and create the transaction. Provide the claimant a copy of the TMS reference code, in case of verification/ follow-up of status. Inform the claimant that he/she will receive a copy of the claim voucher to pick up the check. (Processing time is within 60 days for member-spouse and 90 days for non-member spouse upon receipt of complete requirements).	10 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

- * For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

UMID eCard Enrolment

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

Active members and pensioners with created membership/pensioner record.

Documentary Requirements:

1. Duly accomplished UMID eCard Enrolment Form;
2. Duly accomplished Bank Customer Information Record;
3. Two (2) valid government issued identification cards (IDs).

Duration: 12 minutes

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the UMID Enrolment Center.				None	
2	Fill out the UMID Application Form and Bank Customer Information Record (CIR) and submit to the Enrolment Officer.	Verify the member's information based on accomplished UMID Application Form and IDs.	2 minutes	Enrollment Officer	None	UMID Application Form, Bank Customer Information Record
3	Have the picture, signature and fingerprint biometrics taken by the Enrollment Officer	Log-on the UMID Enrollment System and encode the necessary member's information based on the accomplished form. Capture the member's/pensioner's photo, signature and fingerprint biometrics. Ensure that the member's/pensioner's information, photo, and fingerprint biometrics are saved in the UMID Enrollment System.	8 minutes	Enrollment Officer	None	None
4		Inform the member that he/she will receive a text message or an electronic mail through the AAO upon availability of UMID eCard or temporary eCard*, while for pensioners at the Head Office, direct them to proceed to the UMID Release Center.	2 minutes	Enrollment Officer	None	None
<i>End of Transaction</i>						

- * Turnaround time for UMID card production for members with Common Reference Number (CRN) and Temporary eCard for active members with no CRN is 7 working days.

UMID eCard Release

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

Active members and pensioners with created membership/pensioner record.

Documentary Requirements:

1. Duly accomplished UMID eCard Delivery and Release Form;
2. Duly accomplished Request for Manual Activation Form (for temporary eCard); and
3. Two (2) valid government issued identification cards (IDs).

Duration: 10 minutes

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Upon receipt of SMS message informing the member that the card is ready for pick up, proceed to the UMID Release Counter.				None	None
2	Present your 2 valid government issued IDs and UMID eCard Delivery and Release Form including Request for Manual Activation (for temporary eCard).	Check the IDs presented and cross-reference against the list of available UMID Cards or temporary eCards for release.	3 minutes	eCard Releasing Officer	None	UMID eCard Delivery and Release Form, Request for Manual Activation (for temporary eCard)
3		Locate the physical envelope of the UMID card or temporary eCard of the member.	3 minutes	eCard Releasing Officer	None	None
4		Hand over the UMID card or temporary eCard to the member and have the member sign and indicate the date on the transmittal list. Advise member to check readability of PIN mailer and the correctness of data printed on the card.	2 minutes	eCard Releasing Officer	None	None
5		Inform the member that his/her UMID eCard or temporary eCard should be activated through the Kiosk or through manual activation by the Officer I or Manager and, for first time eCard holders, uploading of bank account is 3-5 banking days.	2 minutes	eCard Releasing Officer	None	None

End of Transaction

Filing of Pre-need Claims

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. For Edu-child, planholder with fully paid plan and whose plan matured and the scholar enrolled;
2. For College Education Assurance Plan (CEAP), planholder with fully paid and matured policy; and
3. For memorial, planholder with fully paid account, and preferred to avail of the Enhanced Optional Exit Mechanism (EOEM).

Documentary Requirements:

1. Edu-child

a. Availment of College Education Benefit (CEB)

- 1) For initial payment
 - a) Duly accomplished application form for pre-need plans;
 - b) Course curriculum indicating the number of units and subjects to be taken by the scholar;
 - c) Certificate of full payment, if issued to the planholder;
 - d) Official receipt of the tuition and other standard school fees; and
 - e) Registration form with assessment/schedule of fees.
- 2) For succeeding availments
 - a) Duly accomplished application form for pre-need plans;
 - b) Registration form with assessment/schedule of fees; and
 - c) Official receipt of the tuition and other standard school fees.

b. Unavailed College Educational Benefit

- 1) Duly accomplished application form for pre-need plans; and
- 2) Certificate of full payment, if issued to the planholder.

c. Unused units/retirement benefit (10 years after graduation)

- 1) Duly accomplished application form for pre-need plans; and
- 2) Transcript of records.

2. Memorial Plan

a. Enhance Optional Exit Mechanism

- 1) Duly accomplished application form for pre-need plans;
- 2) Certificate of full payment, if issued to the planholder; and
- 3) Duly accomplished form for GSIS memorial plan quit claim.

b. Death Claim

- 1) Duly accomplished application form for pre-need plans;
- 2) Death certificate of planholder issued by the Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA);
- 3) Affidavit of surviving legal heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS;
- 4) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- 5) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child;
- 6) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing; and
- 7) Certificate of full payment, if issued to the planholder.

3. College Education Assurance Plan

a. Duly accomplished application form for pre-need plans

Note: Original documents should be submitted by the claimant. If photocopy, original should be presented to the Frontline Staff, for authentication

Duration: 11 minutes

Steps in filing of Pre-need Claims

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application form for pre-need plans.
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	5 minutes	Frontline Staff Officer 1-3	None	Application form and documentary requirements indicated.
3	Secure acknowledgement receipt of filed claim	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Provide the claimant a copy of the TMS for the transaction reference code (in case of verification/follow-up of status). Inform the claimant that he/she will receive a copy of the claim voucher and that proceeds will be credited to his/her UMID/eCard account, but for members without UMID/eCard accounts, he/she will have to pick up the check. (Processing time is within 60 days upon receipt of complete requirements).	5 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Creation of Pensioner's Record

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Retired members who are about to receive pension;
2. Surviving spouse qualified to receive survivorship pension; and
3. Designated guardian of minor child/ren and/or incapacitated child/ren who are qualified to receive dependent's pension.

Documentary Requirements:

1. Retirement/Survivorship Benefit Voucher;
2. Application for resumption of pension;
3. Two (2) valid IDs (including eCard); and
4. In case of guardians, court order and barangay/DSWD certification.

Duration: 10 minutes for central office

12 minutes for branch/extension office

Steps in creation of Pensioner's Record for Central Office (GSIS-Pasay)

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the Pensioners Lounge and get a queue number.	Provide the form for applicant to fill out.	1 minute	Frontline Staff Officer 1-3	None	Application for resumption of pension
2	Fill out the Application for resumption/transfer of pension and submit to service counter.	Ensure documents presented are complete. Validate the data in the SAP system and the documents presented.	3 minutes	Frontline Staff Officer 1-3	None	Application for resumption of pension
3	Secure acknowledgement receipt of filed request.	Encode the request in the <i>Transaction Monitoring System (TMS)</i> . Inform the member to proceed to eCard enrolment unit (if no eCard).	6 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

Steps in creation of Pensioner's Record for branch/extension offices

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the GSIS information counter and get a queue number and application for resumption of pension.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application for resumption of pension
2	Fill out the application for resumption/transfer of pension and submit to servicing counter	Ensure documents presented are complete. Validate the data in the SAP system and the documents presented.	3 minutes	Frontline Staff Officer 1-3	None	Application for Resumption of Pension
3	Secure acknowledgement receipt of filed request.	Encode the request in the <i>Transaction Monitoring System (TMS)</i> . For those without eCard, inform the member that the GSIS will inform him/her to come back once the record has been created for UMID enrollment. (Processing time is within 5 working days).	8 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Updating of Pensioner's Record

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Pensioners who have to update address, civil status and other personal data; and
2. Active member/pensioners who wanted to update his/her multiple status (active/old age pensioner/survivorship pensioner/guardian).

Documentary Requirements:

1. Members Request Form (MRF); and
2. Documents to support the request (e.g. Marriage Contract/ Decree for Nullity of Marriage, if the request is to update civil status).

Duration: 6 minutes for Central Office

7 minutes for Branch/Extension Office

Steps in updating of Pensioner's Record for Central Office (GSIS-Pasay)

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the Pensioners Lounge and get a queue number.	Provide the form for applicant to fill out.	1 minute	Frontline Staff Officer 1-3	None	Member's Request Form (MRF)
2	Present documents to the service counter.	Verify the pensioner's information based on the documents presented	2 minutes	Frontline Staff Officer 1-3	None	Member's Request Form (MRF)
3		Log-on to SAP/EJAR and update SAP Record/Enrolment System.	3 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

Steps in updating of Pensioner's Record for branch/extension offices

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the GSIS information center and get a Member's Request Form (MRF) and a queue number.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Member's Request Form (MRF)
2	Fill out the MRF and wait for the queuing number to be called. Submit the MRF together with the supporting documents to the servicing officer	Ensure documents presented are complete.	3 minutes	Frontline Staff Officer 1-3	None	Member's Request Form (MRF)
3	Secure acknowledgement receipt of filed claim	Encode the request in the <i>Transaction Monitoring System (TMS)</i> .	3 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Filing of Funeral Benefit

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Surviving spouse;
2. Any of the following persons who can present receipt/s of expenses, provided that the surviving spouse, if still living, has acknowledged that this person shouldered the funeral expenses:
 - a) Children of the deceased member or pensioner;
 - b) For single deceased member or pensioner, relatives up to second degree of consanguinity; and
 - c) Any claimant other than children.

Documentary Requirements:

1. If claimant is the spouse

- a. Duly accomplished application form for funeral benefit;
- b. Original death certificate of member issued by the Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA);
- c. Marriage contract of deceased member with the surviving spouse issued by LCR or PSA;
- d. If the surviving spouse is a GSIS member, GSIS eCard;
- e. If surviving spouse is not a GSIS member, birth certificate issued by PSA or LCR, or two (2) government-issued valid IDs with date of birth and signature;
- f. If surviving spouse is separated from the deceased member, an affidavit stating that the surviving spouse has been abandoned by/separated from the deceased, and attested by two (2) disinterested persons.

2. If claimant is other than the spouse

- a. Duly accomplished Application Form for funeral benefit;
- b. Original death certificate of member issued by the LCR or PSA;
- c. Original death certificate of the legal spouse of the deceased member issued by LCR or PSA, if the latter is married;
- d. If legal spouse is living, notarized waiver in favor of the claimant and two (2) government-issued valid IDs bearing the signature of the legal spouse; In case legal spouse cannot be located, an affidavit stating that despite exerting earnest efforts, the legal spouse cannot be located to sign a notarized waiver in favor of the claimant and attested by two (2) disinterested persons.

- e. Official receipt of funeral expenses issued in the name of the claimant;
- f. GSIS eCard, if the claimant is a government employee;
- g. If the claimant is not a government employee, original birth certificate issued by PSA or two (2) government-issued valid IDs with date of birth and signature.

Note:

1. Additional documents may be required by the operating unit concerned (OUC) if documents submitted have discrepancies (e.g. name, appellation)
2. Original documents should be submitted by the claimant. If photocopy, original should be presented to the frontline staff for authentication.
3. Additional documents may be required by the OUC if with adverse claim.

Duration: 15 minutes

Steps in filing of Funeral Benefit

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Application form for funeral benefit
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	9 minutes	Frontline Staff Officer 1-3	None	Application Form and documentary requirements indicated.
3	Secure acknowledgement receipt of filed claim	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Provide the claimant a copy of the TMS reference code (in case of verification/ follow-up of status). Inform the claimant that he/she will receive a copy of the claim voucher to pick up the check. (Processing time is within 30 days upon receipt of complete requirements).	5 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For branch offices with no information center, the Public Assistance and Complaints Desk (PACD) officer of the day performs the function.

Check Releasing

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Payee of check; and
2. Duly authorized representative to claim check.

Documentary Requirements:

1. To Payee

- a. Check Delivery Receipt Form (CDRF);
- b. eCard/UMID card or two (2) valid government-issued IDs and photocopies of the same; and
- c. If EOEM (Enhanced Optional Exit Mechanism for memorial plans), quit claim.

2. To Authorized Representative

- a. Check Delivery Receipt Form (CDRF);
- b. Written authorization signed by the payee or duly notarized power of attorney, if the payee is residing in the Philippines;
- c. Special power of attorney (SPA) duly notarized in the Philippine consular office/embassy where the payee is residing, if the payee is living abroad;
- d. eCard/UMID card or two (2) valid government-issued IDs of the payee and the representative and photocopies of the same; and
- e. If EOEM (Enhanced Optional Exit Mechanism for memorial plans), quit claim.

3. To Liaison Officer

- a. Check Delivery Receipt Form (CDRF);
- b. Authorization Letter and two (2) valid government-issued IDs of the payee (original and photocopy) for Retirement and/or Cash Surrender Value Check/s;
- c. Liaison ID; and
- d. If EOEM (Enhanced Optional Exit Mechanism for Memorial Plans), Quit Claim.

Duration: 13 minutes

Steps in Check Releasing

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the GSIS information center to get a queue number for the release of check.*	Check if client has the required documents: valid IDs and/or authorization letter. Give queue number and instruct to get copy of check details.	5 minutes	Frontline Staff Officer 1-3	None	None
2	Proceed to counter to get copy of check details. Get and fill out Check Delivery and Release Form.	Print copy of check details and give to client together with the Check Delivery Receipt Form	2 minutes	Frontline Staff Officer 1-3	None	Form for check delivery receipt
3	Proceed to check releasing counter and present check details.	Take check details and advise member to wait until the name is called.	1 minute	Frontline Staff Officer 1-3	None	Form for check delivery receipt and documentary requirements indicated.
4	Submit the Check Delivery and Release Form to the releasing officer together with the photocopy of IDs when name is called.	Check the filled out form for the completeness of data and authenticity of IDs/documents presented and identity of the claimant. Capture the photo of the claimant and save in the database.	6 minutes	Frontline Staff Officer 1-3	None	None
5	Sign the release form and place thumbprint on the space provided to acknowledge release of check	Release the check.	1 minute	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Check Replacement

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Payee with stale check;
2. Payee with erroneous name appearing in the check; and
3. Heirs of payee who died before negotiating the check

Documentary Requirements:

1. Check Release to Payee

a. Lost

- 1) Check Alteration and Replacement Form (CARF); and
- 2) Affidavit of loss.

b. Damaged

- 1) CARF;
- 2) Physical check; and
- 3) UMID, eCard or any two (2) prescribed GSIS valid IDs of claimant/s.

c. Deceased Payee

- 1) CARF;
- 2) Physical check;
- 3) Philippine Statistics Authority (PSA) death certificate if no claim for funeral benefit has been filed;
- 4) Notarized proof of surviving legal Heirs if no claim for survivorship benefit has been filed;
- 5) PSA birth and marriage certificate of legal heirs (for spouse and married female heirs);
- 6) UMID, eCard or any two (2) prescribed GSIS valid IDs of claimant/s; and
- 7) Notarized deed of extra judicial settlement designating one payee.

d. Wrong Payee Name

- 1) CARF;
- 2) Physical check;
- 3) NSO birth certificate of the payee; and
- 4) UMID, eCard of any two (2) prescribed GSIS valid IDs of claimant/s.

e. Stale Check

- 1) CARF; and
- 2) Physical check.

2. Check with GSIS

a. Lost

- 1) CARF; and
- 2) Notarized incident report prepared by the concerned personnel with the custody of the check, duly noted by the DC, Officer I or extension head, whichever is applicable.

b. Damaged

- 1) Physical Check.

c. Deceased Payee

- 1) CARF;
- 2) Physical check;
- 3) PSA death certificate if no claim for funeral benefit has been filed;
- 4) Notarized proof of surviving legal heirs if no claim for survivorship benefit has been filed;
- 5) PSA birth and marriage certificate of legal heirs (for spouse and married female heirs); and
- 6) UMID, eCard or any two (2) prescribed GSIS valid IDs of claimant/s.

d. Wrong Payee Name

- 1) CARF;
- 2) Physical check;
- 3) PSA birth certificate of the Payee; and
- 4) UMID, eCard of any two (2) prescribed GSIS valid IDs of claimant/s.

e. Stale Check

- 1) CARF; and
- 2) Physical check.

Duration: 9 minutes

Steps in Check Replacement

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application and wait to be called.*	Provide the queue number	1 minute	Frontline Staff Officer 1-3	None	Application form for check replacement
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	3 minutes	Frontline Staff Officer 1-3	None	Application form for check replacement
3	Secure acknowledgement receipt of filed claim	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Provide the claimant a copy of the TMS for the transaction reference code (in case of verification/ follow-up of status). Inform the claimant that he/ she will receive a copy of the claim voucher to pick up the check. (Processing time is within 60 days upon receipt of complete requirements).	5 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

- * For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Filing of Employees' Compensation (EC) Claims under PD 626

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service:

1. Employee in the public sector who sustained illness or injury considered as work-related; and
2. Beneficiary/ies of an employee in the public sector who died and the cause of death is work-related; and
3. Employee who is entitled to pension and/or medical reimbursement under PD 626.

Documentary Requirements:

1. Sickness

- a. Duly accomplished form for income benefit claim for payment, parts I and II;
- b. Duly accomplished form for hospitalization claim for payment, parts I, II and III;
- c. Duly accomplished form for hospitalization/clinical records of confinement/consultation due to claimed ailment; and
- d. Service record, if claimant is uniformed personnel of AFP, PNP, BJMP and BFP.

2. Injury

- a. Duly accomplished form for income benefit claim for payment, parts I and II;
- b. Duly accomplished form for hospitalization claim for payment, parts I, II and III;
- c. Duly accomplished form for hospitalization/clinical records of confinement/consultation due to claimed ailment;
- d. Certification under oath by head of office narrating in detail the circumstances surrounding the accident (e.g., time, date and place of accident and what employee was doing at the time of accident and reason or purpose for being there);
- e. Service record, if claimant is uniformed personnel of AFP, PNP, BJMP and BFP.
- f. Affidavit of witness to the accident/incident;
- g. Time card/record of attendance;
- h. Police accident/investigation report;
- i. Travel/mission order/personnel pass;

- j. Casualty report/after battle report/line of duty board proceedings for AFP members; and
- k. NAPOLCOM Adjudication Award for PNP employees.

3. Death Claim

a. With primary beneficiary/ies

- 1) Death Certificate of member issued by Philippine Statistics Authority (PSA);
- 2) Marriage contract of member issued by PSA;
- 3) Birth certificate of member for uniformed personnel of AFP, PNP, BFP and BJMP issued by PSA;
- 4) Birth certificate of legitimate minor/incapacitated children, 21 years old and below issued by PSA;
- 5) If not a GSIS member, Birth Certificate of spouse issued by PSA;
- 6) Affidavit of surviving spouse with declaration of no marriage;
- 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child; and
- 9) If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated dependent child is residing.

b. Secondary beneficiaries (parents and illegitimate children)

- 1) Death certificate of member issued by PSA;
- 2) Birth certificate of member issued by PSA;
- 3) If parents are not GSIS member/pensioner, birth certificate issued by PSA;
- 4) Birth certificate of illegitimate children 21 years old and below issued by PSA;
- 5) Affidavit of parents that member died single with or without illegitimate children and that they are wholly dependent upon the deceased for support;
- 6) Death certificate of parents, if deceased;
- 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
- 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child; and
- 9) If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated is residing.

4. Death of PTD Pensioner (Transfer of Pension)

- a. Death certificate of member-pensioner issued by PSA or equivalent certification from the foreign country where the pensioner died, authenticated by the concerned embassy;
- b. Duly accomplished application form for income benefit claim for payment, part I only;
- c. Additional documents shall be required if after evaluation the spouse and/or the legal heirs are found to be qualified for pension:
 - 1) Marriage contract of deceased pensioner with the claimant issued by PSA;
 - 2) Affidavit of surviving spouse with declaration of No Remarriage;
 - 3) If spouse is not a GSIS member, Birth Certificate issued by PSA;
 - 4) Birth Certificate/s of minor/incapacitated children issued by PSA;
 - 5) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child;
 - 6) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child; and
 - 7) If the guardian is not the natural parent, court order or Affidavit of Guardianship Form supported by DSWD and barangay certification where the minor/incapacitated is residing.

Duration: 16 minutes

Steps in filing of Employees' Compensation (EC) Claims under PD 626

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the information center, secure a queue number for filing the application and wait to be called.*	Provide the queue number.	1 minute	Frontline Staff Officer 1-3	None	Prescribed application form for Employee Compensation claim.
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	10 minutes	Frontline Staff Officer 1-3	None	Application form and documentary requirements indicated.
3	Secure acknowledgement receipt of filed claim	Encode the claim in the <i>Transaction Monitoring System (TMS)</i> . Provide the claimant a copy of the TMS for the transaction reference code (in case of verification/follow-up of status). Inform the claimant that he/she will receive a copy of the claim voucher and that proceeds will be credited to his/her UMID/eCard account, but for members without UMID/eCard accounts, he/she will have to pick up the check. (Processing time is within 60 days upon receipt of complete requirements).	5 minutes	Frontline Staff Officer 1-3	None	None
<i>End of Transaction</i>						

* For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.

Feedback and Redress Mechanism

Schedule of Availability of Service:

Monday to Friday, 8:00 a.m. to 5:00 p.m. with no noon break

Eligible to Avail of the Service: All GSIS clients

Documentary Requirements: Feedback form

Duration: 2 minutes

Mechanism 1: Feedback through the Officer of the Day

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Proceed to the Public Assistance and Complaints Desk (PACD) and ask for the Officer of the Day.	Address any concern raised by the client and make a report of the incident as necessary.	N/A	Officer of the Day	None	None
<i>End of Transaction</i>						

Mechanism 2: Feedback through the drop box

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Get Feedback Form from the Public Assistance and Complaints Desk (PACD).	Provide the form for client to fill out.	1 minute	Frontline Staff Officer 1-3	None	Feedback Form
2	Accomplish form and put it in the drop box.	Assist the client in putting the accomplished form in the drop box	1 minute	Frontline Staff Officer 1-3	None	Feedback Form
<i>End of Transaction</i>						

Mechanism 3: Feedback through email

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Write comments, feedback and suggestions and send through gsiscare@gsis.gov.ph	Respond to any concern sent by the client through email. (Processing time varies depending on the transaction)	N/A	Contact Center Agent	None	None
<i>End of Transaction</i>						

Mechanism 4: Feedback through Contact Center

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person-in-Charge	Fees	Form
1	Call the GSIS Contact Center at (+632) 847-4747 or 1-800-8-847-4747 for Globe and TM Users or 1-800-10-847-4747 for Smart/Sun/Talk 'N Text Users for queries, comments, feedback and suggestions.	Take the call and address any concern relayed by the client. (Processing time varies depending on the transaction)	N/A	Contact Center Agent	None	None
<i>End of Transaction</i>						



GSIS

**Maaasahan
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