

The GSIS Citizen's Charter



as of 16 November 2017

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.

CORE VALUES

Professionalism

Love of Country

Integrity

Service Excellence

Spirituality

Innovation

Teamwork

THE GSIS CITIZEN'S CHARTER

Service Standards for Frontline Services

1. Filing of Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits
2. Filing of Compulsory and Optional Life Insurance Benefits - Maturity/Cash Surrender Value/Termination Value
3. Filing of Compulsory and Optional Life Insurance Benefits - Death and Accidental Death Benefits
4. Filing of Funeral Benefit
5. Filing of Survivorship Benefit
6. Filing of Pre-need Claims
7. Filing of Employees' Compensation (EC) Claims under PD 626
8. Check Replacement
9. Check Releasing
10. Filing of Over-the-Counter (OTC) Loan Applications
11. UMID eCard Enrolment
12. UMID eCard Release
13. Creation of Pensioner's Record
14. Updating of Pensioner's Record
15. Request for Reconciliation of Housing Account
16. Request for Release of Title
17. Feedback and Redress Mechanism

Annexes

1. Other Pertinent Rules on Documentary Requirements (for Social Insurance Claim Benefits Only)
2. List of Acceptable Government Issued Identification Card (IDs) / Documents

Frontline Service:

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

- a. Duly accomplished Application Form for Retirement / Separation / Life Insurance Benefits;
- b. Service Record with Leave Without Pay (LWOP) Certification (indicating the specific dates and time of LWOP); and
- c. Declaration of Pendency / Non-pendency of Case (DPNPC) Form (date administered / notarized should be on or after receipt of notification from GSIS).

*For **Disability Retirement** (RA 8291)*

- a. Duly accomplished Application Form for Disability Benefit;
- b. Proofs of Disability - Parts I, II and III;
- c. Service Record with Certification indicating the specific dates and time of sick leave with or without pay; and
- d. DPNPC Form (date administered / notarized should be on or after receipt of notification from GSIS).

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. Service Record with LWOP Certification (indicating the specific dates and time of LWOP); and
- d. DPNPC Form (date administered / notarized should be on or after receipt of notification from GSIS).

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 21 minutes

Procedure:

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 / Separation / Life Insurance Benefits b. Disability Benefit c. Retirement Benefit Under RA 7699 2. DPNPC 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.

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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 30 days** upon receipt of complete requirements except for Permanent Total Disability which is within 60 days)	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.

** As 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.

Frontline Service:

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; and
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; and
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 Retirement / Separation / Life Insurance Benefits; and
- b. Service Record with LWOP Certification (indicating the specific dates and time of LWOP).

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 21 minutes

Procedure:

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 Retirement / Separation / Life Insurance Benefits
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

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
4	Secure acknowledgement receipt of filed claim.	<p>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.</p> <p>(Processing time for Compulsory Life Insurance is within 30 days while processing time for Optional Life Insurance is within 60 days upon receipt of complete requirements).</p>	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.

Frontline Service:

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 noonbreak

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 Retirement / Separation / Life Insurance Benefits;
- b. Service Record with LWOP Certification (indicating the specific dates and time of LWOP);
- c. Death Certificate of member issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA) (formerly National Statistics Office or NSO) or authenticated by Philippine Consular Office, if died abroad;
- d. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if with minor / incapacitated children (for cases with no designated beneficiaries only);
- e. Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent;
- f. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/ies / payee/s is/are not GSIS member;
- 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 Retirement / Separation / Life Insurance Benefits
- b. Service Record with LWOP Certification (indicating the specific dates and time of LWOP)
- c. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;
- d. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if with minor / incapacitated children;
- e. Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent;
- f. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/ies / payee/s is/are not GSIS member; and
- g. Marriage Contract of female beneficiary/ies issued by LCR or PSA.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 25 minutes

Procedure:

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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.
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.

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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 30 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 a Complaints Desk (PACD) Officer of the Day performs the function.

Frontline Service:

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. Claimant is the Spouse

- a. Duly accomplished Application Form for Funeral Benefit;
- b. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;
- c. Marriage Contract of member with the surviving spouse issued by LCR or PSA; and
- d. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if surviving spouse is not a GSIS member.

2. Claimant is other than the Spouse

- a. Duly accomplished Application Form for Funeral Benefit;
- b. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;

- c. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/ies / payee/s is/are not GSIS member;
- d. Death Certificate of legal spouse issued by LCR or PSA, if married;
- e. Notarized waiver in favor of the claimant with two (2) valid government-issued IDs of the legal spouse with signature, if legal spouse is living;
- f. Affidavit of the claimant stating that despite earnest efforts, the legal spouse cannot be located to sign a notarized waiver in favor of the claimant attested by two (2) disinterested persons and their two (2) valid government-issued IDs, if the legal spouse cannot be located; and
- g. Official Receipt of funeral expenses issued in the name of the claimant.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 15 minutes

Procedure:

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.

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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
End of Transaction						

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

Frontline Service:

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 Benefit;
- 2) Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad;
- 3) Marriage Contract of deceased member issued by LCR or PSA;
- 4) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form;
- 5) Birth Certificate/s of minor/incapacitated children issued by LCR or PSA;
- 6) Birth Certificate/s issued by LCR or PSA, or valid passport, or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member; and
- 7) Court Order, or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.

a. Single

- 1) Duly accomplished Application Form for Survivorship Benefit;
- 2) Death Certificate of member issued by PSA or authenticated by Philippine Consular Office, if died abroad;
- 3) Birth Certificate/s of minor/incapacitated children issued by LCR or PSA;
- 4) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form;
- 5) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor/incapacitated dependent child is residing or Court Order, if the guardian is not the natural parent; and
- 6) Birth Certificate/s issued by LCR or PSA, or valid passport, or two (2) valid government-issued IDs with date of birth and signature, if guardian is not a GSIS member.

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

- 1) Duly accomplished Application Form for Survivorship Benefit;
- 2) Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;
- 3) Birth Certificate of member issued by LCR or PSA; and
- 4) Birth Certificate of member's surviving parents issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature.

3. Member is Single without primary beneficiary and survived by siblings only

- 1) Duly accomplished Application Form for Survivorship Benefit;
- 2) Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;
- 3) Birth Certificate of member issued by LCR or PSA;
- 4) Death Certificate of member's parents issued by LCR or PSA;
- 5) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form; and
- 6) Birth Certificate of member's surviving heirs (siblings) issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature.

4. Release of Pension Credited to E-card Account after Death

- 1) Member's Request Form (MRF)

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 30 minutes

Procedure:

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	1. Application Form for Survivorship Benefit 2. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form or If release of Pension Credited to E-card: Member's Request Form
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. And explain that the computation may vary because of the date of computation.	5 minutes	Frontline Staff Officer 1-3	None	None

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
4	Secure acknowledgement receipt of filed claim	<p>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.</p> <p>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).</p>	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.

Frontline Service:

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 (CFP), 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. Enhanced Optional Exit Mechanism (EOEM)

- 1) Duly accomplished Application Form for Pre-Need Plans; and
- 2) Certificate of Full Payment, if issued to the planholder.

b. Death Claim

- 1) Duly accomplished Application Form for Pre-Need Plans;
- 2) Death Certificate of planholder issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad;
- 3) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form;
- 4) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification issued by the DSWD Office where the minor / incapacitated dependent child is residing or Court Order, if the guardian is not the natural parent; and
- 5) Certificate of Full Payment, if issued to the planholder.

3. College Education Assurance Plan (CEAP)

- a. Duly accomplished Application Form for Pre-Need Plans.

4. Family Hospitalization Plus Plan (No Availment Bonus)

a. Duly accomplished Application Form for Pre-Need Plans.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 11 minutes

Procedure:

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 If with Memorial Plan availing Death Claim: Affidavit of Surviving Legal Heirs /Surviving Spouse / Guardianship Form
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.

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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
End of Transaction						

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

Frontline Service:

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;
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. Hospitalization / Clinical records of confinement / consultation due to claimed ailment; and
- d. Service Record with Certification indicating the specific dates and time of sick leave with and without pay.

2. Injury (Non-battle)

- 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. Hospitalization / Clinical records of confinement / consultation due to claimed ailment;
- d. Service Record with Certification indicating the specific dates and time of sick leave with and without pay;
- e. 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);

- f. Affidavit of witness to the accident / incident;
- g. Travel / Mission Order / Personal Pass, if injury / accident happened outside office premises;
- h. Police Accident / Investigation Report, if applicable (e.g. vehicular accident, shooting incident, stabbing incident, etc.); and
- i. Line of Duty Board Proceedings for AFP members.

3. **Wounded in Action (WIA)**

- 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. Hospitalization / Clinical records of confinement / consultation due to claimed ailment;
- d. Service Record with Certification indicating the specific dates and time of sick leave with and without pay;
- e. 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);
- f. Authenticated copy of Operations Center Journal Entry;
- g. Original or Authenticated copy of Spot Report; and
- h. Original or Authenticated copy Progress Report.

4. **Death Claim (Non-battle) - see requirements a - i for injury (Non Battle)**

- a. With primary beneficiary/ies
 - 1) Death Certificate of member issued by LCR or PSA;
 - 2) Marriage Contract of member issued by LCR or PSA;
 - 3) Birth Certificate of legitimate minor / incapacitated children, 21 years old and below issued by LCR or PSA;
 - 4) Birth Certificate issued by LCR or PSA, or valid passport, or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member / pensioner;
 - 5) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form; and

- 6) Court Order or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification from DSWD office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.
- b. Secondary beneficiaries (parents and illegitimate children) - see legal requirements a - i for injury (Non Battle)
- 1) Death Certificate of member issued by LCR or PSA;
 - 2) Birth Certificate of member issued by LCR or PSA;
 - 3) Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if parents are not a GSIS member / pensioner;
 - 4) Birth Certificate of legitimate minor / incapacitated children, 21 years old and below issued by LCR or 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) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form for minor dependent child, if with minor / incapacitated children; and
 - 8) Court Order or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification from DSWD office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.

5. Killed in Action (KIA) with primary beneficiaries

- a. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II;
- b. Service Record with Certification indicating the specific dates and time of sick leave with and without pay;
- c. Certification under oath from the Head of Office / Commanding Officer narrating in detail the circumstances surrounding the accident (e.g. time, date, place of accident, what employee was doing at the time of accident and reason or purpose of being there);
- d. Authenticated copy of Operations Center Journal Entry;
- e. Original or Authenticated copy of Spot Report;
- f. Original or Authenticated copy of Progress Report;

- g. Original or Authenticated copy of Casualty Report;
- h. Death Certificate of member issued by LCR or PSA;
- i. Marriage Contract of member issued by LCR or PSA;
- j. Birth Certificate of legitimate minor / incapacitated children, 21 years old and below issued by LCR or PSA;
- k. Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member / pensioner;
- l. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form; and
- m. Court Order or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification from DSWD office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.

6. Killed in Action (KIA) with secondary beneficiaries (parents and illegitimate children) - see requirements a - e, for Killed in Action (KIA) with primary beneficiaries

- a. Birth Certificate of member issued by LCR or PSA;
- b. Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if parents are not a GSIS member / pensioner;
- c. Birth Certificate of illegitimate minor / incapacitated children, 21 years old and below issued by LCR or PSA;
- d. Affidavit of parents that member died single with or without illegitimate children and that they are wholly dependent upon the deceased for support;
- e. Death Certificate of parents issued by LCR or PSA, if deceased;
- f. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form for minor dependent child, if with minor / incapacitated children; and
- g. Court Order or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification from DSWD office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.

7. Death of PTD Pensioner (Transfer of Pension)

- a. Duly accomplished Application Form for Income Benefit Claim for Payment, Part I only; and
- b. Death Certificate of member-pensioner issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad.

If qualified for transfer of pension, the additional documents shall be required:

- c. Marriage Contract of deceased-pensioner issued by LCR or PSA;
- d. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form;
- e. Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member / pensioner;
- f. Birth Certificate of minor / incapacitated children issued by LCR or PSA; and
- g. Court Order or Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form supported by a Report or Certification from DSWD office where the minor / incapacitated dependent child is residing, if the guardian is not the natural parent.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Docume

Duration: 16 minutes

Procedure:

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	<ol style="list-style-type: none"> 1. Form for Income Benefit Claim for Payment, Parts I and II 2. Form for Hospitalization Claim for Payment, Parts I, II and III, if applicable 3. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if applicable

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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/ followup 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.

Frontline Service:

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 valid passport or any two (2) valid government-issued IDs with date of birth and signature.

c. Deceased Payee

- 1) CARF;
- 2) Physical Check;
- 3) Death Certificate issued by LCR or PSA or authenticated by Philippine Consular Office if died abroad, if no claim for funeral benefit has been filed;
- 4) Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if no claim for survivorship benefit has been filed;
- 5) Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if payee is not a GSIS member; and
- 6) Extra-judicial settlement among the legal heirs of the deceased.

d. Wrong Payee Name

- 1) CARF;
- 2) Physical Check;
- 3) Birth Certificate of the Payee issued by LCR or PSA; and
- 4) UMID or eCard or valid passport or two (2) valid government-issued IDs.

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. Deceased Payee

- 1) CARF;
- 2) Death Certificate issued by LCR or PSA or authenticated by Philippine Consular Office if died abroad, if no claim for funeral benefit has been filed;
- 3) Affidavit of Surviving Legal Heirs / Surviving a
- 4) Birth Certificate issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if payee is not a GSIS member; and
- 5) Extra-judicial settlement among the legal heirs of the deceased.

c. Wrong Payee Name

- 1) CARF;
- 2) Birth Certificate of the Payee issued by LCR or PSA; and

- 3) UMID or eCard or valid passport or two (2) valid government-issued IDs.
- d. Stale Check
- 1) CARF

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Documents

Duration: 9 minutes

Procedure:

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	1. Check Alteration and Replacement Form 2. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if applicable
2	Present all documents for validation of requirements.	Ensure documents presented are complete.	3 minutes	Frontline Staff Officer 1-3	None	Application Form and documentary requirements indicated.

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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.

Frontline Service:

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. Duly accomplished Check Delivery Receipt Form (CDRF);
- b. E-card / UMID card / valid passport or two (2) valid government-issued IDs and photocopies of the same.

2. To Authorized Representative

- a. Duly accomplished 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 Embassy where the payee is residing, if the payee is living abroad;
- d. E-card or UMID card or two (2) valid government-issued IDs of the payee and the representative and photocopies of the same, if residing in the Philippines; and
- e. E-card or UMID card or two (2) valid government-issued IDs of the representative and and photocopies of the same, if living abroad.

3. To Liaison Officer

- a. Duly accomplished CDRF; and
- b. Liaison Officer's ID.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs/Docume

Duration: 15 minutes

Procedure:

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	Check Delivery Receipt Form
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
End of Transaction						

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

Frontline Service:

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

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 or 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 ki
 - 2.4 Without Restructured Pensioners Loan (CLASP); and
 - 2.5 Without outstanding Stock Purchase Loan (SPL).

Documentary Requirements:

1. **If with eCard / UMID / Temporary Card**
 - a. Duly accomplished Application Form.

Note: eCard / UMID / Temporary Card should be presented.

2. **If lost / defective / damaged eCard**
 - a. Duly accomplished Application Form.
 - b. Affidavit of Loss;
 - c. Official Receipt issued by the servicing bank for replacement, if UMID card; and
 - d. Valid passport or two (2) valid government-issued IDs.

Note: See Other Pertinent Rules on Documentary Requirements and List of Acceptable Government-issued IDs

Duration: 36 minutes

Procedure:

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	Application Form for Conso/ Policy/ Calamity/ Educational Assistance
		Provide loan application form to the borrower.			None	
		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 were recaptured and rewriting/ validation was undertaken.)				

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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 three days after approval of the AAO for active members and 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.

Frontline Service:

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 Enrollment Form;
2. Duly accomplished Bank Customer Information Record; and
3. Two (2) valid government issued Identification Cards (IDs).

Note: See List of Acceptable Government-issued IDs / Documents

Duration: 12 minutes

Procedure:

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 Enrollment 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

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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	
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	UMID Application Form, Bank Customer Information Record
End of Transaction						

*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.

Frontline Service:

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).

Note: See List of Acceptable Government-issued IDs / Documents

Duration: 10 minutes

Procedure:

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)

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
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
<i>End of Transaction</i>						

Frontline Service:

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 E-Card); and
4. In case of guardians, Court Order and Barangay/DSWD Certification.

Note: See List of Acceptable Government-issued IDs / Documents

Duration: 10 minutes for Central Office
12 minutes for Branch/Extension Office

Procedure: 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

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
3	Secure acknowledgement receipt of filed request.	Encode the request in the Transaction Monitoring System (TMS). Inform the member to proceed to eCard enrollment unit (if no eCard).	6 minutes	Frontline Staff Officer 1-3	None	None
End of Transaction						

Procedure: 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 Transaction Monitoring System (TMS). 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
End of Transaction						

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

Frontline Service:

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

Procedure: 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 SAPRecord/ Enrolment System.	3 minutes	Frontline Staff Officer 1-3	None	None
End of Transaction						

Procedure: 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> . (Processing time is within 5 working days).	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.

Frontline Service:

Request for Reconciliation of Housing Account

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
2. Inactive members with housing loan accounts
3. Authorized representative of members/inactive members with housing loan accounts

Documentary Requirements:

Active and Inactive Members

1. Valid government-issued Identification (ID) Card with picture and signature
2. Photocopies of Official Receipts or Certificate of Remittance (original must be presented for validation) with payslips or remittance list certified by the agency, if there is a claim for unposted payments or remittances.

Authorized Representatives

1. Valid government-issued ID with picture and signature
2. Original and photocopy of the government-issued ID of the borrower
3. Original and photocopy of Special Power of Attorney (SPA) duly notarized or Authorization letter (SPAs issued outside of the Philippines should be notarized by the Philippine Embassy/Consulate)
4. Photocopies of Official Receipts or Certificate of Remittance (original must be presented for validation) with payslips or remittance list certified by the agency, if there is a claim for unposted payments or remittances.

Duration: 40 minutes

Procedure:

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Proceed to the Information Center (<i>Officer of the Day in the Branch Office [BO]</i>) and secure a queue number.	Provide the queue number and inform client to wait to be called at the Housing booth (<i>Special Business Unit [SBU] in the BO</i>).	1 minute	Frontline Staff Officer I III or Officer of the Day	None	None
2	When queue number is called, approach the Officer of the Day at the Housing booth (<i>or SBU in the BO</i>). Request for posting of payments and present required documents for validation.	Ensure documents presented are complete. Request client to fill-out Member's Request Form (MRF).	4 minutes	Frontline Staff Officer I III or Officer of the Day	None	Member's Request Form
3	Fill-out MRF.	Log on to SAP Prod and access loan header of client. Check the payments posted to the accounts. If all payments are posted and status of account is SAIS04/SAI09 with no payment gaps of more than 6 months - issue Statement of Account (SOA) and no reconciliation is needed.	30 minutes	Officer of the Day	None	Member's Request Form

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
		<p>If with unposted payments or status of account is Due and Demandable, inform client that the request will be processed.</p> <p>Ask client if the SOA will be picked up or mailed. For pickup, set appointment date and inform borrower to return on appointed date.</p>				
4	Secure acknowledgement receipt of filed request.	<p>Encode the request in Transaction Monitoring System (TMS).</p> <p>Provide the client a copy of the TMS reference code for verification/follow-up of status.</p> <p>Inform the client that the reconciled SOA with ledger will be ready on the appointment date or will be sent through mail within thirty (30) days upon receipt of the request.</p>	5 minutes	Officer of the Day	None	None
End of Transaction						

Frontline Service:

Request for Release of Title

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
2. Inactive members with housing loan accounts
3. Authorized representative of members/inactive members with housing loan accounts
4. Surviving heir/s of active and inactive members with housing loan accounts

Documentary Requirements:

Members and Inactive Members

1. GSIS UMID eCard
2. Two (2) valid government-issued Identification (ID) Cards

Authorized Representatives

1. GSIS UMID eCard
2. Two (2) valid government-issued IDs
3. Original and photocopy of Special Power of Attorney (SPA) duly notarized and complying with the following requirements:
 - a. The notarization date of the SPA should not be more than 12 months prior to the date of release of the Title and the release of Mortgage
 - b. The SPA should contain specific provisions authorizing the representative (or Attorney-in-Fact) to:
 - b.1 claim and receive the Title on behalf of the Mortgagor/s
 - b.2 sign relevant documents on behalf of the Mortgagor/s
 - c. The SPA should be signed by the spouse of the Mortgagor/s, if applicable
 - d. If the SPA was executed outside the Philippines, it should be acknowledged before a Philippine Consul with red ribbon

Surviving Heir/s of Active and Inactive Members

1. If the deceased member is survived by only one heir (either spouse or child):
 - a. Affidavit of Sole Surviving Heir
 - b. Affidavit of Publication of the above affidavit
 - c. GSIS UMID eCard and two (2) valid government-issued IDs
 - d. Death Certificate of awardee and/or spouse (Philippine Statistics Authority [PSA] copy)
 - e. Birth Certificate of child (PSA copy)
 - f. Marriage Certificate of awardee and spouse (PSA copy)

2. If the deceased member is survived by two or more heirs (spouse and child/children):
 - a. Deed of Extrajudicial Settlement covering the property subject of the fully paid Deed of Conditional Sale (DCS) or Real Estate Loan (REL) account
 - b. Affidavit of Publication of the deed
 - c. GSIS UMID eCard and two (2) valid government-issued IDs
 - d. Death Certificate of awardee and/or spouse (PSA copy)
 - e. Birth Certificate/s of child/children (PSA copy)
 - f. Marriage Certificate of awardee and spouse (PSA copy)

Duration: 90 minutes (Central Office)

30 minutes (Branch Office)

Procedure:

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Proceed to the Information Center (<i>Officer of the Day in the Branch Office [BO]</i>) and secure a queue number.	Provide the queue number and inform client to wait to be called at the Housing booth (<i>Special Business Unit [SBU] in the BO</i>).	1 minute	Frontline Staff Officer I- III or Officer of the Day	None	None

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
2	When queue number is called, approach the Officer of the Day at the Housing booth (or SBU in the BO). Request for Release of Title and present required documents for validation.	<p>Ensure documents presented are complete.</p> <p>Request client to fill-out Member's Request Form (MRF).</p>	4 minutes	Officer of the Day	None	Member's Request Form
3	Fill-out MRF.	<p>Log on to SAP Prod and access loan header of client.</p> <p>Check status of the loan.</p> <p><u>For Central Office:</u></p> <p>If Final Statement of Account (FSOA) is with the Housing Accounts Remedial and Titling Department (HARTD), refer client to HARTD. Proceed to Step 5.</p> <p>If with outstanding balance, request client to fill up MRF and set an appointment date for the FSOA and ledger of payments.</p> <p>For fully paid accounts, inform the client that he/she will receive a notice on the availability of the documents and Title through mail. (Processing time is within 30 working days upon receipt of request)</p>	20 minutes	Officer of the Day	None	Member's Request Form

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
3 (con't)		<p><u>For Branch Office:</u></p> <p>If Final Statement of Account (FSOA) is still on process with Billing, Collection, and Reconciliation Division, advise client on the following: the seven (7) working days processing of FSOA and Deed of Absolute Sale (DAS)/ Release of Mortgage (ROM); and the 30 working days processing time for the Release of Title.</p> <p>Inform the client that he/ she will receive a notice on the availability of the documents and Title through mail.</p> <p>Also advise client that Titles are centrally kept at the Records Management Department (RMD), Central Office; BOs shall only request the release of Title upon complete preparation of release documents. Once Title is available for release, clients are advised to pick-up the same within 45 calendar days, otherwise, the same shall be returned to RMD for safekeeping.</p> <p>If with outstanding balance, set an appointment date for the release of the FSOA and ledger of payments.</p>	20 minutes	Officer of the Day	None	Member's Request Form

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
4	Secure acknowledgement receipt of filed request.	<p>Encode the request in Transaction Monitoring System (TMS).</p> <p>Provide the client a copy of the TMS reference code for verification/follow-up of status.</p> <p><i>(End of transaction for Branch Office)</i></p>	5 minutes	Officer of the Day	None	None
5	Proceed to HARTD, 6th Floor, and present required docs	<p>Check if Deed of Absolute Sale (DAS)/ Release of Mortgage (ROM) is prepared, release Title.</p> <p>If DAS/ROM is not yet prepared, processing time is within 7 working days. Client will be informed if Title is ready for release.</p> <p>For complex cases, explain to the client the status of his/her transaction.</p>	60 minutes	Officer of the Day	None	None
<i>End of Transaction</i>						

Frontline Service:

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 Requirement:

Feedback Form

Duration: 2 minutes

Procedure 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>						

Procedure 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>						

Procedure 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 sendthrough gsiscares@gsis.gov.ph	Respond to any concern sent by the client through email. (Processing timevaries depending on the transaction)	N/A	Contact Center Agent	None	None
End of Transaction						

Procedure 4: Feedback through Contact Center

Step No.	Applicant/Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Call the GSIS ContactCenter 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 addressany concern relayed by the client. (Processing time varies depending on thetransaction)	N/A	Contact Center Agent	None	None
End of Transaction						

