



# **GOVERNMENT SERVICE INSURANCE SYSTEM**

## **CITIZEN'S CHARTER**

2020 (2nd Edition)

Issue No. 2, Rev No. 2 (07July 2020), GSIS-EODB-02

## FOREWORD

In August 2019, as we comply with RA 11032 or "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", the Government Service Insurance System (GSIS) took service standards to the next level by coming up with an electronic citizen's charter dubbed Guide to Transactions and Processes or GTAP.

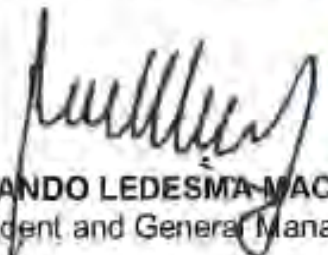

GTAP is an award-winning self-service facility where members can quickly obtain on-demand information on GSIS services that will guide them in their transactions. GTAP bagged the 2020 Silver Stevie Award for Innovative Use of Technology in Customer Service and a trailblazer in service delivery.

Visually pleasing and engaging with its touchscreen feature and colorful layout, GTAP is installed in the service areas of all GSIS offices nationwide. It is efficient and provides faster access to information because clients may search only the information they need. And since it is digital, we can easily update its content.

GTAP is also environmentally friendly than traditional billboard or tarpaulin because it does not use paper and does not contribute to waste.

Against the backdrop of the current public health crisis, we have updated the contents of the GTAP, our citizen's charter, to include our commitments for our newly-developed contactless transactions.

The following pages unfold our citizen's charter which sets the tone of our vision to be in the top three defined-benefit pension fund institutions in the ASEAN region by 2022. More than our service standards, it carries our commitment to serve our members, pensioners and other stakeholders in the best way we can.

  
  
02296  
**ROLANDO LEDESMA MACASAET**  
President and General Manager

## **I. Mandate**

Created by Commonwealth Act No. 186 and Republic Act No. 8291 (GSIS Act of 1997), GSIS is a social insurance institution that provides a defined benefit scheme under the law. It insures its members against the occurrence of certain contingencies in exchange for their monthly premium contributions.

GSIS members are entitled to an array of social security benefits, such as life insurance benefits, separation or retirement benefits, and disability benefits.

GSIS is also the administrator of the General Insurance Fund by virtue of RA 656 (Property Insurance Law). It provides insurance coverage to government assets and properties that have government insurable interests.

## **II. Coverage**

The GSIS covers all government workers except:

1. Members of the Judiciary and Constitutional Commissions who are covered by separate retirement laws;
2. Contractual employees who have no employee-employer relationship with their agencies; and
3. Uniformed members of the Armed Forces of the Philippines and the Philippine National Police, including the Bureau of Jail Management and Penology and the Bureau of Fire Protection.

The GSIS does not include Barangay and Sanggunian officials who are not receiving fixed monthly compensation, and employees who do not have monthly regular hours of work and are not receiving fixed monthly compensation.

## **III. Vision**

By 2022, GSIS will have a longer actuarial life with sustained member-benefits and responsive service to its stakeholders.

## **IV. Mission**

GSIS commits to:

1. Provide social security/insurance and financial benefits to all government employees and their dependents;
2. Satisfy the non-life insurance needs of the government;
3. Maintain and strengthen the viability of the fund; and
4. Build an enduring partnership with its stakeholders.

Issue No. 1, Rev No. 3 (20 January 2020), QM-GSIS-03-01

## **V. Quality Policy**

In the Government Service Insurance System, we are committed to provide quality service to our members, pensioners and other constituents for all their social security benefits and non-life insurance needs.

The design of our QMS shall consider the context and strategic direction of our organization. Our systems and processes shall be regularly evaluated and improved for effectiveness, efficiency, and compliance with legal and other regulatory requirements.

We will invest in the competence of our people through continued professional development.

Issue No. 1, Rev No. 2 (06 March 2020), QM-GSIS-03-02

## **VI. Core Values**

Professionalism  
Love of Country  
Integrity  
Service Excellence  
Spirituality  
Innovation  
Teamwork  
Mutual Respect

Issue No. 1, Rev No. 3 (20 January 2020), QM-GSIS-03-01

## **VII. Benefits and Services**

The principal benefit package of the GSIS consists of compulsory and optional life insurance, retirement, separation, disability, survivorship, funeral and employee's compensation benefits

## **VIII. Service Privileges**

GSIS offers the following loan products to assist its members and pensioners with their financial needs:

1. Enhanced Consolidated Salary Loan (ConsoLoan) Plus;
2. Policy Loan;
3. Enhanced Emergency Loan;
4. Pension Loan; and
5. Pensioners Emergency Loan.

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**Operations Group**  
**Social Insurance Transactions**  
External Services



## 1. Retirement and Separation Claim

Compulsory or Optional Retirement/ Permanent Total Disability Retirement/Separation Benefits (RA8291, RA 660, PD 1146, RA 1616 and RA 7699)

<b>Office or Division:</b>	Operations Group – Frontline Services	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Active members who opted to resign, retire or separate under RA 8291, RA 660, RA 1616 and RA 7699; and</li> <li>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).</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Compulsory Retirement / Optional Retirement (RA 8291, RA 660, PD1146, RA 1616) / Separation Benefit (RA 8291)</b>		
1. Duly accomplished Social Insurance (SI) Application Form for Retirement / Separation / Life Insurance Benefits (1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a>(under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
2. Service Record with Leave Without Pay (LWOP) Certification (indicating the specific dates and time of LWOP) signed by authorized officer (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From Claimant's Agency</li> </ul>	
3. Declaration of Pendency / Non-Pendency of Case (DPNPC) Form (date administered / notarized should be on or after receipt of notification of claim approval from GSIS) to be submitted upon receipt of notice from GSIS (1 copy, original); and	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (1 copy, original or authenticated copy)</li> </ul>	
4. 1st and 2nd endorsement of Department of Education (DEPED) [1 copy, original, applicable only to Retirement Claims under DEPED Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) only].	<ul style="list-style-type: none"> <li>• From DEPED BARMM</li> </ul>	

<b>For Disability Retirement (RA 8291)</b>	
1. Duly accomplished Application Form for Disability Benefit (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (1 copy, original or authenticated copy)</li> </ul>
2. Proofs of Disability - Parts I, II and III (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (1 copy, original or authenticated copy)</li> </ul>
3. Service Record with Certification (indicating the specific dates and time of sick leave with or without pay) signed by authorized officer (1 copy, original or authenticated copy); and	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
4. Declaration of Pendency / Non-pendency of Case (DPNPC) Form (date administered / notarized should be on or after receipt of notification of claim approval from GSIS) to be submitted upon receipt of notice from GSIS (1 copy, original).	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (1 copy, original or authenticated copy)</li> </ul>
<b>For Portability (RA 7699)</b>	
1. Duly accomplished Application Form for Retirement Benefit under RA 7699 (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Certification of SSS premium contributions indicating number and inclusive months of contributions signed by authorized SSS Officer (1 copy, original);	<ul style="list-style-type: none"> <li>From SSS office</li> </ul>
3. Service Record with LWOP Certification (indicating the specific dates and time of LWOP) signed by authorized officer; and	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
4. Declaration of Pendency / Non-Pendency of Case (DPNPC) (date administered / notarized should be on or after receipt of notification of claim approval from GSIS) to be submitted upon receipt of notice from GSIS. (1 copy, original)	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699)</b>				
1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.	Release queuing number	None	60 minutes*	Members Assistance Officer on Duty
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	None	30 minutes	Frontline Services Personnel
	Scan/attach documents to TMS and route to Claims Unit		60 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Processing of Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699)</b>				
	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 working day (WD)	Claims Processor

	2.2 Update members' record and route back to Branch concerned for accounts reconciliation		4 Working Days (WDs)	Membership Handler
	2.3 Reconcile all accounts and route to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	2.4 Process claim and print disbursement voucher and forward to Team Leader		3 WDs	Claims Processor
	2.5 Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Branch Manager		1 WD	Claims Team Leader
	2.6 Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval		1 WD	Claims Division Chief/ Branch Manager/ VP/SVP (depends on the amount and level of authority)
	2.6 Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)	None	4 hours	Claims Processor

<b>3. Submission of DPNPC and Releasing of Claims Proceeds</b>				
3.1 Submit DPNPC by member directly to claims unit (1 copy, original)	3.1 Post claim	None	4 hours	Claims Team Leader Division Chief/Branch Manager (depends on the amount and level of authority)
	3.2. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT and Treasury Unit in-charge
TOTAL		NONE	20 WDs	

**Note** : Member will be notified through call center to submit DPNPC after claim approval.

**Note** : The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting; or check (for members without UMID account) within 20 WD from date of receipt of complete documents. See check releasing process\*.

**Note** : Processing of claims of members with pending administrative and/or criminal cases shall be 90 days from date of retirement or filing of complete documents whichever is later.

## 2. Maturity/Cash Surrender Value (CSV)/Termination Value (TV) Claim

Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)– **Benefit under Life Insurance Coverage**

<b>Office or Division:</b>	Operations Group – Frontline Services Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions

<b>Who may avail:</b>	<p><b>1. For Maturity Benefit</b></p> <p>1.1 Active members with matured compulsory Life Endowment Policy (LEP) and/or Optional Life Insurance (OLI) policy; and</p> <p>1.2 Inactive members with matured compulsory LEP and/or OLI policy with unclaimed benefit.</p> <p><b>2. For CSV/TV Benefit</b></p> <p>2.1 Active members with compulsory LEP, Enhanced Life Policy (ELP) and/or Optional policy who opted to resign, retire and separate;</p> <p>2.2 Active members with Optional policy who opted to terminate his/her policy before separation from service or maturity of the policy; and</p> <p>2.3 Inactive members with compulsory LEP and/or Optional policy with unclaimed benefit.</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Social Insurance (SI) Application Form for Retirement / Separation / Life Insurance Benefits; (1 copy, original); and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Service Record with Leave without Pay (LWOP) Certification (indicating the specific dates and time of LWOP) signed by authorized officer (1 copy, original or authenticated copy).	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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**1. Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)**

1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**	Release queuing number	None	60 minutes*	Members Assistance Officer on Duty
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt	Receive application documents; Log in Transaction Monitoring System (TMS); release acknowledgement receipt	None	30 minutes	Frontline Services Personnel

	Scan/attach documents to TMS and route to Claims Unit		60 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Processing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)</b>				
	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating		1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for accounts reconciliation		4 WDs	Membership Handler
	2.3 Reconcile all accounts and route to Claims Unit for processing		8 WDs	Reconciliation Processor
	2.4 Process claim and print disbursement voucher and forward to Team Leader		2 WDs	Claims processor

	2.5 Review and sign disbursement voucher; forward to DC for approval or endorsement to Branch Manager		2 WDs	Claims Team Leader
	2.6 Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval		1 WD	Claims Division Chief/ Branch Manager/ VP/SVP (depends on the amount and level of authority)
	2.7 Post claim		1 WD	Claims Team Leader Division Chief/Branch Manager (depends on the amount and level of authority)
	2.8 Transmit bankfile to bank for e-crediting of proceeds to members' UMID account or print check if no UMID Account *Notify claimant on the status of claim		1 WD	IT/Treasury Unit personnel in-charge
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	



**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents. See check releasing process\*.

### 3. Death and Accidental Death Benefits Claim

Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] – **Life insurance benefit in case of death contingency.**

<b>Office or Division:</b>	Operations Group – Frontline Services Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	Designated/Surviving heirs of active members with compulsory and/or optional life insurance policy who died while the policy is in force.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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**For LEP/Optional**

1. Duly accomplished Application Form for Retirement/Separation/Life Insurance Benefits (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Service Record with Leave Without Pay (LWOP) Certification (indicating the specific dates and time of LWOP) (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
3. 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(1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR or PSA /PCO</li> </ul>
4. Affidavit of Surviving Legal Heirs/ Surviving Spouse/Guardianship Form, if with minor/incapacitated children (for cases with no designated beneficiaries only)(1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
5. Court Order, or Affidavit of Surviving Legal Heirs/Surviving Spouse/ Guardianship Form (1 copy, original) supported by a Report or Certification issued by the Department of Social Welfare and Development (DSWD)	<ul style="list-style-type: none"> <li>From Court</li> <li>From DSWD</li> </ul>

Office where the minor/incapacitated dependent child is residing, if the guardian is not the natural parent(1 copy, original);	
6. For designated beneficiary/ies/payee/s who is/are not GSIS member/pensioner/retiree – 1 original copy of their Birth Certificate/s issued by LCR or PSA, or a photocopy of valid passport, or two (2) valid government-issued IDs with date of birth and signature; The original copy of the passport or government issued IDs must be presented. (1 copy, authenticated);	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
7. Marriage Contract of female beneficiary/ies issued by LCR or PSA (1 copy, original or authenticated copy);and	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
8. Police investigation Report (if death is due to accident) (1 copy, original).	<ul style="list-style-type: none"> <li>From Police station</li> </ul>
<b>For Enhanced Life Policy (ELP)</b>	
1. Duly accomplished Application Form for Retirement/Separation/Life Insurance Benefits(1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Service Record with LWOP Certification (indicating the specific dates and time of LWOP) signed by authorized officer(1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
3. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
4. Affidavit of Surviving Legal Heirs/ Surviving Spouse/Guardianship Form, if with minor/incapacitated children (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>

<p>5. 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 (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Court with jurisdiction</li> <li>• From DSWD</li> </ul>
<p>6. For designated beneficiary/ies /payee/s who is/are not GSIS member/pensioner/retiree –copies of their Birth Certificate/s issued by LCR or PSA, (1 copy, original) or a photocopy of valid passport, or two (2) valid government-issued IDs with date of birth and signature; The original copy of the passport or government issued IDs must be presented; and</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA/claimant's file</li> </ul>
<p>7. Marriage Contract of female beneficiary/ies issued by LCR or PSA (1 copy, original or authenticated copy).</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1. Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]</b></p>				
<p>1.1 Proceed to the Information Center and get a queue number for filing the Application and wait to be called**.</p>	<p>Release queuing number</p>	<p>None</p>	<p>60 minutes*</p>	<p>Frontline Services Personnel</p>
<p>1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.</p>	<p>Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt;</p>	<p>None</p>	<p>30 minutes</p>	<p>Frontline Services Personnel</p>

	Scan/attach documents to TMS and route to Claims Unit		60 minutes	
TOTAL		NONE	2 hours and 30 minutes	

*\*Time indicated depends on the number of transacting members on queue.*

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

## **2. Processing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]**

	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for accounts reconciliation	None	4 WDs	Membership Handler
	2.3 Reconcile all accounts and route to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	2.4 Process claim and print disbursement voucher and forward to team leader		3 WDs	Claims Processor

	2.5 Review and sign disbursement voucher; forward to DC for approval or endorsement to Branch Manager		2 WDs	Claims Team Leader
	2.6 Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval		1 WD	Claims Division Chief/ Branch Manager/ VP/SVP (depends on the amount and level of authority)
	2.7 Post claim		1 WD	Claims Team Leader/Division Chief/Branch Manager (depends on the amount and level of authority)
	2.8 Transmit bankfile to bank for e-crediting of proceeds to member's UMID account or print check if no UMID account. *Notify claimant on the status of claim		1 WD	IT/Treasury Unit personnel in-charge
TOTAL		NONE	20 WDs	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents. See check releasing process\*.

#### 4. Funeral Benefit Claim

Payable to legal heirs upon death of an active member, retiree, future payee, old age and disability pensioner under (RA8291, RA 660, PD 1146, RA 1616 and RA 7699)

<b>Office or Division:</b>	Operations Group – Frontline Services Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Surviving Spouse;</li> <li>2. Any of the following persons who can present official receipt/s of expenses, provided that the surviving spouse has acknowledged that this person shouldered the funeral expenses: <ol style="list-style-type: none"> <li>a. Children of the deceased member or pensioner; or</li> <li>b. For single deceased member or pensioner, relatives up to second degree of consanguinity; or</li> <li>c. Any other person who can show proof that he or she shouldered the funeral expenses of the deceased.</li> </ol> </li> <li>3. If there is no surviving spouse, any of the persons enumerated under item 2, provided that claimant presents receipt/s to show proof of payment of the deceased member's funeral expenses.</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>Claimant is the Spouse</b>		
1. Duly accomplished Application Form for Funeral Benefit(1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>	
3. Marriage Contract of member with the surviving spouse issued by LCR or PSA (1 copy, original or authenticated copy); and	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>	
4. If surviving spouse is not a GSIS member - original copy of his/her Birth Certificate issued by LCR or PSA or a photocopy of valid passport or two (2) valid government-issued IDs with date of birth and signature. The original	<ul style="list-style-type: none"> <li>• From LCR or PSA/Claimant's file</li> </ul>	

copy of the passport or government issued IDs must be presented (1 copy, original or authenticated copy).	
<b>Claimant is other than the Spouse</b>	
1. Duly accomplished Application Form for Funeral Benefit(1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad(1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
3. For claimant who is not GSIS member/pensioner/retiree – original copy of his/her Birth Certificate issued by LCR or PSA, or a photocopy of valid passport, or two (2) valid government-issued IDs with date of birth and signature. The original copy of the passport or government issued IDs must be presented;	<ul style="list-style-type: none"> <li>• From LCR or PSA/Claimant's file</li> </ul>
4. Death Certificate of legal spouse issued by LCR or PSA, if married;	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
5. Notarized waiver in favor of the claimant with photocopy of two (2) valid government-issued IDs of the legal spouse with signature, if legal spouse is living;	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
6. 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 photocopy of their two (2) valid government-issued IDs; and	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
7. Original copy of official Receipt of funeral expenses issued in the name of the claimant (1 copy, original).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Funeral Benefit</b>				
1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); Release acknowledgement receipt	None	30 minutes	Frontline Services Personnel
	Scan/attach documents to TMS and route to Claims Unit		60 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Processing of Funeral Benefit</b>				
	2.1 Receive TMS; evaluate claim documents; check eligibility; and forward to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor



	2.2 Update members' record and route back to Branch concerned for accounts reconciliation	None	4 WDs	Membership Handler
	2.3 Reconcile all accounts and route to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	2.4 Process claim and print disbursement voucher and forward to Team Leader	None	2 WDs	Claims Processor
	2.5 Review and sign disbursement voucher; forward to DC for approval	None	2 WDs	Claims Team Leader
	2.6 Review approve claim. Route back to Claims Unit after approval of claim	None	1 WD	Claims Division Chief;
	2.7 Post claim	None	1 WD	Claims Team Leader Division Chief/Branch Manager (depends on the amount and level of authority)*
	2.8 Transmit bankfile to bank for e-crediting of proceeds to member's	None	1 WD	IT /Treasury personnel in charge

	UMID account or print check if no UMID Account. *Notify claimant on the status of claim			
<b>TOTAL</b>			20 WDs	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents.  
\*See check releasing process.

**5. Survivorship Benefit Claim**

Claim benefit payable to surviving spouse /legal heirs under (RA8291, RA 660, PD 1146, RA 1616 and RA 7699)

<b>Office or Division:</b>	Operations Group – Frontline Services Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions		
<b>Who may avail:</b>	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 (in the absence of primary beneficiaries): 3. The dependent parents and, subject to the restrictions on dependent children, the legitimate descendants.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Member/Pensioner with Primary Beneficiary/ies</b>			
<b>1. If died Married</b>			
1. Duly accomplished Application Form for Survivorship Benefit (1 copy, original);		<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	

<p>2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>3. Marriage Contract of deceased member issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>4. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>5. Birth Certificate/s of minor/incapacitated children issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>6. If surviving spouse is not a GSIS member –1 original copy of his/her Birth Certificate issued by LCR or PSA or a photocopy of valid passport or two (2) valid government-issued IDs with date of birth and signature. The original copy of the passport or government issued IDs must be presented; and</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> <li>• From claimant</li> </ul>
<p>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 (1 copy, original or authenticated copy).</p>	<ul style="list-style-type: none"> <li>• From Court</li> <li>• From DSWD</li> </ul>
<p><b>b.If member died Single with minor primary beneficiary</b></p>	
<p>1. Duly accomplished Application Form for Survivorship Benefit (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>

<p>2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>3. Birth Certificate/s of minor/incapacitated children issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>4. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form; (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>5. If with minor: 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 (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>• From DSWD</li> <li>• From Court</li> </ul>
<p>6. If guardian is not a GSIS member –1 original copy of his/her Birth Certificate issued by LCR or PSA, or photocopy of valid passport, or two (2) valid government-issued IDs with date of birth and signature.</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> <li>• From claimant's file</li> </ul>
<p><b>Member is Single without primary beneficiary and survived by parents only</b></p>	
<p>1. Duly accomplished Application Form for Survivorship Benefit (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad(1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>
<p>3. Birth Certificate of member issued by LCR or PSA(1 copy, original or authenticated copy);and</p>	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>

4. Birth Certificate of member's surviving parents issued by LCR or PSA (1 copy, original or authenticated copy) or photocopy of valid passport or two (2) valid government-issued IDs with date of birth and signature.	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> <li>• From claimant's file</li> </ul>			
<b>Member is Single without primary beneficiary and survived by siblings only</b>				
1. Duly accomplished Application Form for Survivorship Benefit (1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>			
2. Death Certificate of member issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>			
3. Birth Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>			
4. Death Certificate of member's parents issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> </ul>			
5. Affidavit of Surviving Legal Heirs/ Surviving Spouse/Guardianship Form (1 copy, original); and	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>			
6. Birth Certificate of member's surviving heirs (siblings) issued by LCR or PSA or valid passport (1 copy, original or authenticated copy) or two (2) valid government-issued IDs with date of birth and signature.	<ul style="list-style-type: none"> <li>• From LCR or PSA</li> <li>• From claimant's file</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Filing of Survivorship Benefit</b>				
1.1 Proceed to the Information Center and get a queue number for filing	Release queuing number	None	60 minutes*	Frontline Services Personnel

the Application and wait to be called**.				
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt	None	30 minutes	Frontline Services Personnel
	Scan/attach documents to TMS and route to Claims Unit		60 minutes	
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

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

**2. Processing of Survivorship Benefit**

	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for accounts reconciliation	None	4 WDs	Membership Handler

	2.3 Reconcile all Accounts and route to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	2.4 Process claim; print disbursement voucher and forward to Team Leader	None	2 WDs	Claims processor
	2.5 Review and sign disbursement voucher; forward to DC for approval	None	2 WDs	Claims Team Leader
	2.6 Review; approve claim. Route back to Claims Unit after approval	None	1 WD	Claims Division Chief
	2.7 Post claim	None	1 WD	Claims Team Leader Division Chief/Branch Manager (depends on the amount and level of authority)
	2.8 Transmit bankfile to Bank for e-crediting of proceeds to member's UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT/Treasury personnel in charge
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents. \*See check releasing transaction.

## 6. Disability Claim

Under RA 8291 (PPD and TTD)  
 (Permanent Partial and Temporary Total Disability for non- work connected illnesses or injury for members who incurred leave without pay.

<b>Office or Division:</b>	Operations Group – Frontline Services Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	All active government employee who sustained illness/organ loss or injury considered as non- work-related (for TTD and PPD if with Leave of Absence Without Pay (LWOP) incurred after the duration of entitlement to the benefit.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Disability under TTD and PPD (Sickness/ Injury/ Organ Loss)</b>		
1. Duly filled up Report of Injury/Sickness (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
2. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II; (1 copy, original)	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
3. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II and III (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
4. Hospital/Clinical records of confinement/consultation due to claimed ailment such as but not limited to (if applicable to the claimed illness/injury/organ loss): 4.1. Clinical Abstract or Discharge Summary from the hospital/ Records of confinement (1 copy, original or authenticated copy) 4.2. Results of pertinent Diagnostic Examinations done (depending on the applied disability) such as X-rays, laboratory Tests, Ultrasound, ECG, 2D Echo, CT Scan, MRI, etc(1 copy, original or	<ul style="list-style-type: none"> <li>From the hospital where member was confined</li> </ul>	



<p>authenticated copy);                  4.3.Histopathology/ Biopsy Report if done (1 copy, original or authenticated copy);                  4.4.Record of Operation if done (1 copy, original or authenticated copy); and                  4.5.Certification from attending oncologist or record of radiation or chemotherapy if applicable to the applied disability (1 copy, original or authenticated copy).</p>	
<p>5. Updated Service Record (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
<p>6. Approved Sick Leave application signed by the employer indicating dates of sick leave incurred relative to illness indicating absence of leave with pay and without pay and sick leave credit balance(1 copy, original); and</p>	<ul style="list-style-type: none"> <li>From Claimant's Agency</li> </ul>
<p>7. Other documents/proofs that the GSIS may require to establish loss of income due to the Disability/impairment.</p>	<ul style="list-style-type: none"> <li>From claimant</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Filing of Disability Claims under RA 8291 (PPD, TTD and PTD)</b>				
<p>1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.</p>	<p>Release queuing number</p>	<p>None</p>	<p>60 minutes*</p>	<p>Frontline Services Personnel</p>
<p>1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.</p>	<p>Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt</p>	<p>None</p>	<p>30 minutes</p>	<p>Frontline Services Personnel</p>
	<p>Scan/attach documents to TMS and route to Claims Unit</p>		<p>60 minutes</p>	

TOTAL		NONE	2 hours and 30 minutes	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Medical Evaluation of Disability Claims under RA 8291 (TTD,PPD and PTD)</b>				
	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for Medical Evaluation	None	4 WDs	Membership Handler
Respond to Medical officers call for Physical Exam (PE) and Home Visit (HV) schedule; agree on schedule	2.3 Evaluate clinical/medical abstract and notify member for PE and HV schedule	None	2 WDs	Medical Officer
Report to GSIS for PE or make physical availability at home if Home Visit is required	2.4 Conduct PE with claimant; Home Visit if applicable	None	5 WDs	Medical Officer
	2.5 Review by other Medical Officers	None	3 WDs	Branch Medical Officers

	2.6 Prepare resolution and endorse with claims documents to SVP's for peer review and approval	None	2 WD	Medical Officer Reviewer
	2.7 Review and approve resolution	None	2 WDs	Senior Vice Presidents
	2.8 Forward resolution to handling Branch	None	1 WD	OSVP Medical Officer
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

**3. Processing Disability Claims under RA 8291 (PPD, TTD and PTB)**

	3.1 Receive copy of Medical resolution, review and route transaction to reconciliation unit	None	1WD	Claims Processor
	3.2 Reconcile all accounts and route back to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	3.3 Process claim; print disbursement voucher and forward to Team Leader	None	3 WDs	Claims processor

	3.4 Review and sign disbursement voucher; forward to DC for approval	None	3 WDs	Claims Team Leader
	3.5 Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval	None	2 WDs	Claims Division Chief/ Branch Manager/ VP/SVP (depends on the amount and level of authority)
<b>(FOR PTD ONLY)</b>	3.6 Notify member to submit Declaration of Pendency/ Non-Pendency of Case(DPNPC) (1 copy, original)	None	1 WD	Claims Processor
<b>4. Submission of DPNPC and releasing of claims proceeds</b>				
4.1 Submit DPNPC by member directly to Claims Unit (1 copy, original) (FOR PTD ONLY)	3.7 Post claim	None	1 WD	Claims Team Leader Division Chief/ Branch Manager (depends on the amount and level of authority)

	3.8 Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT/Treasury personnel in charge
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents.

\*See check releasing transaction

## 7. Employees' Compensation Claims under PD 626

For work related illnesses or injury incurred by active members while on duty.

<b>Office or Division:</b>	Operations Group – Frontline Services Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Employee in the public sector who sustained illness or injury considered as work-related;</li> <li>2. Beneficiary/ies of an employee in the public sector who died and the cause of death is work-related; and</li> <li>3. Employee who is entitled to pension and/or medical reimbursement under PD 626.</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Sickness</b>		
1. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II (1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
2. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II and III (1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	

<p>3. Hospital/Clinical records of confinement/consultation due to claimed ailment (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>From the Hospital where claimant was confined</li> </ul>
<p>4. Service Record with Certification indicating the specific dates and time of sick leave with and without pay signed by authorized officer (1 copy, original).</p>	<ul style="list-style-type: none"> <li>From Claimant's agency</li> </ul>
<p><b>Injury (Non-battle)</b></p>	
<p>1. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II (1 copy, original);</p>	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>2. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II and III (1 copy, original);</p>	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>3. Hospital/Clinical records of confinement/consultation due to claimed ailment (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From the Hospital where claimant was confined</li> </ul>
<p>4. Service Record with Certification indicating the specific dates and time of sick leave with and without pay signed by authorized officer (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From Claimant's agency</li> </ul>
<p>5. 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) (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From Claimant's agency</li> </ul>
<p>6. Affidavit of witness to the accident / incident (1 copy, original);</p>	
<p>7. Travel/Mission Order/Personal Pass, if injury/accident happened outside office premises (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From claimant's file</li> </ul>
<p>8. Police Accident/Investigation Report, if applicable (e.g. vehicular accident, shooting incident, stabbing incident, etc.) (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>From Police station with jurisdiction</li> </ul>

9. Line of Duty Board Proceedings for Armed Forces of the Philippines (AFP) members. (1 copy, original).	<ul style="list-style-type: none"> <li>From AFP station concerned</li> </ul>
<b>Wounded in Action (WIA)</b>	
1. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II and III (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
3. Hospital/Clinical records of confinement/consultation due to claimed ailment (1 copy, original);	<ul style="list-style-type: none"> <li>From the Hospital where claimant was confined</li> </ul>
4. Service Record with Certification indicating the specific dates and time of sick leave with and without pay signed by authorized officer (1 copy, original);	<ul style="list-style-type: none"> <li>From Claimant's agency</li> </ul>
5. 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) (1 copy, original);	<ul style="list-style-type: none"> <li>From Claimant's agency</li> </ul>
6. Authenticated copy of Operations Center Journal Entry (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From AFP/Philippine National Police (PNP) command center with jurisdiction</li> </ul>
7. Original or Authenticated copy of Spot Report (1 copy); and	<ul style="list-style-type: none"> <li>From AFP/PNP command center with jurisdiction</li> </ul>
8. Original or Authenticated copy of Progress Report (1 copy).	<ul style="list-style-type: none"> <li>From AFP/PNP command center with jurisdiction</li> </ul>
<b>Death Claim (Non-battle) - see requirements 1-9 for injury (Non Battle) +</b>	
<b>a. With primary beneficiary/ies</b>	
1. Death Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
2. Marriage Contract of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>

<p>3. Birth Certificate of legitimate minor/ incapacitated children, 21 years old and below issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>4. Birth Certificate issued by LCR or PSA, (1 copy, original or authenticated copy) or 1 photo copy valid passport, or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member/pensioner;</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>5. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>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 (1 copy, original).</p>	<ul style="list-style-type: none"> <li>From Court with jurisdiction</li> </ul>
<p><b>b. Secondary beneficiaries (parents and illegitimate children) - see legal requirements 1-9 for injury (Non Battle)</b></p>	
<p>1. Death Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>2. Birth Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>3. Birth Certificate issued by LCR or PSA (1 copy, original or authenticated copy) or 1 photo copy valid passport or two (2) valid government-issued IDs with date of birth and signature, if parents are not GSIS members/pensioners;</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>



<p>4. Birth Certificate of illegitimate children 21 years old and below issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>5. Affidavit of parents that member died single with or without illegitimate children and that they are wholly dependent upon the deceased for support (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From Claimant</li> </ul>
<p>6. Death Certificate of parents, if deceased (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From LCR or PSA</li> </ul>
<p>7. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form for minor dependent child, if with minor/incapacitated children (1 copy, original);and</p>	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>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 (1 copy, original).</p>	<ul style="list-style-type: none"> <li>From Court with jurisdiction</li> </ul>
<p><b>Killed in Action (KIA) with primary beneficiaries</b></p>	
<p>1. Duly accomplished Form for Income Benefit Claim for Payment, Parts I and II (1 copy, original);</p>	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>2. Service Record with Certification indicating the specific dates and time of sick leave with and without pay signed by authorized officer (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>From deceased member's Agency</li> </ul>
<p>3. 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</p>	<ul style="list-style-type: none"> <li>From deceased member's Agency</li> </ul>

purpose of being there) (1 copy, original);	
4. Authenticated copy of Operations Center Journal Entry(1 copy);	<ul style="list-style-type: none"> <li>AFP/PNP Command Center with jurisdiction</li> </ul>
5. Original or Authenticated copy of Spot Report (1 copy);	<ul style="list-style-type: none"> <li>AFP/PNP Command Center with jurisdiction</li> </ul>
6. Original or Authenticated copy of Progress Report (1 copy);	<ul style="list-style-type: none"> <li>AFP/PNP Command Center with jurisdiction</li> </ul>
7. Original or Authenticated copy of Casualty Report (1 copy);	<ul style="list-style-type: none"> <li>AFP/PNP Command Center with jurisdiction</li> </ul>
8. Death Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR /PSA</li> </ul>
9. Marriage Contract of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR /PSA</li> </ul>
10. Birth Certificate of legitimate minor / incapacitated children, 21 years old and below issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR /PSA</li> </ul>
11. Birth Certificate issued by LCR or PSA (1 copy, original or authenticated copy)or 1 photo copy of valid passport or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member/pensioner;	<ul style="list-style-type: none"> <li>From LCR /PSA</li> <li>From claimant's file</li> </ul>
12. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form; and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
13. 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 (1 copy, original).	<ul style="list-style-type: none"> <li>From Court with jurisdiction</li> </ul>
<b>Killed in Action (KIA) with secondary beneficiaries (parents and illegitimate children) - see requirements a - e, h for Killed in Action (KIA) with primary beneficiaries</b>	
1. Birth Certificate of member issued by LCR or PSA (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR/PSA</li> </ul>

<p>2. Birth Certificate issued by LCR or PSA (1 copy, original or authenticated copy) or 1 photo copy of valid passport or two (2) valid government-issued IDs with date of birth and signature, if parents are not GSIS members/pensioners;</p>	<ul style="list-style-type: none"> <li>• From LCR/PSA</li> </ul>
<p>3. Birth Certificate of illegitimate minor / incapacitated children, 21 years old and below issued by LCR or PSA (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR/PSA</li> </ul>
<p>4. Affidavit of parents that member died single with or without illegitimate children and that they are wholly dependent upon the deceased for support (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From claimant</li> </ul>
<p>5. Death Certificate of parents issued by LCR or PSA, if deceased(1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From LCR/PSA</li> </ul>
<p>6. Affidavit of Surviving Legal Heirs/ Surviving Spouse/Guardianship Form for minor dependent child, if with minor/incapacitated children (1 copy, original);and</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>7. 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 (1 copy, original).</p>	<ul style="list-style-type: none"> <li>• From Court with jurisdiction</li> </ul>
<p><b>Death of PTD Pensioner (Transfer of Pension)</b></p>	
<p>1. Duly accomplished Application Form for Income Benefit Claim for Payment, Part I only (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>2. Death Certificate of member-pensioner issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy).</p>	<ul style="list-style-type: none"> <li>• From LCR/PSA</li> </ul>

<b>If qualified for transfer of pension, the additional documents shall be required:</b>				
1. Marriage Contract of deceased-pensioner issued by LCR or PSA (1 copy, original or authenticated copy);				<ul style="list-style-type: none"> <li>From LCR/PSA</li> </ul>
2. Affidavit of Surviving Legal Heirs/ Surviving Spouse/Guardianship Form (1 copy, original);				<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
3. Birth Certificate issued by LCR or PSA (1 copy, original or authenticated copy) or 1 photo copy of valid passport or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member/pensioner;				<ul style="list-style-type: none"> <li>From LCR/PSA</li> <li>From claimant's file</li> </ul>
4. Birth Certificate of minor/incapacitated children issued by LCR or PSA (1 copy, original or authenticated copy); and				<ul style="list-style-type: none"> <li>From LCR/PSA</li> </ul>
5. 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. (1 copy, original)				<ul style="list-style-type: none"> <li>From Court with jurisdiction</li> </ul>
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Filing of Disability (PTD, PPD, TTD) Claims under Employees' Compensation (EC) PD 626</b>				
1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.	Release queuing number	None	60 Minutes*	Frontline Services Personnel on duty

1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt	None	30 Minutes	Members Assistance Officer on duty
	Scan/attach documents to TMS and route to Claims Unit		60 Minutes	Members Assistance Officer on duty
TOTAL		NONE	2 hours and 30 minutes	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<p><b>2. Medical Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626</b></p>				
	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concern for Medical Evaluation	None	4 WDs	Membership Handler

Respond to Medical Officer's call for Physical Exam (PE) and Home Visit (HV) schedule; agree on schedule	2.3 Evaluate clinical /medical abstract and notify member for PE and HV schedule	None	2 WDs	Medical Officer
Report to GSIS for Physical Exam (PE); or make physical availability at home if for Home Visit (HV)	2.4 Conduct PE with claimant; HV if applicable	None	5 WDs	Medical Officer
	2.5 Review by other medical officer; route back to Medical Officer	None	3 WDs	Reviewer Medical Officers
	2.6 Prepare resolution and endorse with claims documents to SVP's for peer review and approval	None	2 WD	Medical Officer Reviewer
	2.7 Review; approve; sign and forward to OSVP Medical Officer	None	2 WDs	Senior Vice President
	2.8 Package documents and route to Handling Branch	None	1 WD	Medical Officer
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

<b>3. Legal Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626</b>				
	3.1 Receive approve/disapproved EC Claim; prepare memo and endorse to Legal for evaluation	None	1 WD	Claim Processor
	3.2 Evaluate EC claim documents; prepare legal evaluation and endorse to Office of the Vice President (OVP) with operational jurisdiction	None	18 WDs	Legal Officer Evaluator
	3.3 Receive legal evaluation and forward to Branch Office in-charge.	None	1 WD	OVP Technical Assistant
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	
<b>4. Processing Disability Claims under RA 8291 (PPD, TTD and PTD)</b>				
	4.1 Receive copy of legal evaluation, review and route transaction to reconciliation unit	None	1 WD	Claims Processor
	4.2 Reconcile all accounts and route back to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	4.3 Process claim; print disbursement voucher and	None	3 WDs	Claims Processor

	forward to Team Leader			
	4.4 Review and sign disbursement voucher; forward to DC for approval	None	3 WDs	Claims Team Leader
	4.5 Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval	None	2 WDs	Claims Division Chief/Branch Manager/ VP/SVP (depends on the amount and level of authority)
<b>(FOR PTD ONLY)</b>	4.6 Notify member to submit Declaration of Pendency/Non-Pendency of Case (DPNPC) (1 copy, original)	None	1 WD	Claims Processor
<b>5. Submission of DPNPC and releasing of claims proceeds</b>				
Submit DPNPC by member directly to claims unit (1 copy, original) <b>(FOR PTD ONLY)</b>	5.1 Post claim	None	1 WD	Claims Team Leader Division Chief/Branch Manager (depends on the amount and level of authority)
	5.2 Transmit bankfile to bank for e-crediting of proceeds to member's UMID account or print check if no UMID Account *Notify	None	1 WD	IT/Treasury personnel-in-charge



	claimant on the status of claim			
TOTAL		NONE	20 WDs	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WDs from date of receipt of complete documents.  
 \*See check releasing transaction.

### 8. Preneed Claim

Payable to the Preneed plan holder

<b>Office or Division:</b>	Operations Group – Frontline Services Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions		
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. For Edu-Child, planholder with fully paid and matured plan;</li> <li>2. For College Education Assurance Plan (CEAP), Planholder with fully paid and matured policy; and</li> <li>3. For Memorial, planholder with fully paid account, and preferred to avail of the Enhanced Optional Exit Mechanism (EOEM).</li> </ol>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Edu-child</b>			
<b>a. Availment of College Education Benefit (CEB)</b>			
<b>1. For initial availment</b>			
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original);	<ul style="list-style-type: none"> <li>• In any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>		
2. Course Curriculum indicating the number of units and subjects to be taken by the scholar(1 copy, original);	<ul style="list-style-type: none"> <li>• From the School of the scholar</li> </ul>		
3. Certificate of Full Payment, if issued to the planholder (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• File Copy of member issued by GSIS</li> </ul>		
4. Official Receipt of the tuition and other standard school fees (1 copy, original);and	<ul style="list-style-type: none"> <li>• From the School of the scholar</li> <li>• File copy of claimant</li> </ul>		
5. Registration Form with Assessment/Schedule of Fees (1 copy, original).	<ul style="list-style-type: none"> <li>• From the School of the scholar</li> </ul>		

<b>2. For succeeding availments</b>	
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Registration Form with Assessment/Schedule of Fees; (1 copy, original);and	<ul style="list-style-type: none"> <li>From the School of the scholar</li> </ul>
3. Official Receipt of the tuition and other standard school fees (1 copy, original).	<ul style="list-style-type: none"> <li>From the School of the scholar</li> <li>File copy of claimant</li> </ul>
<b>b. Unavailed College Educational Benefit</b>	
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original); and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Certificate of Full Payment (CFP), if issued to the planholder (1 copy, original or authenticated copy).	<ul style="list-style-type: none"> <li>File Copy of member issued by GSIS</li> </ul>
<b>c. Unused Units/Retirement Benefit (10 years after graduation)</b>	
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original);and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Transcript of Records. (1 copy, original or authenticated copy).	<ul style="list-style-type: none"> <li>From the School of the scholar</li> <li>File copy of claimant</li> </ul>
<b>Memorial Plan</b>	
<b>a. Enhanced Optional Exit Mechanism (EOEM)</b>	
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original); and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Certificate of Full Payment, if issued to the planholder (1 copy, original or authenticated copy).	<ul style="list-style-type: none"> <li>File Copy of member issued by GSIS</li> </ul>
<b>b. Death Claim</b>	
1. Duly accomplished Application Form for Pre-Need Plans (1 copy, original);	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>

2. Death Certificate of planholder issued by LCR or PSA or authenticated by Philippine Consular Office, if died abroad (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR/PSA</li> </ul>
3. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form (1 copy, original) ;	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
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, <b>if the guardian is not the natural parent (1 copy, original)</b> ; and	<ul style="list-style-type: none"> <li>In any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> <li>From DSWD</li> <li>From Court with jurisdiction</li> </ul>
5. Certificate of Full Payment, if issued to the planholder (1 copy, original or authenticated copy).	<ul style="list-style-type: none"> <li>File Copy of member issued by GSIS</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of PRENEED</b>				
1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.	Release queuing number	None	60 Minutes*	Frontline Services Personnel
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt	None	30 Minutes	Frontline Services Personnel
	Scan/attach documents to TMS and route to Claims Unit	None	60 Minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

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

**2. Processing of Preneed Claim**

	2.1 Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for accounts reconciliation	None	4 WDs	Membership Handler
	2.3 Reconcile Preneed account and route to Claims Unit for processing	None	8 WDs	Reconciliation Processor
	2.4 Process claim and print disbursement voucher and forward to Team Leader	None	2 WDs	Claims Processor
	2.5 Review and sign disbursement voucher; forward to DC for approval	None	2 WDs	Claims Team Leader
	2.6 Review; approve claim; sign voucher	None	1 WD	Claims Division Chief

	and route back to Team Leader			
	2.7 Post claim	None	1 WD	Claims Team Leader
	2.8 Transmit bankfile to bank for e-crediting of proceeds to member's UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT/Treasury Unit personnel-in-charge
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents.  
\*See check releasing transaction.

### 9. Check Releasing

For Claims disbursement transactions that are not included in the e-crediting scheme, and claims of members/claimants who don't have UMID account, and whose payment is through check printing.

<b>Office or Division:</b>	Operations Group – Frontline Services Division
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Payee of check; and</li> <li>2. Duly authorized representative to claim check.</li> </ol>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>For Identification (ID) card Requirements: - at least 1 of the following</p> <ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>	
<b>To Payee</b>	
<p>1. Duly accomplished Check Delivery Receipt Form (CDRF) (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From the GSIS Cashier's Counter</li> </ul>
<p>2. E-card/UMID card/valid passport or two (2) valid government issued IDs and 1 photocopy of the same.</p>	<ul style="list-style-type: none"> <li>• From the Claimant</li> </ul>
<b>To Authorized Representative</b>	
<p>1. Duly accomplished Check Delivery Receipt Form (CDRF) (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From the Cashier's Counter</li> </ul>
<p>2. Dated Written Authorization signed by the payee or duly notarized Power of Attorney, if the payee is residing in the Philippines; For payees who cannot sign due to disability or other valid reason/s, notarized and dated letter of authority bearing the thumb or other finger mark affixed by both the payee and one witness to the thumb or other finger mark (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From the Authorizing payee</li> </ul>
<p>3. Special Power of Attorney (SPA) duly notarized in the Philippine Embassy where the payee is residing, if the payee is living abroad (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From the Authorizing payee</li> </ul>

4. E-card or UMID card or valid passport or two (2) valid government issued IDs of the payee and the representative and 1 photocopy of the same, if residing in the Philippines; and		<ul style="list-style-type: none"> <li>From the Authorizing payee</li> </ul>		
5. E-card or UMID card or valid passport or two (2) valid government issued IDs of the representative and 1 photocopy of the same, if living abroad.		<ul style="list-style-type: none"> <li>From the Authorized representative</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing for Check release</b>				
a. Get a queue number from the Information Center then proceed to the Check Releasing lounge and wait to be called.**	Release queuing number	None	60 Minutes*	Frontline Services Personnel
	TOTAL	NONE	60 minutes	
<b>2. Check Releasing</b>				
2.1 Submit the accomplished, signed (or thumb mark if unable to sign) CDRF to the releasing officer together with the photocopy of IDs;	Call the queuing number; receive and validate the accomplished CDRF to the releasing officer together with the photocopy of IDs	None	4 Minutes	Treasury Unit Releasing Officer
2.2 Present original IDs, sign the CDRF	Counter check with original IDs	None	2 Minutes	Treasury Unit Releasing Officer
	Take photo of the check claimant	None	1 Minute	Treasury Unit Releasing Officer

2.3 Issue Official Receipt if claimant is Vendor (shops for MVI claims)	Release check	None	3 Minutes	Treasury Unit Releasing Officer
<b>TOTAL</b>		<b>NONE</b>	<b>10 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

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

## 10. Check Replacement

For GSIS issued checks that are stale, damaged, lost or other reason that cannot be negotiated by payee.

<b>Office or Division:</b>	Operations Group – Frontline Services Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions		
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Payee with damaged, lost and/or staled check;</li> <li>2. Payee with erroneous name appearing in the check; and</li> <li>3. Heirs of payee who died before negotiating the check.</li> </ol>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Check Release to Payee</b>			
<b>a. Lost</b>			
1. Check Replacement Form (CRF) (1 copy, original); and	• From GSIS Cashier’s Counter		
2. Affidavit of Loss (1 copy, original).	• From the requesting member/claimant		
<b>b. Damaged</b>			
1. Check Replacement Form (CRF) (1 copy, original);	• From GSIS Cashier’s Counter		
2. Physical Check (1 copy, original); and	• From the requesting member/claimant		
3. UMID, eCard or valid passport or two (2) valid government issued IDs with date of birth and signature (1 photo copy ).	• From the requesting member/claimant		
<b>c. Deceased Payee</b>			
1. Check Replacement Form (CRF) (1 copy, original);	• From GSIS Cashier’s Counter		
2. Physical Check (1 copy, original);	• From the requesting member/claimant		
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 (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From LCR/PSA</li> <li>• From Consular office with jurisdiction if died abroad</li> </ul>		



4. Affidavit of Surviving Legal Heirs / Surviving Spouse / Guardianship Form, if no claim for survivorship benefit has been filed(1 copy, original);	<ul style="list-style-type: none"> <li>From any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
5. Birth Certificate issued by LCR or PSA (1 copy, original or authenticated copy) or 1 photocopy of valid passport or two (2) valid government-issued IDs with date of birth and signature, if payee is not a GSIS member; and	<ul style="list-style-type: none"> <li>From LCR/PSA</li> <li>From the requesting member/claimant</li> </ul>
6. Extra-judicial settlement among the legal heirs of the deceased. (1 copy, original).	<ul style="list-style-type: none"> <li>From the requesting member/claimant</li> </ul>

**d. Wrong Payee Name**

1. Check Replacement Form (CRF) (1 copy, original);	<ul style="list-style-type: none"> <li>From GSIS Cashier's Counter</li> </ul>
2. Physical Check (1 copy, original);	<ul style="list-style-type: none"> <li>From the requesting member/claimant</li> </ul>
3. Birth Certificate of the Payee issued by LCR or PSA (for Pre-Need Plans;) (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>From LCR /PSA</li> </ul>
4. UMID or eCard or valid passport or two (2) valid government issued IDs (1 photo copy).	<ul style="list-style-type: none"> <li>From the requesting member/claimant</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Filing for Check replacement				
1.1 Proceed to the Information Center and get a queue number for filing the application and wait to be called**.	Release queuing number	None	60 Minutes*	Frontline Service Personnel on duty
1.2 Proceed to the assigned booth to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit	None	30 Minutes	Members Assistance Officer on duty

	Scan/attach documents to TMS and route to Claims Unit	None	60 Minutes	Members Assistance Officer on duty
<b>TOTAL</b>		<b>NONE</b>	2 hours and 30 minutes	

*\*Time indicated depends on the number of transacting members on queue.*

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

**2. Processing request for Check replacement**

	2.1 <b>Receive</b> then <b>evaluate</b> request for check replacement and supporting documents and <b>forward to Bank Recon Department</b> for certification if lost, or to Technical Support Department for cancellation of claims if wrong payee or wrong amount or for check cancellation if stale, or damaged	None	4 WDs	Claims Processor
	2.2 <b>Verify and Certify if check</b> is negotiated or not for lost checks; <b>Cancel Claim</b> if		7 WDs	Bank Recon Department Processor  Technical Support Department Handler

	erroneous payee or wrong amount; <b>Cancel Check electronically</b> if stale or damaged; then route back to requesting Branch			
	2.3 Receive and review Certification or notice of cancellation of claims and /or check; Reprocess claim if applicable then forward to Treasury unit for check printing	None	8 WDs	Claims Processor
	2.4 Print Check and notify claimant*		1 WD	Treasury Unit Personnel
TOTAL		NONE	20 WDs	

\*See check releasing transaction.

### 11. Over-the-Counter (OTC) Loan Application

Transaction is available for active members with temporary card ,lost card or kiosk unreadable UMID card who want to avail any of the following loans: Consolidated, Emergency, Policy (Regular/Optional). This is also available for pensioners who will file for Pension Loan and Pension Emergency Loan.

<b>Office or Division:</b>	Operations Group – Frontline Services Division
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions

<b>Who may avail:</b>	<b>1. Active Members</b> 1.1 With unreadable biometrics; 1.2 With lost or defective/damaged eCard/UMID card; and 1.3 Temporary Card with no RFID.  <b>2. Old Age Pensioners</b> 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 [Choice of Loan Amortization Schedule for Pensioners (CLASP)]; 2.5 Without outstanding Stock Purchase Loan (SPL); and 2.6 PEL.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For Identification (ID) card Requirements: - at least 1 of the following <ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>		
<b>If with eCard / UMID / Temporary Card</b>		
1. Duly accomplished Application Form (1 copy, original).	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
<b>If lost / defective / damaged eCard</b>		
1. Duly accomplished Application Form (1 copy, original);	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
2. Affidavit of Loss(1 copy, original);	<ul style="list-style-type: none"> <li>• From claimant</li> </ul>	
3. Official Receipt issued by the servicing bank for replacement, if UMID card (1 copy, original); and	<ul style="list-style-type: none"> <li>• From claimant's copy issued by the Bank</li> </ul>	
4. One photo copy of valid passport or two (2) valid government-issued IDs. Original to be presented for validation.	<ul style="list-style-type: none"> <li>• From claimant</li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Over-the-Counter (OTC) Loan Applications [Consolidated Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan]</b>				
1.1 Proceed to the Information Center get a queue number, then wait for your number to be called**.	Release queuing number	None	60 minutes*	Frontline Service Personnel on duty
1.2 Proceed to the assigned booth/counter to submit complete documents, sign the tentative computation and get acknowledgement receipt.	Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to Claims Unit	None	30 minutes	Members Assistance Officer on duty
	Scan/attach documents to TMS and route to Loans Unit	None	60 minutes	Members Assistance Officer on duty
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 30 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Filing of Over-the-Counter (OTC) Loan Applications [Consolidated Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan]</b>				
	2.1 Receive and evaluate OTC Loan Transaction and its supporting document	None	1 WD	Loan Processor
	2.2 Pre-process Loan electronically queue for Agency	None	1 WD	Loan Processor

	Authorized Officer (AAO) confirmation			
Confirm applicant's loan application if qualified			(Applicant's Agency Action)	AAO
	2.3 Electronically approve Loan after AAO confirmation	None	1 WD	Background computer run
	2.4 E-credit; Notify member through text message	None	3 banking days	Partner Bank
<b>TOTAL</b>		<b>NONE</b>	<b>6 WDs</b>	

## 12. UMID eCard Enrolment

Compulsory for all members and pensioners in order to create UMID account necessary in the e-crediting of benefits and privileges.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Active members;</li> <li>2. Newly hired;</li> <li>3. With Business Partner number; and</li> <li>4. Pensioners with created membership/pensioner record.</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>For Identification (ID) card Requirements: - at least 1 of the following</p> <ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>		
1. Duly accomplished UMID eCard Enrollment Form; (1 copy, original)	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	

2. One photo copy of valid passport or two (2) valid government-issued IDs. Original to be presented for validation		• From claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing for UMID eCard Enrolment</b>				
1.1 Get a queue number from the eServices Unit/Information Center and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Service Personnel on duty
<b>2. Enrollment procedure</b>				
2.1 Submit the UMID application form together with the photocopies of the valid IDs to the Enrollment Officer.	Receive and validate the UMID application form together with the photocopies of the valid IDs	None	30 minutes	Enrollment Officer
2.2 Prepare for picture taking; affix e-signature; and have biometrics taken.	Take picture, signature and fingerprint biometrics taken; encode data in the enrollment system (eJar); review; ascertain accuracy of the information and save data in the eJar	None	30 minutes	Enrollment Officer
2.3 Receive acknowledgement receipt	Inform member of the tentative turnaround time for card production*** and release acknowledgement	None	5 minutes	Enrollment Officer
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 5 minutes</b>	

\*Time indicated depends on the number of transacting members on queue.

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

\*\*\*With dependency on Bank for Card production.

### 13. UMID eCard Release

UMID Card of active members and pensioner produced by partner Banks are sent to Operations Group for release, then forwarded to respective eServices unit for distribution.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions			
<b>Who may avail:</b>	Active members and pensioners who enrolled in UMID Card			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Identification (ID) card Requirements: - at least 1 of the following				
<ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>				
<b>If member/pensioner is claiming the card</b>				
1. Duly accomplished UMID eCard Release Form (1 copy, original);	• From GSIS eServices Counter			
2. Duly accomplished Request for Manual Activation Form (for Temporary eCard) (1 copy, original);	• From GSIS eServices Counter			
3. Duly accomplished Bank Customer Information Record (1 copy, original); and	• From GSIS eServices Counter			
4. One photo copy of valid passport or two (2) valid government-issued IDs. Original to be presented for validation.	• From claimant			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Filing of UMID eCard Releasing</b>				
<i>(With dependency on member/pensioner response and schedule to come)**</i>	1.1 Notify member/pensioner on the availability of UMID card through text or call	None	30 minutes**	Card Releasing Officer



1.2 Proceed to GSIS upon receipt of SMS message on the availability of the card, proceed to the eServices Unit /Information Center to get a queue number and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
TOTAL		NONE	1 day and 60 minutes	
<b>2. Processing of UMID eCard releasing</b>				
2.1 Submit accomplished release and request for activation form and present the required IDs	Receive and validate accomplished release and request for activation form with its identification documents	None	30 minutes	Card Releasing Officer
2.2 Receive the card and check readability of pin mailer and correctness of data on the card except if LO is the one claiming the card	Release Card and facilitate activation procedure (For LO released cards, we will wait for the submission of Bank Customer Information Record	None	30 minutes	Card Releasing Officer
TOTAL		NONE	60 Minutes	

#### 14. Creation of Pensioner's Record

A process requested by pensioners for purposes of pension resumption

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Retired members who are about to receive pension;</li> <li>2. Surviving spouse qualified to receive survivorship pension; and</li> <li>3. Designated guardian of minor child/ren and/or incapacitated child/ren who are qualified to receive dependent's pension.</li> </ol>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Identification (ID) card Requirements: - at least 1 of the following				
<ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>				
1. Duly accomplished Member Request Form (1 copy, original); and		<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>		
2. UMID eCard or 1 photo copy of valid passport or two (2) valid government-issued IDs. Original to be presented for validation.		<ul style="list-style-type: none"> <li>• From Pensioner</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of request for Creation of Pension</b>				
1.1 Proceed to the Pensioners Lounge to get a queue number and wait to be called**.	Release queuing number	None	60 Minutes*	Frontline Services Personnel
1.2 Submit the MRF together with the photocopies of the valid IDs to the Service Counter and wait for confirmation of the created record.	Receive and validate MRF and its supporting documents; Forward to Claims	None	30 Minutes	eServices Officer on duty
<b>TOTAL</b>		<b>NONE</b>	<b>90 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Pensioners' Lounge they can proceed to the Members Assistance Counter priority lane.</i></p>				

<b>2. Processing of Creation of Pension Record and UMID enrolment while Pensioner's wait</b>				
Wait until record is created	2.1 Prepare/send CUR to Membership Department (MD)	None	30 minutes	Claims Processor
	2.2 Validate /Create Pensioners Record and notify eServices	None	30 minutes	Membership Handler
Prepare for enrolment and picture taking	2.3 Create Pensioners Record and notify eServices	None	30 minutes	Enrollment Officer
Pose for picture taking; affix e-signature; and have biometrics taken	2.4 Enroll pensioner in UMID ecard (see enrollment procedure)	None	30 minutes	Frontline Services Personnel
Receive Acknowledgement Receipt	2.5 Inform Pensioner of the tentative turnaround time for card production; release acknowledgement (refer to UMID eCard release procedure)	None	5 minutes	Enrollment Officer
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 5 minutes</b>	

## 1. Resumption of pension with accrual

For pensioners request for resumption of pension with accrued pensions due.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Retired members who are about to receive pension;</li> <li>2. Surviving spouse qualified to receive survivorship pension; and</li> <li>3. Designated guardian of minor child/ren and/or incapacitated child/ren who are qualified to receive dependent's pension.</li> </ol>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Identification (ID) card Requirements: - at least 1 of the following <ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>	
<ol style="list-style-type: none"> <li>1. Duly accomplished Application for commencement of pension (1 copy, original)</li> <li>2. Member Request Form (1 copy, original); if request is payment of pension accrual only ; and</li> </ol>	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<ol style="list-style-type: none"> <li>3. UMID eCard or 1 photo copy of valid passport or two (2) valid government-issued IDs. Original to be presented for validation.</li> </ol>	<ul style="list-style-type: none"> <li>• From Pensioner</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of request for Resumption of Pension with accrual</b>				
1.1 Proceed to the Pensioners Lounge to get a queue number and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF together with the	Receive and validate MRF and	None	30 minutes	eServices Officer on duty

photocopies of the valid IDs to the Service Counter and wait for confirmation of the created record.	its supporting documents; forward to Claims			
1.3 Receive Acknowledgement Receipt	Create/log resumption of pension transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; forward TMS to claims unit	None	10 minutes	eServices Officer on duty
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

*\*\*For Branch Offices with no Pensioners' Lounge, they can proceed to the Members Assistance Counter priority lane.*

<b>2. Processing of request for Resumption of Pension with accrual</b>				
	2.1 Receive and validate MRF and its supporting documents; forward to reconciliation for accounts verification if applicable	None	1 WD	Claims Processor
	2.2 Verify/clear and reconcile accounts, set up receivables if applicable and forward to claims once done	None	8 WDs	Reconciliation Processor

	2.3 Review and prepare CUR for updating of member's record	None	2 WDs	Claims Processor
	2.4 Update pensioner's record and forward to originating Branch	None	2 WDs	Membership Handler
	2.5 Process accrual if applicable and forward to TL for review	None	2 WDs	Claims Processor
	2.6 Review, post and endorse to DC for approval	None	2 WDs	Claims Team Leader
	2.7 Review, approve or endorse to Branch Manager for approval or bankfile	None	1 WD	Claims Division Chief/ Branch Manager (depends on the amount and level of authority)
	2.8 Review/approve accrual or endorse to VP /SVP if amount is not within level of authority. Route back to Claims Unit after approval or bank file	None	1 WD	Branch Manager/ VP/SVP (depends on the amount and level of authority)
	2.9 Bank file pension accrual*	None	1 WD	Branch Manager Vice President Operations Group
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

*\*Pension accrual is e-credited to UMID card account of pensioners within three (3) banking days after bank filing and regular monthly pension is eCredited every 8<sup>th</sup> of the month.*

## 16. Updating of Pensioner’s Record

Transaction that can be availed by pensioners who wish to update their personal data in GSIS data base like, marital status, address and contact details.

<b>Office or Division:</b>	Operations Group – Frontline Services Division (Claims Unit); Membership Department ; eServices Unit	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	Pensioners who have to update personal information and status.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>For Identification (ID) Card Requirements, at least 1 of the following:</p> <ul style="list-style-type: none"> <li>• Company ID;</li> <li>• UMID/eCard;</li> <li>• Passport (Philippine or Foreign issued);</li> <li>• Any Government-issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver’s License, PVAO, etc.); or</li> <li>• Any Philippine or Foreign-issued ID.</li> </ul>		
<p>1. Members Request Form (MRF) (1 copy, original); and</p>		<ul style="list-style-type: none"> <li>• From any GSIS Members’ Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p>2. If the request is to update civil status, Certificate of Marriage from PSA or Certified True Copy of the Court Order for Nullity of Marriage; (1 copy, original or authenticated copy)or</p>		<ul style="list-style-type: none"> <li>• From PSA</li> </ul>

3. If the request is to update address/contact number, UMID/eCard or valid passport or two (2) valid government-issued IDs for confirmation of identity (1 photocopy). Original IDs shall be presented for validation.		• From Pensioner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of MRF for Updating of Pensioner's Record</b>				
1.1 Proceed to the Pensioner's Lounge to get a queue number and wait to be called.**	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF together with the photocopies of the valid IDs to the Service Counter and wait for confirmation of the updated record.	Receive and evaluate the Members Request Form (MRF) and its supporting documents	None	30 minutes	Frontline Services Personnel
1.3 Receive Acknowledgement Receipt	Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

*\*\*For Branch Offices with no Pensioners' Lounge they can proceed to the Members Assistance Counter priority lane.*



<b>2. Processing of MRF for Updating of Pensioner's Record</b>				
	2.1 Receive ,validate MRF and its supporting documents ;prepare Certified Instruction to Update Record (CIUR) ; and endorse to Team Leader for review through TMS	None	2 hours	Claims Processor
	2.2 Check completeness of CIUR and documents and endorse to DC for review and endorsement to membership Department	None	3 hours	Claims Team Leader
	2.3 Review and endorse request to Membership Department for updating of pensioners record through TMS	NONE	2 hours	FSD Division Chief
	2.4 Evaluate request and update record in SAP; refer to eServices Unit for updating record in eJar through Transaction Monitoring System (TMS)	NONE	2 working days	Membership Handler

	2.5 Update record based on SAP and return TMS to requesting Branch Office	NONE	1 hour	eServices Unit
<b>TOTAL</b>		NONE	3 WDs	

### 17. Request for Reconciliation of Accounts

For Premium and Loan Accounts

<b>Office or Division:</b>	Operations Group – Frontline Services Division; IRU			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions			
<b>Who may avail:</b>	Active members and pensioners with Account issues			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Members Request Form (MRF) (1 copy, original)		<ul style="list-style-type: none"> <li>From any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Filing of MRF for Accounts Reconciliation</b>				
1.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF to the Service Counter	Receive and evaluate the MRF	None	30 minutes	Frontline Services Personnel

1.3 Receive Acknowledgment Receipt	Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	1 hour and 40 minutes	
<p><i>*Time indicated depends on the number of transacting members on queue.</i>  <i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function</i></p>				
<b>2. Processing of MRF for Accounts Reconciliation</b>				
	Receive and validate MRF; verify and reconcile all accounts; prepare Statement of Account (SOA) and have it signed; notify member as soon as SOA is ready for pick up; then endorse to Members Assistance Unit for releasing	None	20 WDs	Reconciliation Processor
<b>TOTAL</b>		<b>NONE</b>	20 WDs	

<b>3. Releasing of Statement of Account after Reconciliation</b>				
3.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
3.2 Receive SOA/FSOA; then proceed to cashier if purpose is to settle account.	Release Statement of Account; and discuss with member if clarification is needed	None	30 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>90 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

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

### 18. Request for Recomputation of Claim

For members and pensioners with claims processed but with services or payments that were not considered in the claims processing.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; BCRD-Individual Reconciliation Unit
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	Active members and pensioners claims adjustment
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Members Request Form (MRF)	<ul style="list-style-type: none"> <li>From any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of MRF for Recomputation of claims</b>				
1.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF to the Service Counter	Receive and evaluate the MRF	None	30 minutes	Frontline Services Personnel
1.3 Receive Acknowledgment Receipt	Create/log for updating of record in the Transaction Monitoring System (TMS); release acknowledgement receipt; then forward TMS to Claims Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>2. Processing of MRF for Recomputation of Claims</b>				

	2.1 Receive TMS; evaluate claim documents; and route to Membership Department (MD) for members' record updating	None	1 WD	Claims Processor
	2.2 Update members' record and route back to Branch concerned for accounts reconciliation	None	4 WDs	Membership Handler
	2.3 Reconcile accounts and route to Claims Unit for processing		8 WDs	Reconciliation Processor
	Process claim if with adjustment and endorse to TL for review	None	2 WDs	Claims Processor
	Review and endorse to DC for approval	None	2 WDs	Claims Team Leader
	Approve and route back to TL for posting of claim for e-crediting	None	1 WD	FSD- Division Chief/ Branch Manager
	Post claim adjustment	None	1 WD	Claims Team Leader or/ FSD- Division Chief

	3.8 Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT/Treasury personnel in charge
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents.

\*See check releasing transaction

### 19. Request for Refund

For active members and pensioner with excess payments

<b>Office or Division:</b>	Operations Group – Frontline Services Division; BCRD-Individual Reconciliation Unit			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions			
<b>Who may avail:</b>	Active members and pensioners with refundable accounts and claims adjustment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Members Request Form (MRF)		<ul style="list-style-type: none"> <li>From any GSIS Members' Assistance Counter</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>3. Filing of MRF for Refund</b>				
1.1 Proceed to the Information Center get a queue number, then	Release queuing number	None	60 minutes*	Frontline Services Personnel

proceed to the assigned counter and wait to be called**.				
1.2 Submit the MRF to the Service Counter	Receive and evaluate the MRF	None	30 minutes	Frontline Services Personnel
1.3 Receive Acknowledgment Receipt	Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue.*

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

**4. Processing of MRF for Refund**

	Validate MRF; verify; <b>reconcile</b> accounts, set up refundable amount ; sign refund document and forward to team leader for review,signature and endorsement	None	8 WDs	Reconciliation Processor
	Review. sign and endorse to Division Chief BCRD for approval and endorsement to FSD-Division Chief	None	2 WDs	BCRD Team Leader



	Review , sign refund document and endorse to FSD-Division Chief	None	2 WDs	BCRD- Division Chief
	Review and bank file	None	2 WDs	FSD- Division Chief
	Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim	None	1 WD	IT/Treasury personnel in charge
<b>TOTAL</b>		<b>NONE</b>	<b>15 WDs</b>	

**Note:** The proceeds of this claim will be paid through eCrediting (for members with UMID account) within 3 banking days from posting or check (for members without UMID account) within 20 WD from date of receipt of complete documents.

\*See check releasing transaction

## 20. Agency Remittance and Individual Over the Counter Payment

<b>Office or Division:</b>	Frontline Services Division: Treasury Unit		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions		
<b>Who may avail:</b>	a. Agency Remittance (Premiums and Loans) and GI/Motor Vehicle Insurance Payments - All government offices, LGUs, DepEd, NGAs and GOCCs; and b. Individual Over the Counter Payments of Loans and General Insurance/Motor Vehicle Insurance Payments - All Active, Inactive Members and Pensioners.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
For Identification (ID) card Requirements, at least 1 of the following: <ol style="list-style-type: none"> <li>1. Company ID;</li> <li>2. UMID/eCard;</li> <li>3. Passport (Philippine or Foreign issued);</li> <li>4. Any Government-issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver’s License, PVAO, etc.); or</li> <li>5. Any Philippine or Foreign-issued ID .</li> </ol>			
<b>1. Payment through Bank/LDDAP/ADA)</b>			
<b>1a. For Agency Remittance (Premiums and Loans Repayments);</b>			
1. SOT (Summary of Totals/EBCS Transaction) (1 copy, original);		<ul style="list-style-type: none"> <li>• From Billing Collection Unit</li> </ul>	

2. Machine-validated copies of OnColl Payment slips/LDDAP-ADA as basis for OR issuance (1 copy, original); and	<ul style="list-style-type: none"> <li>From the servicing bank of the Remitting Agency</li> </ul>
3. Agency's Disbursement Vouchers (1 copy, original).	<ul style="list-style-type: none"> <li>From the Remitting Agency (RA)</li> </ul>
<b>1b. For Agency Remittance - General Insurance Premium Payments</b>	
1. Copy of Billing for Motor Vehicle Insurance/Order of Payment (issued by OUC) (1 copy, original);	<ul style="list-style-type: none"> <li>From General Insurance – for HO</li> <li>From Special Business Unit – for BO</li> </ul>
2. Machine-validated copies of OnColl Payment slips /LDDAP-ADA as basis for OR issuance (1 copy, original), if payment thru bank (1 copy, original or authenticated copy); and	<ul style="list-style-type: none"> <li>From the servicing Bank of the Remitting Agency</li> </ul>
3. Agency's Disbursement Vouchers and BIR form 2306 (if RA withheld Tax) (1 copy, original).	<ul style="list-style-type: none"> <li>From the Remitting Agency (RA)</li> </ul>
<b>2. OVER-THE-COUNTER: Payment through the Cashier</b>	
<b>2a. For Agency Remittance - Premiums and Loans Repayments</b>	
1. SOT (Summary of Totals/EBCS Transaction) (2 copies, original - for Agency and for GSIS);	1. From Billing Collection Reconciliation Department (BCRD)
2. Agency's Disbursement Vouchers and Check for payment (1 copy, original); and	2. From the Remitting Agency (RA)
3. Bank Advise, if Check (for Agencies funded by Treasury of the Philippines) (1 copy, original or authenticated copy).	3. From Remitting Agency (stamped received by Bank or computer-generated bank advise if online)
<b>2b. For Agency Remittance - General Insurance Premium Payments</b>	
1. Agency's Disbursement Vouchers and Check for payment (1 copy, original); and	4. From Remitting Agency
2. Billing (for GI/Motor Vehicle Insurance) (1 copy, original).	5. From Insurance Group Department 6. From Special Business Unit (SBU)
<b>For Individual Over the Counter Payment: LOANS/ General Insurance ONLI Premium Payments</b>	
<ul style="list-style-type: none"> <li>Application Payment Form (1 copy, original)</li> </ul>	1. From the Cashier's Counter
<ul style="list-style-type: none"> <li>Statement of Account of Loan/s duly signed by the BCRD Personnel if full account settlement (1 copy, original).</li> </ul>	2. From Billing Collection and Reconciliation Department (BCRD)
<ul style="list-style-type: none"> <li>Billing for GI/Motor Vehicle Insurance (for GI Payment) (1 copy, original).</li> <li>2.1 Order of Payment (issued by</li> </ul>	7. From Insurance Group Department for Central Office 8. From Special Business Unit (SBU) for

OUC) 2.2 Billing		Branch Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>3. Processing Agency Remittance and Official Receipt Issuance for Agency who Remitted thru Bank</b>				
1.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called**.	Release queuing number	None	60 minutes*	Frontline Services Personnel in-charge
1.2 Proceed to the Treasury Unit; Present the machine-validated copies of OnColl Payment slips /LDDAP-ADA	Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA	None	30 minutes*	Cashier
1.3 Get Official receipt (OR) and needed supporting documents.	Issue Official receipt (OR) ; release it and the signed supporting documents needed by the Remitting Agency	None	5 minutes	Cashier
<b>TOTAL</b>		<b>NONE</b>	<b>1 hours and 35 minutes</b>	
<p><i>*Time indicated depends on the number of transacting members on queue, and number of payment slips per remitting agency.</i></p> <p><i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function.</i></p>				
<b>4. Processing Agency Remittance and Official Receipt Issuance for Agency who remitted over –the-counter</b>				
2.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be	Release queuing number	NONE	60 Minutes*	Frontline Services Personnel in-charge

called. .**				
2.1 Proceed to Billing and Collection Unit (BCU) to ask for the Summary of Total (SOT) in SAP	Prepare, print and release SOT - SAP	NONE	60 Minutes*	Billing and Collection Unit Personnel
2.1 Proceed to the Treasury Unit; Tender payment and Agency remittance supporting documents as required above.	Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	NONE	30 Minutes*	Cashier
Get Official receipt (OR) and needed supporting documents.	Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	NONE	5 Minutes	Cashier
	<b>TOTAL</b>	<b>NONE</b>	<b>2 hours and 35 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue , and number of checks per remitting agency*

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

**5. Processing of Individual Over The Counter payment**

3.1 Proceed to the Information Center get a queue number and Application payment Form; Fill it up then proceed to the assigned counter and wait to be called. .**	Release queuing number	NONE	60 Minutes*	Frontline Services Personnel in-charge
3.2 Proceed to Billing Collection and reconciliation Division (BCRD) to request for SOA if full account settlement; to General Insurance Department (GI)	Prepare, sign, and release SOA/ Bill	NONE	30 minutes	Billing and Collection Unit Personnel  Insurance Group personnel in-charge for Central Office

/Special Business Unit (SBU) to get bill if None Life Insurance premium payment ; or to Cashier if partial loan payment				Special Business Unit personnel in-charge for Branch Offices
3.3 Proceed to the Treasury Unit; Tender payment and supporting documents as required above.	Receive, validate payment supporting documents. Issue Official Receipt (OR)	NONE	30 Minutes	Cashier
3.3 Get Official receipt (OR) and needed supporting documents.	Release Official receipt (OR) and signed supporting documents needed by the payee.	NONE	5 Minutes	Cashier
	<b>TOTAL</b>	<b>NONE</b>	<b>2 hours and 5 minutes</b>	

*\*Time indicated depends on the number of transacting members on queue,*

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

## 21. Request for Reconciliation of Housing Account

<b>Office or Division:</b>	Frontline Services Frontline Services: HARD /BCRD-IRU
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Housing Accounts Buyer/Borrowers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Common Requirement/s for Release of Title to Awardees/Mortgagors with Fully Paid Housing Loan Accounts:</b> Government-Issued Identification (ID) card - at least 1 of the following (original and 2 photocopies): <ol style="list-style-type: none"> <li>a. e-Card;</li> <li>b. UMID;</li> <li>c. Passport (Philippine or Foreign issued);</li> <li>d. Any Government-issued ID (PhilHealth, Voter;s, Postal, Senior Citizen, Driver’s License, PVAO, etc.); or</li> <li>e. Any Philippine or Foreign-issued ID.</li> </ol>	

<b>Original Awardee/Mortgagor</b>	
1. Member's Request Form (MRF) (1 copy, original)	<ul style="list-style-type: none"> <li>a. From any GSIS Members' Assistance Counter</li> <li>b. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<b>In case Awardee was married at the time of award and later on got legally separated/marriage annulled</b>	
1. Member's Request Form (MRF) (1 copy, original)	<ul style="list-style-type: none"> <li>c. From any GSIS Members' Assistance Counter</li> <li>d. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
3. Authenticated copy of court decision on the legal separation/ annulment stating the matrimonial regime and authenticated copy of the Order of Finality of the court decision (1 copy)	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<b>Authorized Representative/Buyer of Rights</b>	
1. Member's Request Form (MRF) (1 copy, original)	<ul style="list-style-type: none"> <li>e. From any GSIS Members' Assistance Counter</li> <li>f. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>

<p>3. Original and photocopy of Special Power of Attorney (SPA), duly notarized (with attached photocopy of ID/s of awardees/mortgagors), and complying with the following requirements (1 copy original and 1 authenticated copy):</p>	<ul style="list-style-type: none"> <li>From Claimant</li> </ul>
<ul style="list-style-type: none"> <li>The notarization date of the SPA should not be more than 12 months prior to the date of release of the Title</li> </ul>	
<ul style="list-style-type: none"> <li>The SPA should contain specific provisions authorizing the representative (or Attorney-in-Fact) to:             <ol style="list-style-type: none"> <li>Claim and receive the Title in behalf of the Awardee/ Mortgagor</li> <li>Sign relevant documents on behalf of the Awardee/Mortgagor</li> </ol> </li> </ul>	
<ul style="list-style-type: none"> <li>The SPA should be signed by the spouse of the Awardee/ Mortgagor, if applicable</li> </ul>	
<ul style="list-style-type: none"> <li>If the SPA was executed outside the Philippines, it should be acknowledged before a Philippine Consul with red ribbon with jurisdiction in the area where the SPA was executed</li> </ul>	
<p><b>In Case Buyer of Rights Could Not Locate the Original Awardee When SPA is Beyond One Year From the Execution</b></p>	
<p>1 Member's Request Form (MRF) (1 copy, original)</p>	<p>g. From any GSIS Members' Assistance Counter</p> <p>h. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</p>
<p>2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).</p>	<ul style="list-style-type: none"> <li>From Claimant</li> </ul>

<p>3. Duly notarized affidavit attesting to the surrounding circumstances as to the fact of their transaction with the Original Awardee and possession over the subject property with Waiver and Quitclaim with a statement that that it holds the GSIS free and harmless against all actions, suits, damages, liabilities or claims of whatever kind and nature (1 copy, original and 1 authenticated copy)</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>4. Deed of Transfer of Rights with attached two (2) valid IDs with signature of the original awardee, and the Buyer of Rights (1 copy original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>5. Proof of Payments of monthly a Amortization: (1 copy original and 1 authenticated copy)</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>1. Surviving Heir/s of Awardees/Mortgagors</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>7. Affidavit of Self-Adjudication (ASA) (Sole Surviving Heir)</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>8. Affidavit of Publication of the above affidavit (1 copy original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>9. Clippings from the newspaper where the ASA was published (1 copy original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>10. Death Certificate of awardee and/or spouse (Philippine Statistics Authority [PSA] copy) (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>11. Birth Certificate of child (PSA copy): (1 copy, original or authenticated copy); and</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>12. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy).</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p><b>Deed of Extrajudicial Settlement (EJS) Covering the Property Subject of the Fully Paid Deed of Conditional Sale (DCS)/Real Estate Loan (REL) Account</b></p>	



1. Member's Request Form (MRF) (1 copy, original)	<ul style="list-style-type: none"> <li>i. From any GSIS Members' Assistance Counter</li> <li>j. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
3. Affidavit of Publication of the Deed (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
4. Clippings from the newspaper where the EJS was published (1 copy, original);	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
5. Death Certificate of awardee and/or spouse (PSA copy) (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
6. Birth Certificate of child (PSA copy) (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
7. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<b>Deed of Extrajudicial Settlement (EJS) Covering the Property Subject of the Fully Paid Deed of Conditional Sale (DCS)/Real Estate Loan (REL) Account</b>	
1. Member's Request Form (MRF) (1 copy, original)	<ul style="list-style-type: none"> <li>k. From any GSIS Members' Assistance Counter</li> <li>l. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
2. Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies).	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
3. Affidavit of Publication of the Deed (1 copy, original or authenticated copy);	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
4. Clippings from the newspaper where the EJS was published (1 copy,	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>

original);				
5. Death Certificate of awardee and/or spouse (PSA copy) (1 copy, original or authenticated copy);		• From PSA		
6. Birth Certificate/s of child/children (PSA copy) (1 copy, original or authenticated copy);		• From PSA		
7. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy);		• From PSA		
<b>In case the account was restructured, submit notarized copy of restructuring documents - Affidavit, Supplemental Agreement or Restructuring Agreement (1 copy, original or authenticated copy)</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Members Request Form (MRF) for Housing Accounts Reconciliation</b>				
1.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called. . **	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF and supporting documents to the Service Counter	Receive and evaluate the MRF and supporting documents	None	30 minutes	Frontline Services Personnel
1.3 Receive Acknowledgement Receipt	Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	
<i>*Time indicated depends on the number of transacting members on queue.</i>				

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

<b>2. Processing of Request for Housing Account Reconciliation</b>				
	2.1 Reconcile Account	None	19 WDs	HARD Processor / BCRD-IRU Processor
	2.2 Notify member through text or call when SOA is ready for release		1 WD	HARD Processor / BCRD-IRU Processor
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	
<b>3. Releasing of Housing Statement of Account (SOA)</b>				
3.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called*.	Release queuing number	None	60 minutes	Frontline Services Personnel
3.2 Receive SOA	Release SOA	None	30 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>90 minutes</b>	

## 22. Request for Housing Final Statement of Account

<b>Office or Division:</b>	Frontline Services: HARD /BCRD-IRU
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Housing Accounts Buyer/Borrowers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Common Requirement/s for Release of Title to Awardees/Mortgagors with Fully Paid Housing Loan Accounts:</b> Government-Issued Identification (ID) card - at least 1 of the following (original and 2 photocopies):</p> <ul style="list-style-type: none"> <li>a. e-Card</li> <li>b. UMID</li> <li>c. Valid Passport (Philippine or Foreign issued)</li> <li>d. Any Valid Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>e. Any Valid Philippine or Foreign issued ID</li> </ul>	
<p>Member's Request Form (MRF) (1 copy, original)</p>	<ul style="list-style-type: none"> <li>a. From any GSIS Members' Assistance Counter</li> <li>b. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>
<p><b>Original Awardee/Mortgagor</b></p>	
<p>Valid Government Issued ID/s (please refer to list of IDs mentioned above) (original and 2 photocopies):</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p><b>In case Awardee was married at the time of award and later on got legally separated/marriage annulled</b></p>	
<p>1. Authenticated copy of court decision on the legal separation/ annulment stating the matrimonial regime and authenticated copy of the Order of Finality of the court decision (1 copy)</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>

<b>Authorized Representative/Buyer of Rights</b>	
<p>a) Original and photocopy of Special Power of Attorney (SPA), duly notarized (with attached photocopy of ID/s of awardees/mortgagors), and complying with the following requirements (1 copy original and 1 authenticated copy):</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>b) The notarization date of the SPA should not be more than 12 months prior to the date of release of the Title;</p>	
<p>c) The SPA should contain specific provisions authorizing the representative (or Attorney-in-Fact) to:</p> <ol style="list-style-type: none"> <li>1.Claim and receive the Title in behalf of the Awardee/ Mortgagor;</li> <li>2.Sign relevant documents on behalf of the Awardee/Mortgagor;</li> </ol>	
<p>d) The SPA should be signed by the spouse of the Awardee/Mortgagor, if applicable;</p>	
<p>e) If the SPA was executed outside the Philippines, it should be acknowledged before a Philippine Consul with red ribbon with jurisdiction in the area where the SPA was executed.</p>	
<b>In case Buyer of Rights could not locate the Original Awardee when SPA is beyond one year from the execution</b>	

<p>1. Duly notarized affidavit attesting to the surrounding circumstances as to the fact of their transaction with the Original Awardee and possession over the subject property with Waiver and Quitclaim with a statement that that it holds the GSIS free and harmless against all actions, suits, damages, liabilities or claims of whatever kind and nature (1 copy, original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>2. Deed of Transfer of Rights with attached two (2) valid IDs with signature of the original awardee, and the Buyer of Rights, and; (1 copy original and 1 authenticated copy); and</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>3. Proof of Payments of monthly a Amortization (1 copy original and 1 authenticated copy).</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p><b>Surviving Heir/s of Awardees/Mortgagors Affidavit of Self-Adjudication (ASA) (Sole Surviving Heir)</b></p>	
<p>1. Affidavit of Publication of the above affidavit (1 copy original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>2. Clippings from the newspaper where the ASA was published (1 copy original and 1 authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>3. Death Certificate of awardee and/or spouse (Philippine Statistics Authority [PSA] copy) (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>4. Birth Certificate of child (PSA copy) (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>5. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p><b>Deed of Extrajudicial Settlement (EJS) covering the property subject of the fully paid Deed of Conditional Sale (DCS) / Real Estate Loan (REL) account</b></p>	
<p>1. Affidavit of Publication of the Deed (1 copy, original or authenticated copy);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>2. Clippings from the newspaper where the EJS was published (1 copy, original);</p>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p>3. Death Certificate of awardee and/or spouse (PSA copy) (1 copy, original or</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>

authenticated copy);				
4. Birth Certificate of child (PSA copy) (1 copy, original or authenticated copy); and	• From PSA			
5. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy).	• From PSA			
<b>Deed of Extrajudicial Settlement (EJS) covering the property subject of the fully paid Deed of Conditional Sale (DCS) / Real Estate Loan (REL) account</b>				
1. Affidavit of Publication of the Deed (1 copy, original or authenticated copy);				
2. Clippings from the newspaper where the EJS was published (1 copy, original);	• From Claimant			
3. Death Certificate of awardee and/or spouse (PSA copy) (1 copy, original or authenticated copy);	• From PSA			
4. Birth Certificate/s of child/children (PSA copy) (1 copy, original or authenticated copy);	• From PSA			
5. Marriage Certificate of awardee and spouse (PSA copy) (1 copy, original or authenticated copy);	• From PSA			
<b>In case the account was restructured, submit notarized copy of restructuring documents - Affidavit, Supplemental Agreement or Restructuring Agreement (1 copy, original or authenticated copy)</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Members Request Form (MRF) for Housing Final Statement of Account</b>				
1.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called.**	Release queuing number	None	60 minutes*	Frontline Services Personnel
1.2 Submit the MRF and supporting documents to the Service Counter	Receive, evaluate the MRF and supporting documents	None	30 minutes	Frontline Services Personnel

1.3 Receive Acknowledgment Receipt	Create / log for updating of pension transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	None	10 minutes	Frontline Services Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 hour and 40 minutes</b>	
<i>*Time indicated depends on the number of transacting members on queue</i> <i>**For Branch Offices with no Information Center, the Public Assistance and Complaints Desk (PACD) Officer of the Day performs the function</i>				
<b>2. Processing of Housing Final Statement of Account (FSOA)</b>				
	2.1 Reconcile Account	None	19 WDs	HARD Processor / BCRD-IRU Processor
	2.2 Notify member through text or call when FSOA is ready for release		1 WD	HARD Processor / BCRD-IRU Processor
<b>TOTAL</b>		<b>NONE</b>	<b>20 WDs</b>	
<b>3. Releasing of Housing Final Statement of Account (FSOA) and Notice to Claim Title, if the account is fully paid. Await release of SOA showing balance still to be paid, if the account is not fully paid.</b>				
3.1 Proceed to the Information Center get a queue number, then proceed to the assigned counter and wait to be called*.	Release queuing number	None	60 minutes	Frontline Services Personnel



3.2 Receive FSOA and Notice to claim Title if account is fully paid.	Release FSOA and Notice to claim Title if the account is fully paid.	None	30 minutes	Frontline Services Personnel
TOTAL		NONE	90 minutes	

*\*Time indicated depends on the number of transacting members on queue.*

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

### 23. Releasing of Title

<b>Office or Division:</b>	Housing Account Remedial and Titling Department; Special Business Unit		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C – Government to Client		
<b>Who may avail:</b>	All awardees/mortgagors with fully-paid housing loan account who received Notice to Claim Title from GSIS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p><b>Common Requirement/s for Release of Title to Awardees/Mortgagors with Fully-Paid Housing Loan Accounts:</b> Government-issued Identification (ID) card - at least one (1) of the following [original and two (2) photocopies]:</p> <ul style="list-style-type: none"> <li>• e-Card</li> <li>• UMID</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>			

<b>If Claimant: Original Awardee/Mortgagor</b>	
<p>1. Government-issued ID/s Please refer to the list of IDs mentioned above; and [original and two (2) photocopies]</p>	<p>1. From Claimant</p>
<p>2. Notice to claim Transfer Certificate of Title (TCT).</p>	<p>2. From Claimant (Notice sent by GSIS)</p>
<b>If Claimant: Awardee was married at the time of award and later on was legally separated/marriage annulled</b>	
<ul style="list-style-type: none"> <li>• Authenticated copy of court decision on the legal separation / annulment stating the matrimonial regime and authenticated copy of the Order of Finality of the court decision. [one (1) authenticated copy]</li> </ul>	<p>3. From claimant (issued by the Court of jurisdiction)</p>
<b>Authorized Representative / Buyer of Rights</b>	
<p>1. Special Power of Attorney (SPA) duly notarized (with attached photocopy of ID/s of awardees/mortgagors), [ one (1) original or authenticated copy] and complying with the following <b>requirements:</b></p> <p>4. The notarization date of the SPA should not be more than twelve (12) months prior to the date of release of the Title.</p> <p>5. The SPA should contain specific provisions authorizing the representative or Attorney-in-Fact to:</p> <ol style="list-style-type: none"> <li>a. Claim and receive the Title in behalf of the Awardee / Mortgagor; and</li> <li>b. Sign relevant documents on behalf of the Awardee / Mortgagor.</li> </ol> <p>1. The SPA should be signed by the spouse of the Awardee /</p>	<p>6. From claimant</p>

<p>Mortgagor, if applicable. 2. If the SPA was executed outside the Philippines, it should be acknowledged before a Philippine Consul with red ribbon, who has jurisdiction in the area where the SPA was executed.</p>	
<p><b>In case Buyer of Rights could not locate the Original Awardee and SPA is beyond one (1) year from the execution</b></p>	
<ul style="list-style-type: none"> <li>• Duly notarized affidavit attesting to the surrounding circumstances as to the fact of their transaction with the Original Awardee and possession over the subject property, and with Waiver and Quitclaim stating that it holds the GSIS free and harmless against all actions, suits, damages, liabilities or claims of whatever kind and nature; [one (1) original or authenticated copy]</li> </ul>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<ul style="list-style-type: none"> <li>• Deed of Transfer of Rights with attached two (2) valid IDs with signature of the original awardee, and the Buyer of Rights; and [one (1) original or authenticated copy]</li> </ul>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<ul style="list-style-type: none"> <li>• Proof of Payments of monthly amortization. [one (1) original copy]</li> </ul>	<ul style="list-style-type: none"> <li>• From Claimant</li> </ul>
<p><b>Surviving Heir/s of Awardees / Mortgagors Affidavit of Self-Adjudication (ASA) (Sole Surviving Heir)</b></p>	
<p>a. Affidavit of Publication of the above affidavit; [one (1) original copy]</p>	<ul style="list-style-type: none"> <li>• From claimant</li> </ul>
<p>b. Clippings from the newspaper where the ASA was published; [one (1) original copy]</p>	<ul style="list-style-type: none"> <li>• From claimant</li> </ul>
<p>c. Death Certificate of awardee and/or spouse [Philippine Statistics Authority (PSA) copy]; [one (1) original or authenticated copy]</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>d. Birth Certificate of child (PSA copy); and [one (1) original or authenticated copy]</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>
<p>e. Marriage Certificate of awardee and</p>	<ul style="list-style-type: none"> <li>• From PSA</li> </ul>

spouse (PSA copy). [one (1) original or authenticated copy]				
<b>Deed of Extrajudicial Settlement (EJS) covering the property subject of the fully paid Deed of Conditional Sale (DCS) / Real Estate Loan (REL) account</b>				
1. Affidavit of Publication of the Deed; [one (1) original copy]	<ul style="list-style-type: none"> <li>From claimant</li> </ul>			
2. Clippings from the newspaper where the EJS was published; [one (1) original copy]	<ul style="list-style-type: none"> <li>From claimant</li> </ul>			
3. Death Certificate of awardee and/or spouse (PSA copy); [one (1) original or authenticated copy]	<ul style="list-style-type: none"> <li>From PSA</li> </ul>			
4. Birth Certificate/s of child/children (PSA copy); and [one (1) original or authenticated copy]	<ul style="list-style-type: none"> <li>From PSA</li> </ul>			
5. Marriage Certificate of awardee and spouse (PSA copy). [one (1) original or authenticated copy]	<ul style="list-style-type: none"> <li>From PSA</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Request for Release of TCT</b>				
1.1 Proceed to the Information Center and get a queue number, then proceed to the Housing Accounts Remedial and Titling Department (HARTD) [GSIS Pasay; SBU for Branch Office].	Release queuing number	None	60 minutes	Frontline Services Personnel  Branches Support Business Unit

<b>2. Pre-Release Counseling</b>				
2.1 Present Notice to Claim Transfer Certificate of Title and other documents to the HARTD (GSIS Pasay/SBU Branch Office) on the scheduled date as indicated in the Notice to Claim.	Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.	None	60 minutes	Title Releasing Officer
2.2 Undergo counseling on the steps to be taken in the transfer of title for DCS, or steps for the cancellation of mortgage annotation for REL.	Conduct Counseling	None	30 minutes	Title Releasing Officer
2.3 Fill-out the Interview Sheet for Release of Title. Claimant will have the Deed of Absolute Sale (DAS) / Release of Mortgage (ROM) notarized.	Receive interview sheet.	None	30 minutes	Title Releasing Officer
<b>3. Releasing of TCT</b>				
3.1 Submit notarized DAS/ROM.	Receive, review, and notarize DAS/ROM.	None	60 minutes	Title Releasing Officer
3.2 Receive TCT.	Release TCT.	None	60 minutes	Title Releasing Officer
3.3 Take picture of the awardee / mortgagor holding the Owner's Duplicate Copy of Title as proof of release of TCT.	Take photo as proof of release.	None	60 minutes	Title Releasing Officer
<b>TOTAL</b>		<b>NONE</b>	<b>6 hours</b>	

**24. Annual Pensioners Information Revalidation (APIR)**

Transaction that can be availed by pensioners who are required to undergo the annual revalidation requirement during birth month for continuous receipt of pension.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Old Age Pensioners; and</li> <li>2. Survivorship Pensioners</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Visitors Request Form (VRF); (1 copy, original).	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> </ul>	
2. UMID eCard or eCard Plus or in its absence any two (2) valid government issued IDs; (1 photocopy, original must be presented for validation)	<ul style="list-style-type: none"> <li>• From Pensioner</li> </ul>	
3. For survivorship pensioners, accomplished Self Declaration of Surviving Spouse (on Non-Marriage/Non-Cohabitation) (1 copy, original)	<ul style="list-style-type: none"> <li>• From any GSIS Members' Assistance Counter</li> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>	
<p>In the absence of the GSIS-issued UMID eCard or eCard Plus, any two (2) valid government issued ID:</p> <ol style="list-style-type: none"> <li>1. Passport (Philippine or Foreign issued) <ul style="list-style-type: none"> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul> </li> </ol>		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>3. Filing of VRF for Manual APIR</b>				
1.1 Proceed to the Pensioners Lounge to get a queue number and wait to be called.	Release queuing number	None	30 Minutes*	eServices personnel on duty
1.2 Submit the VRF together with the eCard or valid IDs to the Service Counter and for Survivorship Pensioners, the Self Declaration of Surviving Spouse;	Receive , evaluate the VRF and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners)	None	10 Minutes	eServices personnel on duty
1.3 Answer validation questions of GSIS personnel and allow taking of photo.	Validate Pensioner's identity with presented ID's and take photo of pensioner then renew status in data base.	None	20 Minutes	eServices personnel on duty
<b>TOTAL</b>		<b>NONE</b>	<b>60 minutes</b>	

*\*Time indicated does not include period on queue which is dependent upon the volume of transacting pensioners*

<b>25.LIST OF ACCEPTABLE GOVERNMENT-ISSUED IDENTIFICATION CARDS (IDs) / DOCUMENTS</b>	
1)	e-Card / UMID
2)	Employee's ID / Office ID
3)	Driver's License *
4)	Professional Regulation Commission (PRC) ID *
5)	Passport *
6)	Senior Citizen ID
7)	SSS ID
8)	COMELEC / Voter's ID / COMELEC Registration Form
9)	NBI Clearance *
10)	Integrated Bar of the Philippines (IBP) ID
11)	Firearms License *
12)	AFPSLAI ID *
13)	PVAO ID
14)	AFP Beneficiary ID
15)	BIR (TIN)
16)	Pag-ibig ID
17)	Person's With Disability (PWD) ID
18)	Solo Parent ID
19)	Pantawid Pamilya Pilipino Program (4Ps) ID *
20)	Barangay ID *
21)	Philippine Postal ID *
22)	Phil-health ID
23)	School ID **
24)	Other valid government-issued IDs / Documents with picture and signature

\* Within its validity period

\*\* Private / government school



<b>26.OTHER PERTINENT RULES ON DOCUMENTARY REQUIREMENTS (for Social Insurance Claim Benefits Only)</b>
6. Additional documents may be required for purposes of further validation and verification (e.g., adverse claim, name, appellation, date of birth, presumption of death, etc.);
6. For Disability and Employee Compensation benefits, other documents may be required by the Medical / Legal Evaluator;
6. Original copies of documents should be presented by the member / claimant;
6. If member dies while claim is being processed, additional requirements shall be required;
6. In case member is unable to sign, affix thumb mark and two (2) witnesses are required to sign in the form and present e-Card / UMID or valid passport or two (2) valid government-issued IDs and their photocopies;
6. The written authorization or Special Power of Attorney (SPA) should ensure that the following are present:
- Date the instrument was executed
- Names and complete addresses of the principal agent
- Specific transaction the principal authorizes the agent to do in his/her behalf
- Signature of the principal
- Acceptance of the Agent or Attorney-in-fact
- Acknowledgement, if SPA
6. Extra Judicial Settlement among the legal heirs of the deceased brother / sister of the member designating one payee (if net Proceeds is more than P100,000.00, publication of the same is required); and
6. All pertinent documents such as Certificates of Birth, Marriage and Death issued abroad must be authenticated by the Philippine Consular Office.



**Operations Group**  
**General Insurance Transactions**  
External Services

**27. UNDERWRITING AND ISSUANCE OF FIRE INSURANCE POLICY - ONLI**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen Transactions
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>Active GSIS Members, their Legitimate Spouse, their Legitimate Children, their Parents, their Brothers and Sisters.</li> <li>GSIS Retirees/Pensioners (Regular and Survivorship), their Legal Spouse, their Legitimate Children and their Brothers and Sisters</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>NEW POLICY</b></p> <ol style="list-style-type: none"> <li>Duly filled out and signed Fire Insurance Application Form (1 copy, original)</li> <li>Title or Deed of Sale (1 photocopy)</li> <li>In case the Applicant/Assureds for the insurance is not GSIS member/pensioner, documentary proof of relationship with GSIS member such as photocopy of Birth Certificate or Marriage Certificate (1 photocopy)</li> <li>Bank Financing Agreement, if the property is mortgaged (1 photocopy )</li> </ol>	<ol style="list-style-type: none"> <li>From GSIS Insurance Booth</li> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a></li> <li>From the Applicant/Assured</li> <li>From Philippine Statistics Authority (PSA)</li> <li>Executed between the Mortgagee Bank and the Applicant/Assured</li> </ol>
<p><b>RENEWAL POLICY</b></p> <ol style="list-style-type: none"> <li>Duly filled out and signed Renewal Form (1 copy, original)</li> </ol>	<ol style="list-style-type: none"> <li> <ol style="list-style-type: none"> <li>GSIS Insurance Booth</li> <li>Sent through GSIS courier service</li> </ol> </li> </ol>
<p><b>ENDORSEMENT</b></p> <ol style="list-style-type: none"> <li>Applicant/Assured's written request indicating/specifying the changes in the existing cover (1 copy, original)</li> </ol>	<ol style="list-style-type: none"> <li>From the Applicant/Assured</li> </ol>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the GSIS Information Center and secure a queue number for filing the application for Fire Insurance and wait to be called.	1. Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
2. Proceed to appropriate booth and submit all documentary requirements together with the queue number.	Receive and validate completeness of documents and endorse for processing; Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS); and transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.	None	10 minutes*	<i>Booth Officer Marketing Department</i>
3. Wait for the issuance of the bill (advance copy).	2. Prepare and issue the bill.  a. Receives all documentary requirements and GIIS-TMS ticket from Marketing	None	45 Minutes*	<i>Underwriter Underwriting Department</i>

	<p>Department (MD).</p> <p>b. Checks/examines the completeness and propriety of the submitted documents.</p> <p>c. Checks Financial Information Customer Code (FICC) <i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <p>d. Create FICC</p> <p>e. Encode underwriting information/details in the General Insurance Information System (GIIS)</p> <p>f. Post and print bill.</p> <p>g. Release the bill to client for the issuance of the Order of Payment</p>			<p><i>Customer Data Processor Insurance Support Staff</i></p> <p><i>Underwriter Underwriting Department</i></p>
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	(OP) and payment to the cashier.			
4. Upon receipt of the advance copy of the bill, proceed to the GSIS Information Center and secure a queue number for filing the application for the issuance of Order of Payment (OP) and wait to be called.	3. Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
5. Present the bill for OP issuance	4. Issue the OP and transfer the queue to the Cashier	None	20 minutes*	<i>OP Issuer Insurance Support Staff</i>
6. Upon receipt of the OP, proceed to the GSIS Cashier for payment. Wait for the number to be called and pay the premium.	5. Issue the Official Receipt (OR)	As indicated in the bill and OP	15 minutes*	<i>Cashier</i>
7. Present the OR at the Underwriting Booth	6. Print and issue the policy.**	None	15 minutes*	<i>Underwriter Underwriting Department</i>
8. Receive signed original policy and bill.	7. Release the signed original policy and bill.	None	5 minutes*	<i>Underwriter Underwriting Department</i>
	<b>TOTAL</b>	As indicated in the bill	2 hours and 10 minutes	

*\*Time indicated depends on the number of transacting clients/insurance applicant on queue.*

*\*\*Printing of the policy can only be done after the payment of premium.*

**52. UNDERWRITING AND ISSUANCE OF PREMIUM QUOTATION FOR MOTOR VEHICLE INSURANCE POLICY - ONLI**

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions	
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>Active GSIS Members, their Legitimate Spouse, their Legitimate Children, their Parents, their Brothers and Sisters</li> <li>GSIS Retirees/Pensioners (Regular and Survivorship), their Legal Spouse, their Legitimate Children and their Brothers and Sisters</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		
<b>WHERE TO SECURE</b>		
<b>I. NEW POLICY</b>		
1. Motor Vehicle Application Form duly filled out and signed by the Applicant/Assured (1 copy, original)	8. a. GSIS Insurance Booth b. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a>	
2. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)	9. From Land Transportation Office (LTO)	
3. Sales Invoice for brand new vehicles (1 photocopy)	10. From the car dealer concerned	
4. Deed of Sale, if unit is not yet registered under the name of the Applicant/Assured who avails the insurance (1 copy, original or photocopy)	11. Executed between the Seller and the Applicant/Assured	
5. Certification that the Mortgagee Bank will accept the GSIS Policy, in case of mortgaged unit (1 copy, original)	12. From the Mortgagee Bank	
6. In case the Applicant/Assureds for the insurance is not GSIS member/pensioner, documentary proof of relationship with GSIS member such as photocopy of Marriage Certificate or Birth Certificate (1 copy, original or photocopy)	4. From the Philippine Statistics Authority (PSA)	
7. Unified Multipurpose Identification (UMID) card, for retirees and pensioners ( 1 photocopy)	5. GSIS-issued	

8. Printed colored photos of the vehicle showing the Four (4) sides (1 printed copy for each side)	6. From the Applicant/Assured
9. Previous/existing insurance, if any ( 1 photocopy)	7. From the previous/existing insurance company
10. Bank Financing Agreement, if the vehicle is mortgaged. (1 copy, original or photocopy)	8. Executed between the Mortgagee Bank and the Applicant/Assured
<b>II. RENEWAL POLICY</b>	
1. Motor Vehicle Application Form duly signed by the Applicant/Assured (1 copy, original)	13. a. GSIS Insurance Booth b. Sent through GSIS courier service
2. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)	14. From the Land Transportation Office (LTO)
3. Deed of Sale, if unit is not yet registered under the name of the Applicant/Assured who avails the insurance (1 copy, original or photocopy)	15. Executed between the Seller and the Applicant/Assured
4. Printed colored photos of the vehicle showing the Four (4) sides, for the expired comprehensive insurance coverage (1 printed copy for each side)	16. From the Applicant/Assured
<b>1. ENDORSEMENT</b>	
1. Insured's written request indicating/specifying the changes in the existing cover subject to submission of supporting documents e.g. Official Receipt, Certificate of Registration, Police Clearance or any documents that may support the request of the Applicant/Assured/ (1 copy, original)	17. From the Applicant/Assured



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the GSIS Information Center and secure a queue number for filing the application for Motor Insurance and wait to be called.	<ul style="list-style-type: none"> <li>• Provides the queue number</li> </ul>	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
3. Submits all documentary requirements together with the queue number.	<ul style="list-style-type: none"> <li>• Receives and checks the completeness of documents submitted and endorse for processing.                             <ul style="list-style-type: none"> <li>a. Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS)</li> <li>b. Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</li> </ul> </li> </ul>	None	10 minutes*	<i>Booth Officer Marketing Department</i>
4. Wait for the issuance of the bill (advance copy).	<ul style="list-style-type: none"> <li>• Prepare and issue the bill.                             <ul style="list-style-type: none"> <li>a. Receives all documentary requirements</li> </ul> </li> </ul>	None	45 Minutes*	<i>Underwriter Underwriting Department</i>

	<p>and GIIS-TMS ticket from MD.</p> <p>b. Checks/examines the completeness and propriety of the submitted documents.</p> <p>c. Checks Financial Information Customer Code (FICC) <i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <p>d. Create FICC</p> <p>e. Encode underwriting information/details in the General Insurance Information System (GIIS)</p> <p>f. Post and</p>			<p><i>Customer Data Processor Insurance Support Staff</i></p> <p><i>Underwriter Underwriting Department</i></p>
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	<p>print bill.</p> <p>g. Release the bill to client for the issuance of the Order of Payment (OP) and payment to the cashier.</p>			
<p>5. Upon receipt of the advance copy of bill, proceed to the GSIS Information Center and secure a queue number for filing the application for the issuance of Order of Payment (OP) and wait to be called.</p>	<ul style="list-style-type: none"> <li>Provides the queue number</li> </ul>	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
<p>6. Present the bill for OP issuance</p>	<ul style="list-style-type: none"> <li>Issue the OP and transfer the queue to the Cashier</li> </ul>	None	20 minutes*	<i>OP Issuer Insurance Support Staff</i>
<p>7. Upon receipt of the OP, proceed to the GSIS Cashier for payment. Wait for the number to be called and pay the premium.</p>	<ul style="list-style-type: none"> <li>Issue the Official Receipt (OR)</li> </ul>	As indicated in the bill and OP	15 minutes*	<i>Cashier</i>
<p>8. Present the OR at the Underwriting Booth</p>	<ul style="list-style-type: none"> <li>Print and issue the policy.** <i>If with Compulsory Third Party Liability (CTPL), upload the Certificate of</i></li> </ul>	None	15 minutes*	<i>Underwriter Underwriting Department</i>

	<i>Cover (COC) in Stradcom system.</i>			
9. Receive signed original policy, bill and COC.	<ul style="list-style-type: none"> <li>Release the signed original policy, bill and COC (if any).</li> </ul>	None	5 minutes*	<i>Underwriter Underwriting Department</i>
	<b>TOTAL</b>	As indicated in the bill	2 hours and 10 minutes	

*\*Time indicated depends on the number of transacting clients/insurance applicant on queue.*

*\*\*Printing of the policy can only be done after the payment of premium.*

**29. UNDERWRITING AND ISSUANCE OF PERSONAL ACCIDENT INSURANCE – ONLI**

<b>Office or Division:</b>	Insurance Group – Underwriting Department		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions		
<b>Who may avail:</b>	1. Active GSIS Members, their Legitimate Spouse, their Legitimate Children, their Parents, their Brothers and Sisters 2. GSIS Retirees/Pensioners (Regular and Survivorship), their Legal Spouse, their Legitimate Children and their Brothers and Sisters		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. NEW POLICY</b>			
1. Personal Accident Insurance Application Form duly filled out and signed by the Applicant/Assured (1 copy, original)		6.1 a. GSIS Insurance Booth b. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a>	
2. In case the Applicant/Assureds for the insurance is not GSIS member/pensioner, documentary proof of relationship with GSIS member such as photocopy of Marriage Certificate or Birth Certificate (1 copy, original or photocopy)		6.2 From Philippine Statistics Authority (PSA)	

3. Unified Multipurpose Identification (UMID) card, for retirees and pensioners. (1 photocopy)		6.3 GSIS-issued		
<b>II. RENEWAL POLICY</b>				
1. Completely filled out Renewal Form (1 copy, original)		18. a. GSIS Insurance Booth b. Sent through GSIS courier service		
<b>1. ENDORSEMENT</b>				
<ul style="list-style-type: none"> <li>Insured's written request indicating/specifying the changes in the existing cover (1 copy, original)</li> </ul>		19. From the Applicant/Assured		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Proceed to the GSIS Information Center and secure a queue number for filing the application for Personal Accident Insurance and wait to be called.</li> </ul>	1. Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
<ul style="list-style-type: none"> <li>Proceed to appropriate booth and submit all documentary requirements together with the queue number.</li> </ul>	2. Receives and checks the completeness of documents submitted and endorse for processing.  2.1 Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS).	None	10 minutes*	<i>Booth Officer Marketing Department</i>

	2.2 Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.			
<ul style="list-style-type: none"> <li>Wait for the issuance of the bill (advance copy).</li> </ul>	<p>3. Prepare and issue the bill.</p> <p>3.1 Receives all documentary requirements and GIIS-TMS ticket from MD.</p> <p>3.2 Checks/ examines the completeness and propriety of the submitted documents.</p> <p>3.3 Checks Financial Information Customer Code (FICC) <i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <p>3.4 Create FICC</p> <p>3.5 Encode underwriting information/d</p>	None	45 Minutes*	<p><i>Underwriter Underwriting Department</i></p> <p><i>Customer Data Processor Insurance Support Staff</i></p>

	<p>etails in the General Insurance Information System (GIIS)</p> <p>3.6 Post and print bill.</p> <p>3.7 Release the bill to client for the issuance of the Order of Payment (OP) and payment to the cashier.</p>			<p><i>Underwriter Underwriting Department</i></p>
<ul style="list-style-type: none"> <li>Upon receipt of the advance copy of the bill, proceed to the GSIS Information Center and secure a queue number for filing the application for the issuance of Order of Payment (OP) and wait to be called.</li> </ul>	<p>4. Provides the queue number</p>	<p>None</p>	<p>10 minutes*</p>	<p><i>Members Assistance Officer on Duty</i></p>
<ul style="list-style-type: none"> <li>Present the bill for OP issuance</li> </ul>	<p>5. Issue the OP and transfer the queue to the Cashier</p>	<p>None</p>	<p>20 minutes*</p>	<p><i>OP Issuer Insurance Support Staff</i></p>
<ul style="list-style-type: none"> <li>Upon receipt of the OP, proceed to the GSIS Cashier for payment. Wait for the number to be called and pay the premium.</li> </ul>	<p>6. Issue the Official Receipt (OR)</p>	<p>As indicated in the bill and OP</p>	<p>15 minutes*</p>	<p><i>Cashier</i></p>

• Present the OR at the Underwriting Booth	7. Print and issue the policy.**	None	15 minutes*	Underwriter Underwriting Department
• Receive signed original policy and bill.	8. Release the signed original policy and bill.	None	5 minutes*	Underwriter Underwriting Department
	<b>TOTAL</b>	As indicated in the bill	2 hours and 10 minutes	

\*Time indicated depends on the number of transacting members on queue.

\*\*Printing of the policy can only be done after the payment of premium.

### 30. UNDERWRITING AND ISSUANCE OF PREMIUM QUOTATION FOR MOTOR VEHICLE INSURANCE (TRADITIONAL)

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2G – Government to Government Transactions	
<b>Who may avail:</b>	All Government Agencies and Instrumentalities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>1. NEW POLICY</b>		
1. Motor Vehicle Application Form duly signed by the authorized Agency representative (1 copy, original)	• GSIS Insurance Booth	
2. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)	• From Land Transportation Office (LTO)	
3. Dated and signed Sales Invoice for brand new vehicles, if OR/CR are not yet available (1 copy, original or authenticated copy)	• From the dealer where the vehicle was acquired	
4. Deed of Sale, if unit is not yet registered under the name of the Assured who avails the insurance (1 copy, original or photocopy)	• Executed between the Seller and the Applicant/Assured	
5. Printed colored photos of the vehicle showing the Four (4) sides, for vehicles that are NOT newly purchased BUT newly insured to GSIS (1 printed copy for each side)	• From the Insured Agency	
6. For the car dealer applicant, Authorization Letter from the	• From the Insured Agency	



government agency together with the valid ID of the authorizing and authorized personnel (1 copy, original or authenticated copy)				
<b>2. RENEWAL POLICY</b>				
1. Motor Vehicle Application Form duly signed by the authorized Agency representative (1 copy, original)		1. GSIS Insurance Booth		
2. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)		2. From the Land Transportation Office (LTO)		
3. Deed of Sale/Deed of Donation, if unit is not yet registered under the name of the agency who avails the insurance. (1 copy, original or photocopy)		20. Executed between the Seller and the Applicant/Assured		
4. Printed colored photos of the vehicle showing the Four (4) sides, for the expired comprehensive insurance coverage (1 printed copy for each side)		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>		
<b>3. ENDORSEMENT</b>				
A. Insured's written request indicating/specifying the changes in the existing cover subject to submission of supporting documents e.g. Official Receipt, Certificate of Registration, Police Clearance or any documents that may support the request of the Assured. (1 copy, original or authenticated copy)		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the GSIS Information Center and secure a queue number	1. Provide the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>

<p>for filing the application for MV insurance then proceed to the designated booth and wait to be called.</p>				
<p>2. Submits all documentary requirements and wait for the issuance of Premium Quotation</p>	<p>2. Prepare and issue the Premium Quotation.</p> <p>2.1 Receives all documentary requirements and GIIS-TMS ticket from MD.</p> <p>2.2 Checks/examines the completeness and propriety of the submitted documents.</p> <p>2.3 Checks Financial Information Customer Code (FICC)</p> <p><i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p>	<p>Computed premium</p>	<p>45 minutes*</p>	<p><i>Underwriter Underwriting Department</i></p>

	<p>2.4 Create FICC</p> <p>2.5 Underwrite the risk</p> <p>2.6 Prepare the Premium Quotation through the General Insurance Information System (GIIS)</p> <p>2.7 Determine applicable rate, premium, deductibles, warranties and clauses</p> <p>2.8 Prepare the Premium Quotation through the General Insurance Information System (GIIS)</p>			<p><i>Customer Data Processor, Insurance Support Staff</i></p> <p><i>Underwriter Underwriting Department</i></p>
3. Receive copy of the Premium Quotation	3. Release the Premium Quotation	None	5 minutes*	<i>Underwriter Underwriting Department</i>
	NONE	As indicated in the bill	60 minutes	

\* Time indicated depends on the number of transacting clients/Insured Agencies on queue

**31. UNDERWRITING AND ISSUANCE OF PREMIUM QUOTATION FOR MOTOR VEHICLE INSURANCE (FLEET) TRADITIONAL**

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government Transactions	
<b>Who may avail:</b>	All Government Agencies and Instrumentalities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>I. NEW POLICY</b>		
1. Motor Vehicle Application Form duly signed by the authorized Agency representative. (1 copy, original)	<ul style="list-style-type: none"> <li>• GSIS Insurance Booth</li> </ul>	
2. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)	<ul style="list-style-type: none"> <li>• From the Land Transportation Office (LTO)</li> </ul>	
3. Deed of Sale, if unit is not yet registered under the name of the Assured who avails the insurance (1 copy, original or photocopy)	21. Executed between the Seller and the Applicant/Assured	
4. Printed colored photos of the vehicle showing the Four (4) sides, for vehicles that are NOT newly purchased BUT newly insured to GSIS (1 printed copy for each side)	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>	
5. Excel file indicating the Engine and Chassis of the vehicles to be insured (1 copy, original)	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>	
6. For the car dealer applicant, 1 original copy of the Authorization Letter from the government agency together with the valid ID of the authorizing and authorized personnel	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>	
<b>II. RENEWAL POLICY</b>		
7. Motor Vehicle Application Form duly signed by the authorized Agency representative (1 copy, original)	<ul style="list-style-type: none"> <li>• GSIS Insurance Booth</li> </ul>	
8. Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy)	<ul style="list-style-type: none"> <li>• From the Land Transportation Office (LTO)</li> </ul>	

9. Deed of Sale/Deed of Donation, if unit is not yet registered under the name of the agency who avails the insurance (1 copy, original or photocopy)	22. Executed between the Seller and the Insured Agency			
10. Colored photos of the vehicle showing the Four (4) sides, for the expired comprehensive insurance coverage (1 printed copy for each side)	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>			
<b>III. ENDORSEMENT</b>				
<ul style="list-style-type: none"> <li>Insured's written request indicating/specifying the changes in the existing cover subject to submission of supporting documents e.g. Official Receipt, Certificate of Registration, Police Clearance or any documents that may support the request of the Assured (1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Proceed to the GSIS Information Center and secure a queue number for filing the application for MV insurance then proceed to the designated booth and wait to be called.</li> </ul>	<ul style="list-style-type: none"> <li>Provide the queue number</li> </ul>	None	1 WD*	<i>Members Assistance Officer on Duty</i>
<ul style="list-style-type: none"> <li>Submit Letter Request together with the required documents</li> </ul>	1. Receives and checks the completeness of documents submitted and endorse for processing.		1 WD*	<i>Booth Officer Underwriting Department</i>

	<ul style="list-style-type: none"> <li>a. Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</li> <li>b. Transmit all documents and GIIS-TMS ticket to the Unit Head</li> <li>c. Transmit the documents to the Unit Head</li> <li>d. Assign the request to the concerned Underwriter</li> </ul>		1 WD*	<i>Unit Head</i> Underwriting Department
<ul style="list-style-type: none"> <li>• Wait within for the issuance and delivery of the policy/ endorsement and bill.</li> </ul>	<ul style="list-style-type: none"> <li>1. Process the transaction. Issue policy/endorsement and bill. <ul style="list-style-type: none"> <li>○ Receives the transaction: <ul style="list-style-type: none"> <li>▪ Receives all documentary requirements and GIIS-TMS ticket from MD.</li> </ul> </li> </ul> </li> </ul>	None	1 WD*	<i>Underwriter</i> Underwriting Department



	<ul style="list-style-type: none"> <li>and clauses</li> <li>○ Prepare the Premium Quotation through the General Insurance Information System (GIIS) Forward TMS to the Booth Officer</li> <li>○ Transmit the Premium Quotation to Booth Officer</li> </ul>			
2. Receive copy of the Premium Quotation	<ul style="list-style-type: none"> <li>• Segregate the copies and release the original Premium Quotation</li> </ul>	None	Within 20 minutes	Booth Officer Underwriting Department
	<b>TOTAL</b>	<b>NONE</b>	19 days and 20 minutes	
* Time indicated depends on the number of transacting clients/Insured Agencies on queue				

**32. UNDERWRITING AND ISSUANCE OF FIRE INSURANCE POLICY (TRADITIONAL)**

<b>Office or Division:</b>	Insurance Group – Underwriting Department		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government Transactions		
<b>Who may avail:</b>	All Government Agencies and Instrumentalities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. NEW POLICY</b>			
<ul style="list-style-type: none"> <li>• Duly filled out Fire Insurance Application Form with the following underwriting information: (1 copy, original)</li> </ul>	I. From the Insured Agency		



<ul style="list-style-type: none"> <li>• Assured's Name</li> <li>• Mailing Address</li> <li>• Description of Insurable Properties</li> <li>• Building Contents (Furniture, Fixture, Machinery, Equipment, etc)</li> <li>I. Location of Risk/s</li> <li>II. Perils to be covered</li> </ul>				
<ul style="list-style-type: none"> <li>• Inventory for contents (1 copy, original)</li> </ul>	II. From the Insured Agency			
<ul style="list-style-type: none"> <li>• Certificate of Funds Availability (1 copy, original)</li> </ul>	III. From the Insured Agency			
<b>2. RENEWAL</b>				
6. Letter Request for renewal (1 copy, original)	1. From the Insured Agency			
7. Updated list of breakdown of values, if applicable (1 copy, original or authenticated copy)	2. From the Insured Agency			
<b>3. ENDORSEMENT</b>				
1. Letter Request indicating/specifying the changes in the existing cover (1 copy, original)	3. From the Insured Agency			
2. Inventory of Contents (for updating of covered properties) (1 copy, original or authenticated copy)	4. From the Insured Agency			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter Request together with the required documents	1. Receives and checks the completeness of documents submitted and endorse for processing.  a. Create transaction ticket in the General Insurance Information	None	1 WD*	Staff Assistant, Marketing Department (MD)

	<p>(GIIS) Transaction Monitoring System (TMS),</p> <p>b. Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</p>			
<p>1. Wait for the issuance and delivery of the policy/ endorsement and bill.</p>	<p>2. Process the transaction. Issue policy /endorsement and bill.</p> <p>2.1 Receives the transaction:</p> <ul style="list-style-type: none"> <li>• Receives all document-ary require-ments and GIIS-TMS ticket from MD.</li> <li>• Checks /examines the complete-ness and propriety of the submitted documents.</li> <li>• Transmit the document to Unit Head.</li> </ul>	None	2 WDs*	Central Receiver Underwriting Department

	1. Assigns the transaction to the concerned Underwriter.		1 WD*	<i>Unit Head Underwriting Department</i>
	<p>1. Evaluation and Underwriting</p> <ul style="list-style-type: none"> <li>• Receives all documents and GIIS-TMS ticket.</li> <li>• Checks Financial Information Customer Code (FICC);</li> </ul> <p><i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <ul style="list-style-type: none"> <li>• Create FICC</li> <li>• Conduct Risk Survey, if needed;</li> </ul> <p>A. Request approval from Unit Head</p> <p>B. Assign to Risk Engineer</p>		12 WDs*	<p><i>Underwriter Underwriting Department</i></p> <p><i>Customer Data Processor, ISS Staff</i></p> <p><i>Underwriter Underwriting Department</i></p>

	<p>for survey C. Conduct survey and submit survey report</p> <ol style="list-style-type: none"> <li>2. Underwrite the risk</li> <li>3. Evaluate survey report, if any,</li> <li>4. Determine applicable rate, premium, deductibles, warranties and clauses</li> </ol>			<p><i>Unit Head</i> Underwriting Department</p> <p><i>Risk Engineer</i> Underwriting Department</p> <p><i>Underwriter</i> Underwriting Department</p>
	<ol style="list-style-type: none"> <li>1. Issue and print Policy and Bill Prepare policy and bill through the GISS; <ul style="list-style-type: none"> <li>• Print and review the policy and bill;</li> <li>• Affix initial and submit through channel for approval/signature of the concerned signatory. Forward TMS.</li> </ul> </li> </ol>	<p>Computed Premium</p>	<p>2 WDs*</p>	<p><i>Underwriter</i> Underwriting Department</p> <p><i>All signatories</i></p>

	<ul style="list-style-type: none"> <li>• Reviews/signs/ initials policy and bill.</li> <li>• Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.</li> </ul>			<i>Underwriter - Underwriting Department</i>
5. Receive copies of the policy/ endorsement and bill**	5. Deliver the signed policy/endorsement and bill.	None	2 WDs*	<i>Collection Officer, Insurance Support Staff</i>
	TOTAL	As indicated in the bill	20 WDs	
<p>* Time indicated depends on the number of transacting clients/Insured Agencies on queue                  **For payment of the premium, please proceed to the nearest GSIS branch office following over the counter payment procedure.</p>				

**33. UNDERWRITING AND ISSUANCE OF ENGINEERING INSURANCE**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>2. NEW POLICY</b>	
<p><b>1. CONTRACTORS ALL RISKS (CAR)</b></p> <p>1. Duly filled out questionnaire and proposal form with the following underwriting information (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Breakdown of Cost Estimates</li> <li>• Loss experience of the contractor</li> </ul> <p><b>B. Project Contract (1 photocopy)</b></p>	<p><b>1. From the Insured Agency</b></p> <ul style="list-style-type: none"> <li>• Executed between the Insured Agency and the Contractor</li> </ul>
<p><b>2. ELECTRONIC EQUIPMENT INSURANCE (EEI)</b></p> <p>A. Duly filled out questionnaire and proposal form for Electronic Equipment Insurance with the following underwriting information (1 copy, original)</p> <ul style="list-style-type: none"> <li>i. Assured's name</li> <li>ii. Assured's mailing address</li> <li>iii. Type of business</li> <li>iv. Location of equipment to be insured</li> <li>v. Period of insurance</li> </ul> <p><b>B. List of equipment and corresponding value (1 copy, original).</b></p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> <li>• From the Insured Agency</li> </ul>
<p><b>3. CIVIL ENGINEERING COMPLETED RISK (CECR)</b></p> <p>1. Duly filled out questionnaire and proposal form with the following underwriting information (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Assured's name</li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

<ul style="list-style-type: none"> <li>• Assured's mailing address</li> <li>• Amount of Insurance and Limit of Liability</li> <li>• Type of structure and description</li> <li>• Location</li> <li>• Name and address of the contractor</li> <li>• Date of completion</li> <li>• Loss experience</li> </ul>	
<p><b>4. MACHINERY BREAKDOWN INSURANCE (MBI)</b></p> <ol style="list-style-type: none"> <li>1. Letter Request with the following underwriting information (1 copy, original)             <ul style="list-style-type: none"> <li>• Name and address of the proposer</li> <li>• Location of equipment to be insured</li> <li>• Period of insurance</li> </ul> </li> <li>2. List of equipment and corresponding value, state whether equipment is new (a copy, original)</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul> <ol style="list-style-type: none"> <li>2. From the Insured Agency</li> </ol>
<p><b>5. ERECTION ALL RISKS (EAR) INSURANCE</b></p> <ol style="list-style-type: none"> <li>1. Duly filled out questionnaire and proposal form with the following underwriting information (1 copy, original)             <ul style="list-style-type: none"> <li>• Type of Erection/Installation Project</li> <li>• Description of Machine/Equipment to be erected/installed</li> <li>• Acquisition cost/year/model and name of manufacturer</li> <li>• Duration of</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul> <ul style="list-style-type: none"> <li>• Executed between the Insured Agency and the Contractor</li> </ul>

<p>Erection/Installation Project</p> <ul style="list-style-type: none"> <li>• Breakdown of Cost Estimates</li> </ul> <p>2. Project Contract (1 photocopy)</p>	
<p><b>6. BOILER AND PRESSURE VESSEL INSURANCE</b></p> <p>1. Letter Request with the following underwriting information (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Name and address of the proposer</li> <li>• Type of business</li> <li>• Location of equipment to be insured</li> <li>• Existing insurance cover</li> <li>• Period of insurance</li> <li>• Maintenance works</li> <li>• Presence of hazardous materials in the vicinity.</li> </ul> <p>2. List of equipment and corresponding value (state whether equipment is new) (1 copy, original).</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li>   <li>• From the Insured Agency</li> </ul>
<p><b>3. RENEWAL POLICY</b></p>	
<ul style="list-style-type: none"> <li>• <b>CONTRACTORS ALL RISKS (CAR)</b> <ul style="list-style-type: none"> <li>• Letter Request for extension indicating amendment in the insurance cover, if any (1 copy, original); and</li> <li>• Construction Progress Report (1 copy, original or photocopy).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li>   <li>• From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>• <b>ELECTRONIC EQUIPMENT INSURANCE (EEI)</b></li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>



<p>1. Letter Request for renewal indicating amendment in the insurance cover, if any, such as:</p> <ol style="list-style-type: none"> <li>1. Additional Insured properties (1 copy, original); and</li> <li>2. Increase/Reduction of Sum Insured (1 copy, original).</li> </ol>	
<ul style="list-style-type: none"> <li>• <b>CIVIL ENGINEERING COMPLETED RISK (CECR)</b></li> </ul> <ol style="list-style-type: none"> <li>1. Letter Request for extension indicating amendment in the insurance cover, if any (1 copy, original)</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>• <b>MACHINERY BREAKDOWN INSURANCE (MBI)</b></li> </ul> <ol style="list-style-type: none"> <li>8. Letter Request for renewal indicating amendment in the insurance cover, if any (1 copy, original)</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>• <b>ERECTION ALL RISKS (EAR) INSURANCE</b></li> </ul> <ol style="list-style-type: none"> <li>2. Letter Request for extension indicating amendment in the insurance cover, if any (1 copy, original); and</li> <li>3. Erection Progress Report (1 copy, original or photocopy)</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> <li>• From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>• <b>4. BOILER AND PRESSURE VESSEL INSURANCE</b></li> </ul> <ol style="list-style-type: none"> <li>1. Letter Request for extension indicating amendment in the insurance cover, if any (1 copy, original); and</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>4. ENDORSEMENT</b></p>	
<ul style="list-style-type: none"> <li>• <b>1. CONTRACTORS ALL RISKS (CAR)</b></li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

<p>1. Insured's written request indicating/specifying the changes in the existing cover (1 copy, original)</p>	
<p><b>2. ELECTRONIC EQUIPMENT INSURANCE (EEI)</b></p> <p>1. Letter Request indicating amendment in the insurance cover, if any, such as:</p> <p>3. Additional Insured properties (1 copy, original); and</p> <p>4. Increased/Reduction of Sum Insured (1 copy, original).</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>3. CIVIL ENGINEERING COMPLETED RISK (CECR)</b></p> <p>A. Insured's written request indicating/specifying the changes in the existing cover (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>4. MACHINERY BREAKDOWN INSURANCE (MBI)</b></p> <p>1. Insured's Letter Request indicating/specifying the changes in the existing cover (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>5. ERECTION ALL RISKS (EAR) INSURANCE</b></p> <p>1. Insured's written request indicating/specifying the changes in the existing cover (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>6. BOILER AND PRESSURE VESSEL INSURANCE</b></p> <p>1. Insured's written request indicating/specifying the changes in the existing cover (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit Letter Request together with the required documents</p>	<p>A. Receives and checks the completeness of documents submitted and endorse for processing.</p> <p>a. Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</p> <p>b. Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</p>	<p>None</p>	<p>1 working day (WD)</p>	<p><i>Staff Assistant, Marketing Department</i></p>
<p>2. Wait for the issuance and delivery of the policy/ endorsement and bill.</p>	<p>B. Process the transaction. Issue policy/endorsement and bill.</p>	<p>None</p>	<p>1 WD*</p>	<p><i>Central Receiver, Underwriting Department</i></p>

	<p>a. Receives the transaction:</p> <p>i. Receives all documentary requirements and GIIS-TMS ticket from MD.</p> <p>ii. Checks/examines the completeness and propriety of the submitted documents</p> <p>iii. Transmit the document to Unit Head.</p>			
	<p>b. Assigns the transaction to the concerned Underwriter.</p> <p>c. Evaluation and Underwriting</p> <p>i. Receives all documents and GIIS-TMS ticket</p> <p>ii. Checks Financial Information Customer Code (FICC);</p>		<p>1 WD*</p>	<p><i>Unit Head, Underwriting Department</i></p> <p><i>Underwriter, Underwriting Department</i></p>

	<p><i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p>			
	<p>iii. Create FICC</p>		30 Minutes*	<p><i>Customer Data Processor, Insurance Support Staff</i></p>
	<p>iv. Conduct Risk Survey, if needed</p> <ul style="list-style-type: none"> <li>• Request approval from Unit Head</li> <li>• Assign to Risk Engineer for survey</li> <li>• Conduct survey and submit survey report</li> </ul>		8 WDs*	<p><i>Underwriter Underwriting Department</i></p> <p><i>Unit Head Underwriting Department</i></p> <p><i>Risk Engineer Underwriting Department</i></p>
	<p>v. Underwrite the risk</p> <ul style="list-style-type: none"> <li>• Evaluate survey report, if</li> </ul>		2 WDs*	<p><i>Underwriter, Underwriting Department</i></p>

	<p>any,</p> <ul style="list-style-type: none"> <li>• Determine applicable rate, premium, deductibles, warranties and clauses</li> </ul>			
	<p>d. Issue and print Policy and Bill</p> <ul style="list-style-type: none"> <li>i. Prepare policy and bill through the GUIS</li> <li>ii. Print and review the policy and bill,</li> <li>iii. Affix initial and submit through channel for approval/signature of the concerned signatory. Forward TMS.</li> </ul>	Computed Premium	1 WD*	<i>Underwriter, Underwriting Department</i>
	<ul style="list-style-type: none"> <li>iv. Reviews/signs/ initials policy and bill.</li> </ul>		3 WDs*	All signatories

	v. Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.		4 hours*	Underwriter, Underwriting Department
3. Receive copies of the policy/ endorsement and bill**	3. Deliver the signed policy/endorsement and bill.	None	1 WD*	Collection Officer, Insurance Support Staff
<b>TOTAL</b>		As indicated in the bill	18 days, 4 hours and 30 minutes	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>**For payment of the premium, please proceed to the nearest GSIS branch office.</i></p>				

**34. UNDERWRITING, BILLING AND ISSUANCE OF FLOATER INSURANCE POLICY**

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government Transactions	
<b>Who may avail:</b>	All Government Agencies and Instrumentalities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• <b>NEW POLICY</b></li> </ul>		
<ul style="list-style-type: none"> <li>• Letter Request for coverage (1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>	
<ul style="list-style-type: none"> <li>• List of Equipment with the following descriptions/specifications: (1 copy, original)                             <ol style="list-style-type: none"> <li>1. Brand/Model</li> <li>2. Serial number/Chassis number</li> <li>3. Values</li> <li>4. Location</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>	

<b>• RENEWAL POLICY</b>				
1. Letter Request for extension (1 copy, original)		1. From the Insured Agency		
2. Updated list of equipment, if applicable (1 copy, original)				
<b>III. ENDORSEMENT</b>				
1. Insured's Letter Request indicating/specifying the changes in the existing cover (1 copy, original)		2. From the Insured Agency		
2. Updated list of equipment, if applicable (1 copy, original)		3. From the Insured Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Submit Letter Request together with the required documents</li> </ul>	a. Receives the transaction: <ol style="list-style-type: none"> <li>Receives all documentary requirements and GIIS-TMS ticket from MD.</li> <li>Checks/examines the completeness and propriety of the submitted documents.</li> <li>Transmit the document to Unit Head.</li> </ol>	None	1 WD*	<i>Staff Assistant, Marketing Department (MD)</i>



<ul style="list-style-type: none"> <li>• Wait for the issuance and delivery of the policy/ endorsement and bill.</li> </ul>	<ol style="list-style-type: none"> <li>1. Process the transaction. Issue policy/endorsement and bill.                             <ol style="list-style-type: none"> <li>a. Receives the transaction:                                     <ol style="list-style-type: none"> <li>i. Receives all Documentary requirements and GIIS-TMS ticket from MD.</li> <li>ii. Checks/examines the completeness and propriety of the submitted documents.</li> <li>iii. Transmit the document to Unit Head.</li> </ol> </li> </ol> </li> </ol>	None	1 WD*	<i>Central Receiver Underwriting Department</i>
	<ol style="list-style-type: none"> <li>2. Assigns the transaction to the concerned Underwriter.                             <ol style="list-style-type: none"> <li>a. Evaluation and Underwriting</li> </ol> </li> </ol>		1 WD*	<i>Unit Head Underwriting Department</i>  <i>Underwriter</i>

	<ul style="list-style-type: none"> <li>i. Receives all documents and GIIS-TMS ticket</li> <li>ii. Checks Financial Information Customer Code (FICC);</li> </ul> <p><i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <ul style="list-style-type: none"> <li>iii. Create FICC</li> <li>iv. Conduct Risk Survey, if needed</li> <li>1. Request approval from Unit Head</li> <li>2. Assign to Risk Engineer for survey</li> <li>3. Conduct survey and submit survey report</li> <li>v. Underwrite the risk</li> </ul>		<p>12 WDs*</p>	<p>Underwriting Department</p> <p>Customer</p> <p><i>Customer Data Processor Insurance Support Staff</i></p> <p><i>Underwriter Underwriting Department</i></p>
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	<p>ix. Reviews/signs/ initials policy and bill.</p> <p>x. Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.</p>			<p><i>All signatories</i></p> <p><i>Underwriter - Underwriting Department</i></p>
3. Receive copies of the policy/ endorsement and bill**	3. Deliver the signed policy/endorsement and bill.	None	1 WD*	<i>Collection Officer, Insurance Support Staff</i>
	TOTAL	As indicated in the bill	20 working days	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>**For payment of the premium, please proceed to the nearest GSIS branch office.</i></p>				

**35. UNDERWRITING AND ISSUANCE OF AVIATION INSURANCE POLICY**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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**I. NEW POLICY**

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>I. NEW POLICY</b>	
<b>1. Aviation Hull</b>	
<p>1. Duly filled out questionnaire and proposal form indicating the following (1 copy, original):</p> <ul style="list-style-type: none"> <li>A. Assured's name</li> <li>B. Assured's mailing address</li> <li>C. Amount of Insurance</li> <li>D. Hull Value</li> <li>E. Third Party Liability</li> <li>F. Amount of coverage for crew/passengers</li> <li>G. Technical Description of the Aircraft</li> <li>H. Year of Manufacture</li> <li>I. Make and type of aircraft</li> <li>J. Number of crew/passenger</li> </ul> <p>2. Certificate of Airworthiness (1 photocopy)</p>	<p>2. From the Insured Agency</p>
<b>2. Aviation Liability</b>	
<p>1. Duly filled out questionnaire indicating the following underwriting information (1 copy, original):</p> <ul style="list-style-type: none"> <li>• Assured's Name</li> <li>• Assured's mailing address</li> <li>• Period of Insurance</li> </ul>	<p>1. From Civil Aviation Authority of the Philippines (CAAP)</p> <p>3. From the Insured Agency</p>

<ul style="list-style-type: none"> <li>• Limit of Liability</li> <li>• Effectivity Period</li> <li>• Name of Airport</li> <li>• Location</li> <li>• Type of aircrafts using the airport</li> <li>• Largest aircraft using the airport</li> <li>• Aircrafts movement per annum</li> <li>• Passenger movements per annum</li> </ul>	
<p>• <b>RENEWAL POLICY</b></p>	
<p><b>2. Aviation Hull</b> The following documents support the Renewal Instruction:</p> <p>A. Letter Request for renewal/extension (1 copy, original); and,</p> <p>B. Amendment in the insurance cover, if any (1 copy, original).</p> <p><b>2. Airport Liability</b> The following documents support the Renewal Instruction:</p> <p>1. Letter Request for renewal/extension (1 copy, original); and</p> <p>2. Amendment in the insurance cover, if any (1 copy, original).</p>	<p>4. From the Insured Agency</p> <p>5. From the Insured Agency</p> <p>6. From the Insured Agency</p> <p>7. From the Insured Agency</p>
<p><b>III. ENDORSEMENT</b></p>	
<p><b>7.1.1.1. Aviation Hull</b></p> <p>1. Insured's written request indicating/specifying the changes</p>	<p>8. From the Insured Agency</p>

<p>in the existing cover subject to submission of supporting documents (1 copy, original)</p> <p><b>7.1.1.2. Aviation Liability</b></p> <p><b>1.</b> Insured's written request indicating/specifying the changes in the existing cover subject to submission of supporting documents (1 copy, original)</p>		<p>9. From the Insured Agency</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit Letter Request together with the required documents</p>	<ul style="list-style-type: none"> <li>• Receives and checks the completeness of documents submitted and endorse for processing.</li> <li>○ Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</li> <li>○ Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</li> </ul>	<p>None</p>	<p>1 WD*</p>	<p>Marketing Department (MD)</p>

<ul style="list-style-type: none"> <li>• Wait for the issuance of the policy or endorsement and bill.</li> </ul>	<ol style="list-style-type: none"> <li>1. Process the transaction. Issue policy/endorsement and bill.               <ol style="list-style-type: none"> <li>a. Receives the transaction:                   <ul style="list-style-type: none"> <li>▪ Receives all documentary requirements and GIIS-TMS ticket from MD.</li> <li>▪ Checks /examines the completeness and propriety of the submitted documents</li> </ul> </li> <li>• Transmit the document to Unit Head.</li> </ol> </li> </ol>	<p>None</p>	<p>1 WD*</p>	<p><i>Central Receiver Underwriting Department</i></p>
	<ul style="list-style-type: none"> <li>○ Assigns the transaction to the concerned Underwriter.</li> </ul>		<p>7.5 hours*</p>	<p><i>Unit Head Underwriting Department</i></p>
	<ul style="list-style-type: none"> <li>○ Evaluation and Underwriting               <ul style="list-style-type: none"> <li>▪ Receives</li> </ul> </li> </ul>		<p>1 WD*</p>	<p><i>Underwriter Underwriting Department</i></p>





	<p>survey and submit survey report</p> <ul style="list-style-type: none"> <li>▪ Underwrite the risk <ul style="list-style-type: none"> <li>• Evaluate survey report, if any,</li> <li>• Determine applicable rate, premium, deductibles, warranties and clauses</li> </ul> </li> </ul>		2 WDs*	<i>Underwriter Underwriting Department</i>
	<ul style="list-style-type: none"> <li>○ Issue and print Policy and Bill <ul style="list-style-type: none"> <li>▪ Prepare policy and bill through the GIIS;</li> <li>▪ Print and review the policy and bill;</li> <li>▪ Affix initial and submit through channel for approval/signature of the</li> </ul> </li> </ul>	Computed Premium	<p>1 WD*</p> <p>3 WDs*</p> <p>1 WD*</p>	<p><i>Underwriter - Underwriting Department</i></p> <p><i>All signatories</i></p> <p><i>Underwriter - Underwriting Department</i></p>

	<p>concerned signatory. Forward TMS.</p> <ul style="list-style-type: none"> <li>▪ Reviews/signs/initials policy and bill.</li> <li>▪ Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.</li> </ul>			
<ul style="list-style-type: none"> <li>• Receive copies of the policy/endorsement and bill**</li> </ul>	3. Deliver the signed policy/endorsement and bill.	None	1 WD*	Collection Officer, Insurance Support Staff
TOTAL		As indicated in the bill	20 WDs	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i>  <i>**For payment of the premium, please proceed to the nearest GSIS branch office.</i></p>				

**36. UNDERWRITING, BILLING AND ISSUANCE OF MARINE HULL INSURANCE POLICY**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>• NEW POLICY</b>				
1. Duly filled up questionnaire and proposal form with the following underwriting information (1 copy, original):		1. From Insured Agency		
<ul style="list-style-type: none"> <li>• Technical Description of the Vessel</li> <li>• Age/Year Built</li> <li>• Type of Hull (Roro, Tanker, Passenger, Fishing Vessel, Fast Craft, Patrol Vessel, Search and Rescue Vessel)</li> <li>• Tonnage (Gross, Net)</li> <li>• Geographical Limits</li> </ul>				
2. Certificate of Sea Worthiness (1 photocopy);		2. From Marina Industry Authority (MARINA)		
3. Latest Condition/Valuation Report of the Vessel (1 photocopy); and		3. From Insured Agency		
4. Loss experience ( 1 photocopy).		4. From Insured Agency		
<b>• RENEWAL POLICY</b>				
1. Letter Request for renewal (1 copy, original); and		5. From Insured Agency		
2. Amendment in the insurance cover, if any (1 copy, original).		6. From Insured Agency		
<b>• ENDORSEMENT</b>				
1. Insured's Letter Request indicating/specifying the changes in the existing cover (1 copy, original)		7. From Insured Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request together with the required documents	<ul style="list-style-type: none"> <li>• Receives and checks the completeness of documents submitted and endorse for processing.</li> </ul>	None	1 working day (WD)*	Marketing Department (MD)

	<ul style="list-style-type: none"> <li>a. Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</li> <li>b. Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</li> </ul>			
<p>2. Wait for the issuance and delivery of the policy/ endorsement and bill.</p>	<p>2. Process the transaction. Issue policy/endorsement and bill.</p> <ul style="list-style-type: none"> <li>a. Receives the transaction: <ul style="list-style-type: none"> <li>i. Receives all documentary requirements and GIIS-TMS ticket from</li> </ul> </li> </ul>	<p>None</p>	<p>1WD*</p>	<p><i>Central Receiver Underwriting Department</i></p>

	<p>MD.</p> <p>ii. Checks/examines the completeness and propriety of the submitted document</p> <p>iii. Transmit the document to Unit Head.</p>			
	<p>b. Assigns the transaction to the concerned Underwriter.</p>		1WD*	<i>Unit Head Underwriting Department</i>
	<p>c. Evaluation and Underwriting</p> <p>i. Receives all documents and GIIS-TMS ticket</p> <p>ii. Checks Financial Information Customer Code (FICC);</p> <p><i>If no existing FICC, request creation of FICC to</i></p>			<i>Underwriter Underwriting Department</i>

	<i>Insurance Support Staff (ISS) Department with the approval of Unit Head.</i>			
	iii. Create FICC		1WD*	Customer Data Processor, Insurance Support Staff
	iv. Conduct Risk Survey, if needed  1. Request approval from Unit Head 2. Assign to Risk Engineer for survey 3. Conduct survey and submit survey report		8WDs*	<i>Underwriter Underwriting Department</i>  <i>Unit Head Underwriting Department</i>  <i>Risk Engineer Underwriting Department</i>
	v. Underwrite the risk  • Evaluate survey report, if any, • Determi		2WDs*	<i>Underwriter Underwriting Department</i>

	ne applicable rate, premium, deductibles, warranties and clauses			
	<p>d. Issue and print Policy and Bill</p> <p>i. Prepare policy and bill through the GIIIS;</p> <p>ii. Print and review the policy and bill;</p> <p>iii. Affix initial and submit through channel for approval/signature of the concerned signatory. Forward TMS.</p>	Computed Premium	1WD*	<i>Underwriter - Underwriting Department</i>
	iv. Reviews/signs/initials policy		3WDs*	<i>All signatories</i>





<ul style="list-style-type: none"> <li>• Estimate Time of Arrival (ETA)</li> <li>• Carrier</li> <li>• Amount of Insurance</li> </ul> <ul style="list-style-type: none"> <li>• <b>MARINE OPEN</b> <ul style="list-style-type: none"> <li>B. Letter Request with the following underwriting information: (1 copy, original)           <ul style="list-style-type: none"> <li>A. Description / Type of Cargo</li> <li>B. Schedule / Frequency of Shipments</li> <li>C. Carrier or Mode of Transportation</li> <li>D. Maximum Amount involved in a shipment</li> <li>E. Destination</li> <li>F. Insuring Condition (Institute Cargo Clauses A, B or C)</li> </ul> </li> </ul> </li> </ul>	
<p><b>III. RENEWAL POLICY</b></p>	
<ol style="list-style-type: none"> <li>1. Letter Request for renewal (1 copy, original)</li> <li>2. Amendment in the insurance cover, if any (1 copy, original)</li> </ol>	<ol style="list-style-type: none"> <li>1. From the Insured Agency</li> <li>2. From the Insured Agency</li> </ol>
<p><b>IV. ENDORSEMENT</b></p>	
<ol style="list-style-type: none"> <li>1. Insured's Letter Request indicating/specifying the changes in the existing cover (1 copy, original)</li> <li>2. List indicating the following (case to case): (1 copy, original)       <ol style="list-style-type: none"> <li>a. Additional Insured properties</li> <li>b. Increase/Reduction of Sum Insured</li> <li>c. Specification/Description</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>3. From the Insured Agency</li> <li>4. From the Insured Agency</li> </ol>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>II.</b> Submit Letter Request together with the required documents</p>	<p>1. Receives and checks the completeness of documents submitted and endorse for processing.</p> <p>a. Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS).</p> <p>b. Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</p>	<p>None</p>	<p>1 WD*</p>	<p><i>Staff Assistant, Marketing Department (MD)</i></p>
<p><b>III.</b> Wait for the issuance and delivery of the policy/ endorsement and bill.</p>	<p>1. Process the transaction. Issue policy/endorsement and bill.</p> <p>a. Receives the transaction:</p> <p>i. Receives all documentary requirements and GIIS-TMS ticket from MD.</p> <p>ii. Checks/examines the completeness and propriety of the submitted documents.</p> <p>iii. Transmit the</p>	<p>None</p>	<p>1 WD*</p>	<p><i>Central Receiver Underwriting Department</i></p>





<b>IV.</b> Receive copies of the policy/endorsement and bill**	3. Deliver the signed policy/endorsement and bill.	None	1 WD*	Collection Officer, ISS Staff
	<b>TOTAL</b>	As indicated in the bill	20 WDs	

\*Time indicated depends on the number of transacting members on queue.

\*\*For payment of the premium, please proceed to the nearest GSIS branch office.

### 38. UNDERWRITING AND ISSUANCE OF MISCELLANEOUS INSURANCE POLICY

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government Transactions	
<b>Who may avail:</b>	All Government Agencies and Instrumentalities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>a. NEW POLICY</b>		
<b>1. COMPREHENSIVE GENERAL LIABILITY</b>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p>A. Letter Request for Coverage indicating the following (1 copy, original):</p> <ol style="list-style-type: none"> <li>Location of Risk</li> <li>Type of business (i.e. office, school, hospital, etc)</li> <li>Building Floor Area</li> <li>Limit of Liability</li> </ol>		
<b>2. FINE ARTS INSURANCE</b>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p>A. Letter Request for the coverage (1 copy, original), and</p> <p>B. List of Artworks to be covered indicating the following (1 copy, original):</p> <ul style="list-style-type: none"> <li>Description</li> <li>Name of Artist/s</li> </ul>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>

<ul style="list-style-type: none"> <li>• Sum Insured (Total or per item)</li> <li>• Location of Artworks</li> </ul>	
<p><b>C. MOVABLE COMPREHENSIVE INSURANCE</b></p> <p>1. Letter Request with the following underwriting information (1 copy, original):</p> <ol style="list-style-type: none"> <li>1. List of Artworks</li> <li>2. Description</li> <li>3. Name of Artist/s</li> <li>4. Values</li> <li>5. Total Sum Insured</li> <li>6. Schedule of Exhibit</li> <li>7. Location</li> </ol>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>D. MONEY, SECURITIES AND PAYROLL ROBBERY (MSPR) INSURANCE</b></p> <p>1. Letter Request for Coverage defining the following (1 copy, original):</p> <ul style="list-style-type: none"> <li>• List of personnel to be covered</li> <li>• Limit of liability (aggregate or per person or per location/branch)</li> <li>• List of location/branch to be covered</li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>E. DIRECTORS AND OFFICERS LIABILITY INSURANCE (DOLI)</b></p> <ul style="list-style-type: none"> <li>• Signed and dated Application Form (1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

<ul style="list-style-type: none"> <li>List of Directors and Officers (with corresponding positions) sought to be covered (1 copy, original);</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>Organizational Chart (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>Latest Audited Financial Statement (1 copy, authenticated);</li> </ul>	<ul style="list-style-type: none"> <li>As submitted and authenticated by COA</li> </ul>
<ul style="list-style-type: none"> <li>List of Cases filed against the Agency, if any (1 copy, original); and</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<ul style="list-style-type: none"> <li>Letter Confirmation of the Agency on the Proposal Quotation (1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p><b>F. BANKERS BLANKET BOND (BBB)</b></p> <p>1. Duly signed Proposal Form indicating the following underwriting information (1 copy, original):</p> <ul style="list-style-type: none"> <li>List of location/branch to be covered</li> <li>Limit of Liability (Aggregate or per person or per location/branch)</li> <li>Copy of Security Procedures/system</li> <li>Money Route</li> <li>Mode of Transportation</li> </ul>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p><b>G. DESTRUCTION, DISAPPEARANCE AND DISHONESTY (DDD)</b></p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>



<p>1. Letter Request for Coverage (1 copy, original);</p>	
<p>2. List of personnel to be covered indicating the following information  (1 copy, original):</p> <p>2 Position/Status of Appointment of Personnel to be covered</p> <p>3 Amount to be guaranteed per personnel</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p>3. List of covered location/branch (if any)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>b. RENEWAL POLICY</b></p>	
<p><b>1. COMPREHENSIVE GENERAL LIABILITY</b></p> <p>1. Letter Request for renewal/extension indicating amendment in the insurance cover, if any (1 copy, original)</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>2. FINE ARTS INSURANCE</b></p> <p>1. Letter Request for renewal/extension indicating amendment in the insurance cover, if any</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>
<p><b>3. MOVABLE COMPREHENSIVE INSURANCE</b></p> <p>1. Letter Request for renewal/extension indicating amendment in the</p>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

insurance cover, if any	
<p><b>4. MONEY, SECURITIES AND PAYROLL ROBBERY (MSPR) INSURANCE</b></p> <p>1. Letter Request for renewal/extension indicating amendment in the insurance cover, if any</p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p><b>5. DIRECTORS AND OFFICERS LIABILITY INSURANCE (DOLI)</b></p> <p>2 Signed and dated Application Form (1 copy, original)</p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p>3 List of Directors and Officers (with corresponding positions) sought to be covered (1 copy, original);</p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p>4 Organizational Chart (1 photocopy)</p>	<p>From the Insured Agency</p>
<p>5 Latest Audited Financial Statement (1 copy, authenticated);</p>	<ul style="list-style-type: none"> <li>From the Insured Agency, as submitted and authenticated by COA</li> </ul>
<p>6 List of Cases filed against the Agency, if any (1 copy, original); and</p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>
<p>7 Letter Confirmation of the Agency on the Proposal Quotation (1 copy, original)</p>	<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>

<p><b>6. BANKERS BLANKET BOND (BBB)</b></p> <p>I. Letter Request for renewal/extension indicating amendment in the insur</p>				
<p><b>7. DESTRUCTION, DISAPPEARANCE AND DISHONESTY (DDD)</b></p> <p>1. Letter Request for renewal/extension indicating amendment in the insurance cover, if any</p>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>		
<p><b>c. ENDORSEMENT (applicable to all lines)</b></p>				
<p>1. Insured's Letter Request indicating/ specifying the changes in the existing cover (1 copy, original)</p>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>I. Submit Letter Request together with the required documents</p>	<p>1 Receives and checks the completeness of documents submitted and endorse for processing.</p> <p>1.1 Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</p>	<p>None</p>	<p>1 working day (WD)</p>	<p>Staff Assistant, Marketing Department</p>

	1.2 Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.			
II. Wait within 20 working days (WD) for the issuance and delivery of the policy/ endorsement and bill.	1. Process the transaction. Issue policy/endorsement and bill.	None	1 WD*	Central Receiver, Underwriting Department
	<ul style="list-style-type: none"> <li>a. Receives the transaction: <ul style="list-style-type: none"> <li>i. Receives all documentary requirements and GIIS-TMS ticket from MD.</li> <li>ii. Checks/examines the completeness and propriety of the submitted documents.</li> <li>iii. Transmit the document to Unit Head.</li> </ul> </li> </ul>			
	<ul style="list-style-type: none"> <li>b. Assigns the transaction to the concerned Underwriter.</li> <li>c. Evaluation and Underwriting <ul style="list-style-type: none"> <li>i. Receives all documents and GIIS-TMS ticket</li> <li>ii. Checks Financial Information Customer Code</li> </ul> </li> </ul>		1 WD*	Unit Head, Underwriting Department  Underwriter, Underwriting Department

	(FICC);  <i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i>			
	iii. Create FICC		30 Minutes*	Customer Data Processor, Insurance Support Staff
	iv. Underwrite the risk <ul style="list-style-type: none"> <li>• Determine applicable rate, premium, deductibles, warranties and clauses</li> </ul>		5 WDs*	Underwriter, Underwriting Department
	o Issue and print Policy and Bill <ul style="list-style-type: none"> <li>▪ Prepare policy and bill through the GIIS;</li> <li>▪ Print and review the policy and bill</li> </ul>	Computed Premium	1 WD*	Underwriter, Underwriting Department

	<ul style="list-style-type: none"> <li>▪ Affix initial and submit through channel for approval/signature of the concerned signatory. Forward TMS.</li> </ul>			
	d. Reviews/signatures/ initials policy and bill.		4 WDs*	All signatories
	e. Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.		1 WD*	Underwriter, Underwriting Department
III. Receive copies of the policy/ endorsement and bill	3. Deliver the signed policy/endorsement and bill.	None	1 WD*	Collection Officer, Insurance Support Staff
<b>TOTAL</b>		As indicated in the bill	<b>14 WD and 30 Minutes</b>	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>**For payment of the premium, please proceed to the nearest GSIS branch office.</i></p>				

**39. UNDERWRITING AND ISSUANCE OF PERSONAL ACCIDENT INSURANCE POLICY**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>1. NEW POLICY</b>	
<ul style="list-style-type: none"> <li>• <b>Personal Accident</b> <ul style="list-style-type: none"> <li>A. Duly filled out application form with the following underwriting information: (1 copy, original)                             <ol style="list-style-type: none"> <li>1. Name of Insured/s</li> <li>2. Date of Birth/s of the Insured/s</li> <li>3. Address (Home and Office)</li> <li>4. Amount of Insurance applied for (Principal Sum, Medical Reimbursement, Bereavement Assistance)</li> <li>5. Beneficiaries (Name and Relationship)</li> </ol> </li> </ul> </li> <li>• <b>Travel Accident</b> <ul style="list-style-type: none"> <li>1. Letter Request for coverage with the following underwriting information: (1 copy, original)                             <ol style="list-style-type: none"> <li>6. Name of Insured/s</li> <li>7. Address (Home and Office)</li> <li>8. Amount of Insurance applied for (Principal Sum, Medical Reimbursement, Bereavement Assistance)</li> <li>9. Duration of Travel</li> <li>10. Place/s of Travel</li> <li>11. Beneficiaries (Name and Relationship)</li> </ol> </li> </ul> </li> </ul>	<p>12. From the Insured Agency</p> <p>13. From the Insured Agency</p>
<b>2. RENEWAL POLICY</b>	
<ul style="list-style-type: none"> <li>1. <b>Personal Accident</b> <ul style="list-style-type: none"> <li>A. The following documents support the Renewal Instruction:(1 copy, original)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• From the Insured Agency</li> </ul>

<p>A. Letter Request for renewal/extension B. Amendment in the insurance cover, if any</p> <p><b>2. Travel Accident</b></p> <p>1. The following documents support the Renewal Instruction: (1 copy, original)</p> <p>C. Letter Request for renewal/extension D. Amendment in the insurance cover, if any</p>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> </ul>		
<p><b>3. ENDORSEMENT</b></p>				
<ul style="list-style-type: none"> <li><b>Personal Accident</b> <ul style="list-style-type: none"> <li>I. Letter Request indicating/specifying the changes in the existing cover (1 copy, original)</li> </ul> </li> <li><b>Travel Accident</b> <ul style="list-style-type: none"> <li>1. Letter Request indicating/specifying the changes in the existing cover (1 copy, original)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>From the Insured Agency</li> <li>From the Insured Agency</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit Letter Request together with the required documents</p>	<ul style="list-style-type: none"> <li>Receives and checks the completeness of documents submitted and endorse for processing. <ul style="list-style-type: none"> <li>Create transaction ticket in the General Insurance Information (GIIS) Transaction Monitoring System (TMS),</li> <li>Transmit all documents and GIIS-TMS ticket to Underwriting Department for processing.</li> </ul> </li> </ul>	<p>None</p>	<p>1 WD*</p>	<p><i>Staff Assistant, Marketing Department (MD)</i></p>



<p>2. Wait for the issuance and delivery of the policy/ endorsement and bill.</p>	<p>1. Process the transaction. Issue policy/endorsement and bill.</p> <p>a. Receives the transaction:</p> <p>i. Receives all documentary requirements and GIIS-TMS ticket from MD.</p> <p>ii. Checks/examines the completeness and propriety of the submitted documents.</p> <p>iii. Transmit the document to Unit Head.</p>	<p>None</p>	<p>2 WDs*</p>	<p><i>Central Receiver Underwriting Department</i></p>
	<p>b. Assigns the transaction to the concerned Underwriter.</p>		<p>1 WD*</p>	<p><i>Unit Head Underwriting Department</i></p>
	<p>c. Evaluation and Underwriting</p> <p>i. Receives all documents and GIIS-TMS ticket</p> <p>ii. Checks Financial Information Customer Code (FICC); <i>If no existing FICC, request creation of FICC to Insurance Support Staff (ISS) Department with the approval of Unit Head.</i></p> <p>iii. Create FICC</p>		<p>1 WD*</p> <p>10 WDs*</p>	<p><i>Underwriter Underwriting Department</i></p> <p><i>Customer Data Processor, Insurance Support Staff</i></p>

	<p>iv. Underwrite the risk</p> <p>1. Determine applicable rate, premium, deductibles, warranties and clauses</p>			<i>Underwriter Underwriting Department</i>
	<p>d. Issue and print Policy and Bill</p> <p>i. Prepare policy and bill through the GIIIS;</p> <p>ii. Print and review the policy and bill;</p> <p>iii. Affix initial and submit through channel for approval/signature of the concerned signatory. Forward TMS.</p> <p>iv. Reviews/signs/ initials policy and bill.</p> <p>v. Transmit the signed policy and bill to ISS for delivery to the Insured client. Forward TMS.</p>	Computed Premium	2 WDs*	<p><i>Underwriter - Underwriting Department</i></p> <p><i>All signatories</i></p> <p><i>Underwriter - Underwriting Department</i></p>
3. Receive copies of the policy/ endorsement and bill**	2. Deliver the signed policy/endorsement and bill.	None	3 WDs*	<i>Collection Officer, ISS Staff</i>
	TOTAL	As indicated in the bill	20 working days	

*\*Time indicated depends on the number of transacting members on queue.*

*\*\*For payment of the premium, please proceed to the nearest GSIS branch office.*

40. UNDERWRITING AND ISSUANCE OF REGULAR BONDS

<b>Office or Division:</b>	Insurance Group – Underwriting Department	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government Transactions	
<b>Who may avail:</b>	Government Agencies who required the Bond	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>I. NEW POLICY</b>		
<b>Bond for Supply and Delivery, Construction and Service Contracts</b>		
1. Bond Application Form (1 copy, original);	1. In Bonds Unit, Insurance Group	
2. Bidder's Bond – Invitation/Notice to Bid/Circular Proposals/Instruction to Bidders (1 photocopy);	2. From Procuring Entity/Agency (Obligee)	
3. Performance/Surety Bond – Letter/Notice of Award/Notice to Proceed/Purchase Order/Job Order/Contract/Service Agreement (1 photocopy);	3. From Procuring Entity/Agency (Obligee)	
4. Warranty Bond – Certificate of Completion and Final Acceptance duly signed by the Obligee or other document as proof of completion of the work (1 photocopy);	4. From Procuring Entity/Agency (Obligee)	
5. Such other contracts or agreements as basis for bond issuance – (1 photocopy);	5. From Procuring Entity/Agency (Obligee)	
6. <b>Bond Endorsement</b> – Work Order/ Variation Order/Change Order/Supplemental Agreement (whenever applicable) (1 photocopy)	6. From Procuring Entity/Agency (Obligee)	
7. Business/Mayor's Permit (1 photocopy);	7. From Local Government Unit	
8. Company Profile (1 copy, original or authenticated copy);	8. From Bond Applicant	

<p><b>9. For Single Proprietorship:</b></p> <ul style="list-style-type: none"> <li>Bond Application Form for Individual/Single Proprietorship (1copy, original and notarized); and</li> </ul>	<p>9. In Bonds Unit, Insurance Group 10. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</p>
<ul style="list-style-type: none"> <li>Department of Trade and Industry (DTI) Certificate of Registration (1 photocopy).</li> </ul>	<p>11. From Department of Trade and Industry</p>
<p><b>10. For Partnership:</b></p> <ul style="list-style-type: none"> <li>Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy); and</li> </ul>	<p>12. From Bond Applicant</p>
<ul style="list-style-type: none"> <li>Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized).</li> </ul>	<p>13. From Bond Applicant</p>
<p><b>11. For Corporation:</b></p> <p>1. Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);</p>	<p>14. From Bond Applicant (as filed with SEC)</p>
<ul style="list-style-type: none"> <li>Latest General Information Sheet duly filed with SEC (1 photocopy);</li> </ul>	<p>15. From Bond Applicant (as filed with SEC)</p>
<ul style="list-style-type: none"> <li>Secretary's Certificates for the following: <ul style="list-style-type: none"> <li>a. List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized);</li> <li>b. Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);</li> </ul> </li> </ul>	<p>16. From Bond Applicant's Corporate Secretary</p>
<p>2. GSIS Form for the Authorized Signatory (1 copy, original and</p>	<p>17. In Bonds Unit, Insurance Group</p>

notarized); and	
3. 2 IDs of the Corporate Secretary with specimen signature (1 photocopy each).	18. Company-issued ID and government-issued ID or 2 government issued IDs
<b>Proof of Income:</b> • BIR Certificate of Registration (Form 2303) (1 photocopy);	19. From Bureau of Internal Revenue
• Annual Income Tax Return duly filed and received by the BIR (1 photocopy); and	20. From Bond Applicant
• Proof of payment or Acknowledgment Receipt (1 photocopy).	21. From Bond Applicant
<b>13. Co-signer Requirement:</b> 9. Co-signer Statement Form (1 copy, original and notarized);	22. In Bonds Unit, Insurance Group
10. Individual Income Tax Return with proof of payment or Acknowledgment Receipt (1 photocopy);	23. From Bureau of Internal Revenue
• Current Real Property Tax Receipt – photocopy (1 photocopy); and	24. From Treasurer's Office of Local Government Unit
11. Current Tax Declaration (1 photocopy).	25. From Assessor's Office of Local Government Unit
14. 2 IDs of the Bond Applicant and Cosigner, with specimen signature (1 photocopy each)	26. Company-issued ID and government-issued ID or 2 government issued IDs
<b>Surety Bond for Department of Foreign Affairs (DFA) and Bureau of Immigration (BI)</b>	
a. Bond Application Form (1 copy, original)	27. In Bonds Unit, Insurance Group
b. Certificate of Membership from Philippine Travel Agencies Association (PTAA) / National Association of Independent Travel	28. From accredited association of travel agencies

Agencies (NAITAS) / Network of Independent Travel Agencies (NITAS) / International Airport Transport Association (IATA) (for travel agencies) (1 photocopy)	
c. Business/Mayor's Permit (1 photocopy);	29.From Local Government Unit
d. Company Profile (1 copy, original or authenticated copy);	30.From Bond Applicant
e. <b>For Single Proprietorship:</b>	
• Bond Application Form for Individual/Single Proprietorship (1copy, original and notarized); and	31.From Bond Applicant
• Department of Trade and Industry (DTI) Certificate of Registration 1 photocopy).	32.From Department of Trade and Industry
f. <b>For Partnership:</b>	
• Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy); and	33.From Bond Applicant
▪ Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized).	34.From Bond Applicant
<b>g. For Corporation:</b>	
2. Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);	35.From Bond Applicant (as filed with SEC)
• Latest General Information Sheet duly filed with SEC (1 photocopy);	36.From Bond Applicant (as filed with SEC)

<ul style="list-style-type: none"> <li>• Secretary's Certificates for the following:             <ul style="list-style-type: none"> <li>a. List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized);</li> <li>b. Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);</li> </ul> </li> </ul>	<p>37. From Bond Applicant's Corporate Secretary</p>
<p>3. GSIS Form for the Authorized Signatory (1 copy, original and notarized); and</p>	<p>38. In Bonds Unit, Insurance Group</p>
<p>4. 2 IDs of the Corporate Secretary with specimen signature (1 photocopy each).</p>	<p>39. Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p>h. <b>Proof of Income:</b></p> <ul style="list-style-type: none"> <li>• BIR Certificate of Registration (Form 2303) (1 photocopy);</li> </ul>	<p>40. From Bureau of Internal Revenue</p>
<ul style="list-style-type: none"> <li>• Annual Income Tax Return duly filed and received by the BIR (1 photocopy); and</li> </ul>	<p>41. From Bond Applicant</p>
<ul style="list-style-type: none"> <li>• Proof of payment or Acknowledgment Receipt (1 photocopy).</li> </ul>	<p>42. From Bond Applicant</p>
<p>i. <b>Co-signer Requirement:</b></p> <p>12. Co-signer Statement Form (1 copy, original and notarized); and</p>	<p>43. In Bonds Unit, Insurance Group</p>
<p>13. Individual Income Tax Return with proof of payment or Acknowledgment Receipt (1 photocopy).</p>	<p>44. From Bureau of Internal Revenue</p>

<p>j. 2 IDs of the Bond Applicant and Cosigner, with specimen signature (1 photocopy each)</p>	<p>45. Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p><b>Surety Bond for Department of Science and Technology (DOST) Scholars</b></p>	
<p>1. Bond Application Form (1 copy, original);</p>	<p>46. In Bonds Unit, Insurance Group</p>
<p>2. Duly executed Supplemental Agreement or Return Service Agreement (1 photocopy);</p>	<p>47. From Procuring Entity/Agency (Obligee)</p>
<p>3. Bond Application Form for Individual/Single Proprietorship (1 copy, original and notarized);</p>	<p>48. In Bonds Unit, Insurance Group 49. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</p>
<p>4. Collateral Requirement (in any of the following forms):</p>	
<ul style="list-style-type: none"> <li>• Cash/Manager's or Cashier's Check (1 copy, original);</li> <li>• Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);             <ol style="list-style-type: none"> <li>1. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</li> <li>2. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> </ol> </li> <li>• Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original)             <ul style="list-style-type: none"> <li>▪ Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</li> <li>▪ 2 IDs of the bank's signatory,</li> </ul> </li> </ul>	<p>50. From the Bank</p> <p>51. From the Bank</p> <p>52. Executed by the Bond Applicant and GSIS with Bank's conformity</p> <p>53. Company-issued ID and government-issued ID</p> <p>54. From the Bank</p> <p>55. From the Bank</p> <p>56. Company-issued ID and government-issued ID</p>



<p>with specimen signature (1 photocopy each);</p> <ul style="list-style-type: none"> <li>• Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</li> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>57. From the Registry of Deeds</p> <p>58. Executed by the Bond Applicant and GSIS</p> <p>59. From the Assessor's Office of the concerned Local Government Unit</p> <p>60. From the Treasurer's Office of the concerned Local Government Unit</p>
<p>5. 2 IDs of the Bond Applicant, with specimen signature (1 photocopy each)</p>	<p>61. Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p><b>Surety/Performance Bond for Department of Agrarian Reforms (DAR)</b></p>	
<p>2. Bond Application Form (1 copy, original)</p>	<p>62. In Bonds Unit, Insurance Group</p>
<p>3. Estimate/Computation (for Surety Bond) and Order granting the Conversion (for Performance Bond) (1 photocopy)</p>	<p>63. From Department of Agrarian Reforms</p>
<p>9. Business/Mayor's Permit (1 copy, photocopy);</p>	<p>64. From Local Government Unit</p>
<p>10. Company Profile (1 copy, original or authenticated copy);</p>	<p>65. From Bond Applicant</p>
<p>11. <b>For Single Proprietorship:</b></p> <ul style="list-style-type: none"> <li>• Bond Application Form for Individual/Single Proprietorship (1 copy, original and notarized); and</li> </ul>	<p>66. In Bonds Unit, Insurance Group</p> <p>67. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</p>

<ul style="list-style-type: none"> <li>Department of Trade and Industry (DTI) Certificate of Registration (1 photocopy).</li> </ul>	68.From Department of Trade and Industry
<p>12. <b>For Partnership:</b></p> <ul style="list-style-type: none"> <li>Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy); and</li> </ul>	69.From Bond Applicant
<ul style="list-style-type: none"> <li>Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized).</li> </ul>	70.From Bond Applicant
<p>13. <b>For Corporation:</b></p> <p>3. Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);</p>	71.From Bond Applicant (as filed with SEC)
<ul style="list-style-type: none"> <li>Latest General Information Sheet duly filed with SEC (1 photocopy);</li> </ul>	72.From Bond Applicant (as filed with SEC)
<ul style="list-style-type: none"> <li>Secretary's Certificates for the following: <ul style="list-style-type: none"> <li>List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized);</li> <li>Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);</li> </ul> </li> </ul>	73.From Bond Applicant's Corporate Secretary
<p>4. GSIS Form for the Authorized Signatory (1 copy, original and notarized); and</p>	74.In Bonds Unit, Insurance Group
<p>5. 2 IDs of the Corporate Secretary with specimen signature (1</p>	75.Company-issued ID and government-issued ID or 2 government issued IDs

photocopy each).	
<b>14. Proof of Income:</b> <ul style="list-style-type: none"> <li>• BIR Certificate of Registration (Form 2303) (1 photocopy);</li> </ul>	76. From Bureau of Internal Revenue
<ul style="list-style-type: none"> <li>• Annual Income Tax Return duly filed and received by the BIR (1 photocopy); and</li> </ul>	77. From Bond Applicant
<ul style="list-style-type: none"> <li>• Proof of payment or Acknowledgment Receipt (1 photocopy).</li> </ul>	78. From Bond Applicant
<b>a. Collateral Requirement (in any of the following forms):</b>	
<ol style="list-style-type: none"> <li>1. Cash/Manager's or Cashier's Check (1 copy, original);</li> <li>2. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</li> <li>3. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</li> <li>4. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> </ol>	<p>79. From the Bank</p> <p>80. From the Bank</p> <p>81. Executed by the Bond Applicant and GSIS with Bank's conformity</p> <p>82. Company-issued ID and government-issued ID</p>
<ol style="list-style-type: none"> <li>3. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original)             <ol style="list-style-type: none"> <li>i. Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</li> <li>ii. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> </ol> </li> </ol>	<p>83. From the Bank</p> <p>84. From the Bank</p> <p>85. Company-issued ID and government-issued ID</p> <p>86. From the Registry of Deeds</p>

<p>4. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>87. Executed by the Bond Applicant and GSIS</p> <p>88. From the Assessor's Office of the concerned Local Government Unit</p> <p>89. From the Treasurer's Office of the concerned Local Government Unit</p>
<p>b. 2 IDs of the Bond Applicant, with specimen signature (1 photocopy each)</p>	<p>90. Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p><b>Surety Bond for the Conditional Release of Imported Goods or Shipment with the Board of Investments (BOI) / Department of Trade and Industry (DTI)</b></p>	
<p>3. Bond Application Form (1 copy, original)</p>	<p>91. In Bonds Unit, Insurance Group</p>
<p>a. Certificate of Authority granting the conditional release of imported goods or shipment subject to surety bond requirement (1 photocopy)</p>	<p>92. From Board of Investments (BOI) / Department of Trade and Industry (DTI)</p>
<p>9. Business/Mayor's Permit (1 photocopy);</p>	<p>93. From Local Government Unit</p>
<p>10. Company Profile (1 copy, original or authenticated copy);</p>	<p>94. From Bond Applicant</p>
<p>11. <b>For Single Proprietorship:</b></p> <ul style="list-style-type: none"> <li>• Bond Application Form for Individual/Single Proprietorship (1 copy, original and notarized); and</li> </ul>	<p>95. In Bonds Unit, Insurance Group</p> <p>96. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</p>
<ul style="list-style-type: none"> <li>• Department of Trade and Industry (DTI) Certificate of Registration 1 photocopy).</li> </ul>	<p>97. From Department of Trade and Industry</p>
<p>12. <b>For Partnership:</b></p>	<p>98. From Bond Applicant</p>

<ul style="list-style-type: none"> <li>Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 copy, photocopy); and</li> </ul>	
<ul style="list-style-type: none"> <li>Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized).</li> </ul>	99.From Bond Applicant
<p><b>13. For Corporation:</b></p> <p><b>4.</b> Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);</p>	100.From Bond Applicant (as filed with SEC)
<ul style="list-style-type: none"> <li>Latest General Information Sheet duly filed with SEC (1 photocopy);</li> </ul>	101.From Bond Applicant (as filed with SEC)
<ul style="list-style-type: none"> <li>Secretary's Certificates for the following:                             <ul style="list-style-type: none"> <li>List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized);</li> <li>Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);</li> </ul> </li> </ul>	102.From Bond Applicant's Corporate Secretary
<p><b>5.</b> GSIS Form for the Authorized Signatory (1 copy, original and notarized); and</p>	103.In Bonds Unit, Insurance Group
<p><b>6.</b> 2 IDs of the Corporate Secretary with specimen signature (1 photocopy each).</p>	104.Company-issued ID and government-issued ID or 2 government issued IDs
<p><b>14. Proof of Income:</b></p> <ul style="list-style-type: none"> <li>BIR Certificate of Registration (Form 2303) (1 photocopy);</li> </ul>	105.From Bureau of Internal Revenue
<ul style="list-style-type: none"> <li>Annual Income Tax Return duly filed</li> </ul>	106.From Bond Applicant

and received by the BIR (1 photocopy); and	
<ul style="list-style-type: none"> <li>• Proof of payment or Acknowledgment Receipt (1 photocopy).</li> </ul>	107.From Bond Applicant
1. Collateral Requirement (in any of the following forms):	
<ul style="list-style-type: none"> <li>3. Cash/Manager's or Cashier's Check (1 copy, original);</li> <li>4. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</li> <li>5. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</li> <li>6. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> <li>5. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original) <ul style="list-style-type: none"> <li>i. Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</li> <li>ii. 2 IDs of the bank's signatory, with specimen signature (1 photocopy);</li> </ul> </li> <li>6. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original) <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> </ul> </li> </ul>	<p>108.From the Bank</p> <p>109.From the Bank</p> <p>110.Executed by the Bond Applicant and GSIS with Bank's conformity</p> <p>111.Company-issued ID and government-issued ID</p> <p>112.From the Bank</p> <p>113.From the Bank</p> <p>114.Company-issued ID and government-issued ID</p> <p>115.From the Registry of Deeds</p> <p>116.Executed by the Bond Applicant and GSIS</p> <p>117.From the Assessor's Office of the concerned Local Government Unit</p>

<ul style="list-style-type: none"> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	118.From the Treasurer's Office of the concerned Local Government Unit
2. 2 IDs of the Bond Applicant, with specimen signature (1 photocopy each)	119.Company-issued ID and government-issued ID or 2 government issued IDs
<b>Surety Bond for Lease or Concessionaire Contract</b>	
9. Bond Application Form (1 copy, original)	120.In Bonds Unit, Insurance Group
10. Lease or Concessionaire Contract (1 photocopy)	121.From any Government Agency (Obligee)
a. Business/Mayor's Permit (1 photocopy);	122.From Local Government Unit
b. Company Profile (1 copy, original or authenticated copy);	123.From Bond Applicant
c. <b>For Single Proprietorship:</b> <ul style="list-style-type: none"> <li>• Bond Application Form for Individual/Single Proprietorship (1copy, original and notarized); and</li> </ul>	124.In Bonds Unit, Insurance Group 125.Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)
<ul style="list-style-type: none"> <li>• Department of Trade and Industry (DTI) Certificate of Registration (1 photocopy).</li> </ul>	126.From Department of Trade and Industry
d. <b>For Partnership:</b> <ul style="list-style-type: none"> <li>• Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy); and</li> </ul>	127.From Bond Applicant
<ul style="list-style-type: none"> <li>▪ Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the</li> </ul>	128.From Bond Applicant

managing partner) (1 copy, original or authenticated copy and notarized).	
<b>e. For Corporation:</b>	
5. Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);	129.From Bond Applicant (as filed with SEC)
• Latest General Information Sheet duly filed with SEC (1 photocopy);	130.From Bond Applicant (as filed with SEC)
• Secretary's Certificates for the following:  a. List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized); b. Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);	131.From Bond Applicant's Corporate Secretary
103.GSIS Form for the Authorized Signatory (1 copy, original and notarized); and	132.In Bonds Unit, Insurance Group
7. 2 IDs of the Corporate Secretary with specimen signature (1 photocopy each).	133.Company-issued ID and government-issued ID or 2 government issued IDs
<b>f. Proof of Income:</b>	134.From Bureau of Internal Revenue
• BIR Certificate of Registration (Form 2303) (1 photocopy);	
• Annual Income Tax Return duly filed and received by the BIR (1 photocopy); and	135.From Bond Applicant
• Proof of payment or Acknowledgment Receipt (1 photocopy).	136.From Bond Applicant
• Collateral Requirement (in any of the following forms):	



<p>1. Cash/Manager's or Cashier's Check (1 copy, original);</p> <p>2. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</p> <p>7. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</p> <p>8. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</p> <p>3. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original)</p> <p>i. Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</p> <p>ii. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</p> <p>4. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>137.From the Bank</p> <p>138.From the Bank</p> <p>139.Executed by the Bond Applicant and GSIS with Bank's conformity</p> <p>140.Company-issued ID and government-issued ID</p> <p>141.From the Bank</p> <p>142.From the Bank</p> <p>143.Company-issued ID and government-issued ID</p> <p>144.From the Registry of Deeds</p> <p>145.Executed by the Bond Applicant and GSIS</p> <p>146.From the Assessor's Office of the concerned Local Government Unit</p> <p>147.From the Treasurer's Office of the concerned Local Government Unit</p>
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<ul style="list-style-type: none"> <li>2 IDs of the Bond Applicant, with specimen signature (1 photocopy each)</li> </ul>	148. Company-issued ID and government-issued ID or 2 government issued IDs
<b>Performance Bond for Philippine Ports Authority (PPA) Contracts</b>	
1. Bond Application Form (1 copy, original)	149. In Bonds Unit, Insurance Group
2. Contract or Agreement with Philippine Ports Authority (1 photocopy)	150. From Philippine Ports Authority (Obligee)
a. Business/Mayor's Permit (1 photocopy);	151. From Local Government Unit
b. Company Profile (1 copy, original or authenticated copy);	152. From Bond Applicant
<b>c. For Single Proprietorship:</b> <ul style="list-style-type: none"> <li>Bond Application Form for Individual/Single Proprietorship (1 copy, original and notarized); and</li> </ul>	153. In Bonds Unit, Insurance Group 154. Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)
<ul style="list-style-type: none"> <li>Department of Trade and Industry (DTI) Certificate of Registration (1 photocopy).</li> </ul>	155. From Department of Trade and Industry
<b>d. For Partnership:</b> <ul style="list-style-type: none"> <li>Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy); and</li> </ul>	156. From Bond Applicant
<ul style="list-style-type: none"> <li>Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized).</li> </ul>	157. From Bond Applicant
<b>e. For Corporation:</b> <ol style="list-style-type: none"> <li>Articles of Incorporation and By-laws duly filed with SEC, including amendments (1 photocopy);</li> </ol>	158. From Bond Applicant (as filed with SEC)

<ul style="list-style-type: none"> <li>• Latest General Information Sheet duly filed with SEC (1 photocopy);</li> </ul>	159.From Bond Applicant (as filed with SEC)
<ul style="list-style-type: none"> <li>• Secretary's Certificates for the following: <ul style="list-style-type: none"> <li>a. List of present directors and principal executive officers of the Corporation and shares of each (1 copy, original or authenticated copy and notarized);</li> <li>b. Authorized signatory of the Corporation (1 copy, original or authenticated copy and notarized);</li> </ul> </li> </ul>	160.From Bond Applicant's Corporate Secretary
<p><b>103.</b> GSIS Form for the Authorized Signatory (1 copy, original and notarized); and</p>	161.In Bonds Unit, Insurance Group
<p><b>8.</b> 2 IDs of the Corporate Secretary with specimen signature (1 copy each, photocopy).</p>	162.Company-issued ID and government-issued ID or 2 government issued IDs
<p>f. <b>Proof of Income:</b></p> <ul style="list-style-type: none"> <li>• BIR Certificate of Registration (Form 2303) (1 photocopy);</li> </ul>	163.From Bureau of Internal Revenue
<ul style="list-style-type: none"> <li>• Annual Income Tax Return duly filed and received by the BIR (1 photocopy); and</li> </ul>	164.From Bond Applicant
<ul style="list-style-type: none"> <li>• Proof of payment or Acknowledgment Receipt (1 photocopy).</li> </ul>	165.From Bond Applicant
<p>1. Collateral Requirement (in any of the following forms):</p>	
<ul style="list-style-type: none"> <li>a. Cash/Manager's or Cashier's Check (1 copy, original);</li> </ul>	166.From the Bank
<ul style="list-style-type: none"> <li>b. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</li> </ul>	167.From the Bank
<p>9. Deed of Assignment (in prescribed form) (6 copies,</p>	168.Executed by the Bond Applicant and GSIS with Bank's conformity

<p>original and notarized);</p> <p>10. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</p> <p>c. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original)</p> <ul style="list-style-type: none"> <li>▪ Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</li> <li>▪ 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> </ul> <p>d. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>169. Company-issued ID and government-issued ID</p> <p>170. From the Bank</p> <p>171. From the Bank</p> <p>172. Company-issued ID and government-issued ID</p> <p>173. From the Registry of Deeds</p> <p>174. Executed by the Bond Applicant and GSIS</p> <p>175. From the Assessor's Office of the concerned Local Government Unit</p> <p>176. From the Treasurer's Office of the concerned Local Government Unit</p>
<p>2. 2 IDs of the Bond Applicant, with specimen signature (1 photocopy each)</p>	<p>177. Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p><b>Heir's Bond</b></p>	
<ul style="list-style-type: none"> <li>• Bond Application Form (1 copy, original)</li> </ul>	<p>178. In Bonds Unit, Insurance Group</p>
<ul style="list-style-type: none"> <li>• Extrajudicial Settlement of Estate or</li> </ul>	<p>179. From the Bond Applicant</p>

Affidavit of Self-Adjudication (1 photocopy)	
<ul style="list-style-type: none"> <li>Bond Application Form for Individual/Single Proprietorship (1 copy, original and notarized)</li> </ul>	180.In Bonds Unit, Insurance Group 181.Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)
<ul style="list-style-type: none"> <li>Affidavit of Publication of Extrajudicial Settlement of Estate or Affidavit of Self-Adjudication (1 photocopy)</li> </ul>	4. From the Publishing Company
<ul style="list-style-type: none"> <li>Death Certificate (1 photocopy)</li> </ul>	9. From the Philippine Statistics Authority (PSA)
<ul style="list-style-type: none"> <li>Proof of filiation of the claiming heir/s, namely, marriage contract (surviving spouse) and/or birth certificate (child deceased) (1 photocopy)</li> </ul>	10.From the Philippine Statistics Authority (PSA)
<ul style="list-style-type: none"> <li>Latest Bank Certificate (showing the bank account number of the deceased, account type, outstanding balance sought to be covered by the bond) (1 copy, original)</li> </ul>	11.From the Bank
<ul style="list-style-type: none"> <li><b>Co-signer Requirement:</b> 14.Co-signer Statement Form (1 copy, original and notarized); and</li> </ul>	182.In Bonds Unit, Insurance Group
15.Individual Income Tax Return with proof of payment or Acknowledgment Receipt (1 photocopy).	183.From Bureau of Internal Revenue
<ul style="list-style-type: none"> <li>2 IDs of the Bond Applicant's Authorized signatory and Cosigner, with specimen signature (1 photocopy each)</li> </ul>	184.Company-issued ID and government-issued ID or 2 government issued IDs
<b>Bond Applicant is a Local Government Unit (LGU)</b>	
5. Bond Application Form (1 copy, original)	185.In Bonds Unit, Insurance Group
6. Contract or Agreement with another	186.From the Procuring Entity/Agency

party (1 photocopy)	(Obligee)
7. Board Resolution authorizing the LGU to enter into a contract or project subject of the surety or performance bond (1 copy, authenticated copy)	187.From the Bond Applicant Local Government Unit
8. GSIS Form for the Authorized Signatory (1 copy, original and notarized)	188.In Bonds Unit, Insurance Group
9. Financial Statement for the last two (2) years (1 photocopy)	189.From the Bond Applicant Agency (as audited by the Commission on Audit)
10.Certificate of Fund Availability (in prescribed form) (1 copy, original)	190.From the Bond Applicant Local Government Unit
<b>11.Collateral Requirement, if applicable (in any of the following forms):</b>	
<ul style="list-style-type: none"> <li>1. Cash/Manager's or Cashier's Check (1 copy, original);</li> <li>2. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</li> <li>11. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</li> <li>12. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</li> <li>3. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original) <ul style="list-style-type: none"> <li>3.1.1. Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</li> <li>3.2.2. IDs of the bank's signatory,</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>191.From the Bank</li> <li>192.From the Bank</li> <li>193.Executed by the Bond Applicant and GSIS with Bank's conformity</li> <li>194.Company-issued ID and government-issued ID</li> <li>195.From the Bank</li> <li>196.From the Bank</li> <li>197.Company-issued ID and government-issued ID</li> </ul>

<p>with specimen signature (1 photocopy each);</p> <p>4. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>198.From the Registry of Deeds</p> <p>199.Executed by the Bond Applicant and GSIS</p> <p>200.From the Assessor's Office of the concerned Local Government Unit</p> <p>201.From the Treasurer's Office of the concerned Local Government Unit</p>
<p>12.2 IDs of the Bond Applicant's Authorized Signatory, with specimen signature (1 photocopy each)</p>	<p>202.Company-issued ID and government-issued ID or 2 government issued IDs</p>
<p><b>Bond Applicant is a Government Owned and Controlled Corporation (GOCC) or any other Government Agency (GA)</b></p>	
<p>1. Bond Application Form (1 copy, original)</p>	<p>203.In Bonds Unit, Insurance Group</p>
<p>2. Contract or Agreement with another party (1 photocopy)</p>	<p>204.From the Procuring Entity/Agency (Obligee)</p>
<p>3. Articles of Incorporation and By-laws (if without own charter) (1 photocopy)</p>	<p>205.From the Bond Applicant Agency (as filed with Securities and Exchange Commission)</p>
<p>4. Board Resolution authorizing the GOCC or GA to enter into a contract or project subject of the surety or performance bond (1 photocopy)</p>	<p>206.From the Bond Applicant Agency</p>
<p>5. Secretary's Certificates for the following:</p> <p style="padding-left: 40px;">a. List of present directors and principal executive officers of the</p>	<p>207.From Bond Applicant's Corporate Secretary</p>

<p>Agency (1 copy, original or authenticated copy and notarized); b. Authorized signatory of the Agency (1 copy, original or authenticated copy and notarized);</p>	
<p>6. GSIS Form for the Authorized Signatory (1 copy, original and notarized)</p>	<p>208.In Bonds Unit, Insurance Group</p>
<p>7. Financial Statement for the last two (2) years (1 photocopy)</p>	<p>209.From the Bond Applicant Agency (as audited by the Commission on Audit)</p>
<p>8. Certificate of Fund Availability (in prescribed form) (1 copy, original)</p>	<p>210.From the Bond Applicant Agency</p>
<p>9. Collateral Requirement, if applicable (in any of the following forms):</p>	
<p>2. Cash/Manager's or Cashier's Check (1 copy, original);</p> <p>3. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);</p> <p>13. Deed of Assignment (in prescribed form) (6 copies, original and notarized);</p> <p>14. 2 IDs of the bank's signatory, with specimen signature (1photocopy each);</p> <p>4. Irrevocable Standby Letter or Credit (in prescribed form) (1 copy, original)</p> <p>i. Letter Confirmation (in prescribed form) OR Secretary's Certificate (1 copy, original or authenticated copy);</p> <p>ii. 2 IDs of the bank's signatory, with specimen signature (1 photocopy each);</p>	<p>211From the Bank</p> <p>212.From the Bank</p> <p>213.Executed by the Bond Applicant and GSIS with Bank's conformity</p> <p>214.Company-issued ID and government-issued ID</p> <p>215.From the Bank</p> <p>216.From the Bank</p> <p>217.Company-issued ID and government-issued ID</p> <p>218.From the Registry of Deeds</p>



<p>5. Transfer Certificate of Title or Condominium Certificate of Title (1 copy, original)</p> <ul style="list-style-type: none"> <li>• Deed of Real Estate Mortgage (in prescribed form) (1 copy, original and notarized);</li> <li>• Latest Tax Declaration (1 copy, original or authenticated copy);</li> <li>• Latest Real Estate Tax Receipt (1 copy, original or authenticated copy)</li> </ul>	<p>219.Executed by the Bond Applicant and GSIS</p> <p>220.From the Assessor's Office of the concerned Local Government Unit</p> <p>221.From the Treasurer's Office of the concerned Local Government Unit</p>				
<p>10. 2 IDs of the Bond Applicant's Authorized Signatory, with specimen signature (1 photocopy each)</p>	<p>222.Company-issued ID and government-issued ID or 2 government issued IDs</p>				
<p>• <b>ENDORSEMENT</b></p>					
<ul style="list-style-type: none"> <li>▪ Addendum to the Supplemental Agreement for the extension of validity period (1 photocopy)</li> <li>▪ Addendum to the Invitation to Bid for the change of bidding date (Bidders Bond) (1 photocopy)</li> <li>▪ Bond Application Form (1 copy, original)</li> <li>▪ Bond to be amended, if necessary (1 photocopy)</li> <li>▪ Certificate of No Outstanding Liabilities, if applicable (1 copy, original or authenticated copy)</li> </ul>	<ol style="list-style-type: none"> <li>1. From the Procuring Entity Agency (Obligee)</li> <li>2.</li> <li>3. From the Procuring Entity Agency (Obligee)</li> <li>4. In Bonds Unit, Underwriting Department</li> <li>5. From the Bond Applicant</li> <li>6. From the Procuring Entity Agency (Obligee)</li> </ol>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p><b>Filing of Bond Application</b></p>					
<p>1. Proceed to the GSIS</p>	<p>1. Provides the queue number</p>	<p>None</p>	<p>10 minutes*</p>	<p><i>Members Assistance Officer</i></p>	



	<p>for processing of Underwriter</p> <ul style="list-style-type: none"> <li>• Check if applicant has existing FICC, if none, request creation to ISS</li> <li>• If the documents submitted are in order, create "Open Item" in SAP for Bond Application Fee</li> </ul>			
	<ul style="list-style-type: none"> <li>• Advise the Bond Principal or representative to secure Order of Payment for the payment of Bond Application Fee</li> </ul>	Php 200.00 (deductible from the premium)		Booth Officer Bond Unit, Underwriting Department
3. Proceed to the GSIS Information Center and secure a	5. Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>

queue number for the issuance of Order of Payment (OP) and wait to be called.				
4 Present the bill for OP issuance	1. Issue the OP and transfer the queue to the Cashier	None	20 minutes*	<i>OP Issuer, Insurance Support Staff</i>
5 Upon receipt of the OP, proceed to the GSIS Cashier for payment. Wait for the number to be called and pay the premium.	6 Issue the Official Receipt (OR)	As indicated in the bill and OP	15 minutes*	<i>Cashier</i>
7. Provide photocopy of the Official Receipt at the Underwriting Booth	2. Receive the photocopy of the Official Receipt and attach to the Bond Application	None	15 minutes*	<i>Underwriter Underwriting Department</i>
<b>TOTAL</b>		As indicated in the bill	1 hour and 50 minutes	

*\*Time indicated depends on the number of transacting clients/insured agencies on queue.*

*\*\*For payment of the premium, please proceed to the nearest GSIS branch office.*

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Processing of Bond Application</b>				
1. Wait for the	1. Process the Bond application			

issuance and release of the bill, bond/endorsement, and Indemnity Agreement.	a. Evaluate the documents, prepares an Action Sheet and sends TMS for approval	2 WDs*	Underwriter Underwriting Department
	b. Approve or disapprove the application and return the TMS to the concerned underwriter	3 WDs*	Authorized Approving Officer
		1WD*	Underwriter Underwriting Department
		1WD*	Bonds Unit Staff Underwriting Department
		1WD*	Bonds Unit Staff Underwriting Department
	c. Encode underwriting details in GIIS		
	d. Print the face of the bond, indemnity agreement, Acknowledgement and bill		
	e. Advise the Bond Principal that the Bond is		

	already ready for premium payment.			
TOTAL		As indicated in the bill (less Php 200.00 Bond Application Fee)	7 days	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>**For payment of the premium, please proceed to the nearest GSIS branch office.</i></p>				

**41. UNDERWRITING AND ISSUANCE OF PCSO SURETY BONDS**

<b>Office or Division:</b>	Insurance Group – Underwriting Department		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government Transactions		
<b>Who may avail:</b>	Lotto Agent/Lotto Express Agent of the Philippine Charity Sweepstakes Office (PCSO)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. FOR NEW BUSINESS</b>			
<b>INDIVIDUAL OR SINGLE PROPRIETORSHIP</b>			
<b>1.</b> Duly executed Agency Agreement (1 photocopy);	223.Executed between the Bond Applicant and PCSO		
<b>2.</b> Certification (in prescribed form), if the submitted Agency Agreement lacks the signature of PCSO authorized officer (1 copy, original);	224.From PCSO		
<b>3.</b> Duly accomplished Bond Application Form for Individual or Single Proprietorship (1 copy, original and notarized); and	225.In Bonds Unit, Insurance Group		
<b>4.</b> 2 IDs of the Bond Applicant, with specimen signature (1 photocopy).	226.Government-issued IDs		

<b>PARTNERSHIP</b>	
1. Duly executed Agency Agreement (1 copy, photocopy);	227.Executed between the Bond Applicant and PCSO
2. Certification (in prescribed form), if the submitted Agency Agreement lacks the signature of PCSO authorized officer (1 copy, original);	228.From PCSO
3. Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy);	229.From Bond Applicant
4. Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy, original or authenticated copy and notarized); and	230.From Bond Applicant
5. 2 IDs of the authorized partner/representative, with specimen signature (1 photocopy each).	231.Company-issued ID and government-issued ID or 2 government issued IDs
<b>CORPORATION</b>	
1. Duly executed Agency Agreement (1 photocopy);	232.Executed between the Bond Applicant and PCSO
2. Certification (in prescribed form), if the submitted Agency Agreement lacks the signature of PCSO authorized officer (1 copy, original);	233.From PCSO
3. Articles of Incorporation and By-laws (for new bond applicant only) (1 photocopy);	234.From Bond Applicant (as filed with SEC)
4. Latest General Information Sheet (GIS) (except for newly incorporated company) (1 photocopy);	235.From Bond Applicant (as filed with SEC)
5. Secretary's Certificate certifying that the person or officer signing the bond and Indemnity Agreement, on behalf of the corporation, is authorized to do so by its Board (1 copy, original and	236.From Bond Applicant's Corporate Secretary

notarized); and,	
6. 2 IDs of the authorized representative/signatory and Corporate Secretary, with specimen signature (1, photocopy each)	237. Company-issued ID and government-issued ID or 2 government issued IDs
<b>II.FOR RENEWAL BUSINESS</b>	
1. New Agency Agreement or Notice of Extension/Renewal of Agency Agreement (1 photocopy);	238.From PCSO
2. Certification (in prescribed form), if the submitted Notice of Extension/Renewal lacks the signature of PCSO authorized officer (1 copy, original);	239.From PCSO
3. Latest General Information Sheet duly filed with SEC (for Corporation) (1 photocopy); and	240.From Bond Applicant
4. IDs of the Bond Applicant or Lotto or Lotto Express Agent and Co-signer, with specimen signature (1 photocopy each)	241. Company-issued ID and government-issued ID or 2 government issued IDs
<b>ADDITIONAL REQUIREMENT (FOR BOTH NEW AND RENEWAL)</b>	
<b>• CO-SIGNER REQUIREMENT</b>	
<b>INDIVIDUAL</b>	
1. Duly accomplished Co-signer Statement Form (1 copy, original and notarized);	242.From the Co-signer of the Bond Applicant
1. IDs of the Co-signer, with specimen signature (1 photocopy each)	243. Government-issued IDs
<b>PARTNERSHIP</b>	
1. Articles of Partnership duly filed with Securities and Exchange Commission (SEC) (1 photocopy);	244.From Bond Applicant
2. Partnership Resolution showing the authorized representative who will sign the bond and other bond documents, on behalf of the Partnership (if other than the managing partner) (1 copy,	245.From Bond Applicant



original or authenticated copy and notarized);	
3. 2 IDs of the authorized partner/representative, with specimen signature (1 photocopy each); and	246. Company-issued ID and government-issued ID or 2 government issued IDs
4. Latest Annual Income Tax Return (1 photocopy).	247. From the Co-signer of the Bond Applicant (as filed with BIR)
<b>CORPORATION</b>	
1. Latest General Information Sheet (GIS) (1 photocopy);	248. From the Co-signer of the Bond Applicant (as filed with SEC)
2. Secretary's Certificate certifying that the person or officer signing the Co-signer Statement Form and Indemnity Agreement, on behalf of the corporation, is authorized to do so by its Board (1 copy, original and notarized);	249. From Co-signer's Corporate Secretary
3. 2 IDs of the authorized representative/signatory and Corporate Secretary, with specimen signature (1 photocopy each); and	250. Company-issued ID and government-issued ID or 2 government issued IDs
5. Latest Annual Income Tax Return (1 photocopy).	251. From the Co-signer of the Bond Applicant (as filed with BIR)
<p><b>• COLLATERAL SECURITY (IN LIEU OF CO-SIGNER)</b>  <i>Amount is Php50,000.00 (for Individual or Single Proprietorship) and Php 100,000.00 (for Corporation or other juridical entities)</i></p>	
1. Cash/Manager's or Cashier's Check (1 copy, original); and	252. From the Bank
• Official Receipt (1 copy, original)	253. From GSIS Cashier
2. Certificate of Time Deposit (CTD) or Savings Passbook (PB) (1 copy, original);	254. From the Bank
16. Deed of Assignment (in prescribed form) (6 copies, original and notarized)	255. Executed by the Bond Applicant and GSIS with Bank's conformity
17. IDs of the bank's signatory, with specimen signature (1 photocopy each)	256. Company-issued ID and government-issued ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Filing of Bond Application</b>				
1. Proceed to the GSIS Information Center and secure a queue number for filing the Bond application and wait to be called.	2. Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
1. Proceed to appropriate booth and submit all documentary requirements together with the queue number.	3. Receives and checks the completeness of documents submitted.  a. Receive bond application and pre-evaluates the supporting documents if in order.  b. For renewal account, check the previous account in GIS and fill out the bond details in routing slip.			

	c. Create TMS tickets for bond accounts received and prepares summary of accounts for processing of Underwriter	None	30 minutes*	<i>Booth Officer Bonds Unit, Underwriting Department</i>
TOTAL		NONE	40 minutes	

*\*Time indicated depends on the number of transacting clients/insured agencies on queue.  
\*\*For payment of the premium, please proceed to the nearest GSIS branch office.*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Processing of Bond Application</b>				
1.Wait for the issuance and release of the bill, bond/endorsement, and Indemnity Agreement.	a) Process the Bond application		30 minutes*	<i>Customer Data Processor, Insurance Support Staff</i>
	a. Check if applicant has existing FICC, if none, request creation to Insurance Staff Support		2WDs*	<i>Underwriter Underwriting Department</i>
	b. Evaluate the documents, prepares an Action Sheet and sends TMS for approval		1 WD*	<i>Authorized Approving Officer</i>
	c. Approve or disapprove the application and return the TMS to the concerned underwriter		1WD*	<i>Underwriter Underwriting Department</i>
	d. Encode underwriting details in GIIS			<i>Bonds Unit Staff Underwriting Department</i>

	<p>e. Print the face of the bond, indemnity agreement, Acknowledgement and bill</p> <p>f. Advise the Bond Principal that the Bond is already ready for premium payment.</p>			<i>Bonds Unit Staff Underwriting Department</i>
TOTAL		NONE	5 WDs and 30 minutes	

*\*Time indicated depends on the number of transacting clients/insured agencies on queue.  
 \*\*For payment of the premium, please proceed to the nearest GSIS branch office.*

**42. PAYMENT OF PREMIUM FOR REGULAR BONDS AND PCSO SURETY BONDS**

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Other minor documentary requirements for compliance, if there is any **</p> <p>2. Collateral documents for compliance, if applicable (eg. Deed of Assignment, ID of the Bank Signatory)**</p>	<p>2. From the Bond Applicant</p> <p>3. From the Bond Applicant</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
I. Proceed to the GSIS Information Center and secure a queue number for Bond Transaction then proceed to the designated booth and wait to be called.**	Provide the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>
II. Submits the remaining requirements for compliance	Checks/examines the completeness of documents submitted	None	10 minutes*	<i>Booth Officer Underwriting Department</i>
III. Wait for the issuance of the bill.	Provide the Bond Principal or representative copy of the bill and advise to secure Order of Payment for the payment of premium	None	10 minutes*	<i>Booth Officer Underwriting Department</i>
IV. Upon receipt of the bill, proceed to the GSIS Information Center and secure a queue number for the issuance of Order of Payment (OP) then proceed to the designated booth and wait to be called.**	Provides the queue number	None	10 minutes*	<i>Members Assistance Officer on Duty</i>

V. Present the bill for OP issuance	Issue the OP and transfer the queue to the Cashier	None	20 minutes*	<i>OP Issuer Insurance Support Staff Department</i>
VI. Upon receipt of the OP, proceed to the GSIS Cashier for payment. Wait for the number to be called and pay the premium.	Issue the Official Receipt (OR)	As indicated in the bill and OP	15 minutes*	<i>Cashier</i>
VII. Provide photocopy of the OR to the Booth Officer	Release the Bond and Indemnity Agreement for the signature of the Bond Principal and Co-signer	None	15 minutes*	<i>Booth Officer Underwriting Department</i>
<b>TOTAL</b>		As indicated in the bill and OP	1 hour and 50 minutes	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>** The number of copies and whether original, photocopy, or authenticated copy will depend on the document/s for compliance.</i></p>				

### 43. RELEASE OF REGULAR AND PCSO SURETY BONDS

<b>Office or Division:</b>	Insurance Group – Underwriting Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government Transactions
<b>Who may avail:</b>	All Government Agencies and Instrumentalities
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>Copy of Signed Bond and Indemnity Agreement (all copies, original)</li> <li>Remaining documentary requirements for compliance, if there is any (eg. 1 ID of bond Principal)**</li> </ul>	<p>42. From the Bond (Applicant)</p> <p>43. From the Bond (Applicant)</p>



	authority			
	2.5 Return signed policy and bill to the Underwriter together with TMS.			
3. Proceed to the Legal Services Group for the notarization of the Bond and Indemnity Agreement	Sort and release to the Bond Principal or representative bond documents for notarization.	Notarial fee as may be prescribed by the Notary Public	10 minutes*	<i>Booth Officer Underwriting Department</i>
4. Receive copies of the Bond and Indemnity Agreement	Segregate and release the Bond and Indemnity Agreement to the Bond Principal or representative	None	7 minutes*	<i>Booth Officer Underwriting Department</i>
TOTAL		Prescribed Notarial Fees	60 minutes	
<p><i>*Time indicated depends on the number of transacting clients/insured agencies on queue.</i></p> <p><i>** The number of copies and whether original, photocopy, or authenticated copy will depend on the document/s for compliance.</i></p>				

**44. MOTOR VEHICLE INSURANCE CLAIMS (CLAIMS PROCESSING)  
- ISSUANCE OF LOA)**

Compulsory to all government vehicle, by virtue of Republic Act 656 and as amended by Presidential Decree 245, is mandated to insure all properties, assets, and interests of the government against any insurable risk. The government employees also has an option to avail the said insurance to their personal vehicle.

<b>Office or Division:</b>	Insurance Group – Claims Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions and G2G – Government to Government Transactions
<b>Who may avail:</b>	Assured and/or its authorized representative



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Basic Documentary Requirements*</b>	
Duly Notarized Driver's Affidavit (1 copy, original); <b>OR</b> Police Report (1 copy, original)	1.To be executed by the driver 2.From the Police Station with jurisdiction on the place of loss or accident
Vehicle's Certificate of Registration and Official Receipt (1 photocopy each)	3.From the Land Transportation Office
Driver's License and Official Receipt (1 photocopy each)	4.From the Land Transportation Office
Trip Ticket / Memorandum Receipt of Equipment (for Government Agencies Only) (1 photocopy)	5.Motor Pool Unit of or the General Services Department the Agency
Colored Photos of the vehicle involved showing the damaged portion with the plate number: <ul style="list-style-type: none"> <li>• Taken at the time of the accident, or</li> <li>• If (a) is not possible, immediately after the accident</li> </ul>	6.To be prepared by Assured
Repair Estimate (1 if casa estimate; 2 for repair shops) If CASA (1 copy, original) If non-CASA, submit at least 2 estimates from different motor repair shops (1 copy each, original)	7.From assured's preferred casa and/or motor repair shop as long as it is BIR registered and accepts GSIS Letter of Authority
*GSIS reserves the right to request for additional documents if deemed necessary. *Claim notification must be within 60 days from the date of the accident.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Claim</b>				
a. Proceed to the Claims Department, get a queuing number, register in the Visitor's Log Book, and wait to be called.	Release queuing number	NONE	5 minutes* *	Claims Central Receiver
b. Submit the Notice of Loss (NOL) and basic	1. Receive the notice of loss.	NONE	5 minutes* *	Claims Central Receiver

<p>documentary requirements as stated above</p>	<p>2. Check/review the completeness of the documents submitted.</p> <p><i>a. If documents are incomplete, provide a checklist and advise the claimant on the lacking documents and the prescribed period (45 calendar days) within which these documents must be completed.</i></p> <p><i>b. If documents are complete and in order, proceed with the creation of the claim file.</i></p>		<p>30 minutes*</p>	
	<p>3. Create claim file.</p> <p>a. Create the TMS and MVCPS entries</p> <p>b. Prepare the claim folder</p> <p>c. Extract the policy</p> <p>d. Request for Premium Payment Verification</p>		<p>5 hours 20 minutes</p>	<p>Claims Central receiver</p>

	<ul style="list-style-type: none"> <li>e. Request for parking of loss reserve</li> <li>f. Endorse to the handling MV team</li> </ul>			
<p><i>**Time indicated depends on the number of transacting clients on queue.</i></p>				
<p><b>2. Processing of claim</b></p>				
<p>2.1 Wait for the advice of the assigned In-House-Adjuster for the availability of Letter of Authority (LOA). Provide additional documents as necessary.</p>	<ul style="list-style-type: none"> <li>• Process the claim:                             <ul style="list-style-type: none"> <li>○ Once documents are complete, proceed with the review of compensability and endorse to the In-house adjuster for evaluation and negotiation.</li> </ul> </li> </ul> <p><i>*Note: Should the Claims Processor find the need for any additional document that they may deem necessary in the evaluation process, the processing time shall stop and a request for the submission of the said document shall be communicated to the assured.</i></p>	NONE	5 WDs	Claims Processor
	<ul style="list-style-type: none"> <li>• Evaluate the claim                             <ul style="list-style-type: none"> <li>a. If Claim is <i>Compensable</i>, proceed with the evaluation and negotiate with the CASA/Repair Shop. Prepare the evaluation Sheet and draft the LOA/Letter Offer.</li> <li>b. If Claim is not</li> </ul> </li> </ul>		11WDs	In-house Adjuster

	<p><i>compensable</i>, prepare a Denial letter.</p> <ul style="list-style-type: none"> <li>○ Endorse the LOA/Letter Offer or Denial Letter to the Claims Processor</li> <li>○ Review the evaluation and LOA/Letter Offer or the Denial Letter, sign and endorse to the Claims Manager for signature.</li> <li>○ Review and sign the LOA/Letter Offer or the Denial Letter.</li> <li>○ Endorse to the handling team for release.</li> </ul>			
			1 hour	In-house Adjuster
			1 WD	Claims Processor
			1 WD	Claims Manager
			1 hour	Technical Assistant
3. Wait for the advice of the assigned In-House-Adjuster for the availability of Letter of Authority (LOA). Provide additional documents as necessary.	<ul style="list-style-type: none"> <li>• Release the LOA of Denial letter. Email to the CASA/repair shop and the assured/claimant.</li> </ul>	None	1WD	In-house Adjuster
<b>TOTAL</b>		None	20 WDs	
**Time indicated depends on the number of transacting clients on queue.				

**45. MOTOR VEHICLE INSURANCE CLAIMS  
(CLAIMS PROCESSING – PAYMENT OF BILLING/REIMBURSEMENT)**

<b>Office or Division:</b>	Insurance Group – Claims Department
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions and G2G – Government to Government Transactions
<b>Who may avail:</b>	Assured and/or its authorized representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Basic Documentary Requirements*</b>	
1. Any of the following (as applicable): Service Billing; <b>or</b>  Official Receipt under the name of the Assured/Agency; <b>or</b> Signed Letter Offer (1 copy of either of the three, original)	<ul style="list-style-type: none"> <li>From the Casa or Motor Shop where the Letter of Authority was awarded.</li> <li>From the Casa or Motor Shop where the Letter of Authority was awarded.</li> <li>From the GSIS</li> </ul>
2. Duly Signed and Notarized Release of Claim and Subrogation Receipt (1 copy, original)	<ul style="list-style-type: none"> <li>From the GSIS (Attached to LOA that was sent via email or with the Claims Department)</li> </ul>
3. Satisfaction of Repair duly signed by the assured or the Authorized Representative of the Agency (1 copy, original)	<ul style="list-style-type: none"> <li>Form will be sent by the GSIS along with the LOA. To be accomplished by the Claimant</li> </ul>
4. Claims Survey Form (1 copy, original)	<ul style="list-style-type: none"> <li>Form will be sent by the GSIS along with the LOA. To be accomplished by the Claimant</li> </ul>
5. Duly signed and notarized Affidavit of Desistance of the Third Party Claimant (if Applicable) (1 copy, original)	<ul style="list-style-type: none"> <li>Form will be sent by the GSIS along with the LOA. To be accomplished by the Claimant</li> </ul>
6. Identification Card of the Authorized signatory (1 photocopy back to back with three original specimen signatures)	<ul style="list-style-type: none"> <li>Any valid Government issued ID of the assured/claimant</li> </ul>

\*GSIS reserves the right to request for additional documents if deemed necessary.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>a. For LOA, submit the Service Billing to the GSIS.</p> <p>For Cash Settlement of Constructive Total Loss, Review and Sign the Letter Offer and submit back to GSIS Claims Department</p>	Receive the Signed Letter Offer / Service Billing and endorse to the handling team	NONE	30 minutes**	Claims Central Receiver
	Prepare Claims Settlement Report and Order of Payment(CSR/ OP) and endorse to the Claims Processor for review and approval		1 WD	In-house Adjuster
	Review and sign the CSR and OP and endorse to the Claims Manager for signature and approval		2 WDs	Claims Processor
	Review and sign the CSR OP and return to the handling team for the generation of the Disbursement Voucher.		2 WDs	Claims Manager
	Park and request the Controller Group for posting of the Adjusted Loss Amount		2 WDs	OSVP Staff Officer I
	Once amount has been		2 WDs	OSVP Staff Officer I

	posted, generate and print the Disbursement Voucher (DV) and endorse to the Claims Manager for review and signature.			
	Review and sign box A of the DV and endorse to the VP, MUCO for final approval		1 WD	Claims Manager
	Review and sign box C of the DV and return to Claims Department for transmittal to Controller Group		2 WDs	VP, MUCO
	Prepare the DV and all other supporting documents and transmit to the Controller Group for validation.		1 WD	In-house Adjuster
	Review and validate the DV with the supporting documents and endorse to the Treasury Department for check printing		2 WDs	BASSAD, Controller Group
	Print Check		3 WDs	Treasury Department
b. Once check is ready for release,	Issue a Memo Clearance to the		1 WD	Claims Processor

<p>proceed to the Claims Department prior to claiming.</p> <p><b>For LOA</b>, check will be payable to the CASA/Shop</p> <p><b>For Cash Settlement/CTL/Reimbursement</b>, check is payable to the Assured/Third Party.</p> <p><i>If additional documents are being required, submit the same to the Claims Department to grant release of the check.</i></p>	Treasury Department for the release of Check			
TOTAL		NONE	20 WDs	
**Time indicated depends on the number of transacting clients on queue.				

**NOTE:** Upon receipt of clearance to release check, claimant must proceed to the Treasury Department to claim the check.

**46. NON-MOTOR VEHICLE INSURANCE CLAIM**

Compulsory to all government vehicle, by virtue of Republic Act 656 and as amended by Presidential Decree 245, is mandated to insure all properties, assets, and interests of the government against any insurable risk. The government employees also has an option to avail the said insurance to their personal properties.

<b>Office or Division:</b>	Insurance Group – Claims Department		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions and G2G – Government to Government Transactions		
<b>Who may avail:</b>	Assured and/or its authorized representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>1. For Fire *</b>			
<ul style="list-style-type: none"> <li>• Notice of Claim (1 copy, original)</li> </ul>		<ul style="list-style-type: none"> <li>• To be prepared by the Agency/Assured/Claimant</li> </ul>	
<ul style="list-style-type: none"> <li>• Floor Plan or Building Plan or Sketch of the Building (1 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• From the Building Administrator of the Agency or any other equivalent</li> </ul>	



	or from the Home Owner for ONLI policies
<ul style="list-style-type: none"> <li>Bureau of Fire Protection Report (1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>From the Bureau of Fire Protection</li> </ul>
<ul style="list-style-type: none"> <li>Bill of Materials or Cost Estimate signed by licensed engineer or licensed architect or a skilled carpenter (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>From a contractor or service provider (signed by licensed engineer, licensed architect, or skilled carpenter)</li> </ul>
<ul style="list-style-type: none"> <li>Properly labelled colored photos of the damaged property/properties</li> </ul>	<ul style="list-style-type: none"> <li>To be prepared by the Agency/Assured/Claimant</li> </ul>
<ul style="list-style-type: none"> <li>Acquisition documents of property, if applicable (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>From the Building Administrator of the Agency or any other equivalent or from the Home Owner for ONLI policies</li> </ul>
<ul style="list-style-type: none"> <li>List of damaged items with corresponding quotation/purchase order/invoice/official receipt (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>From the Building Administrator of the Agency or any other equivalent or from the Home Owner for ONLI policies</li> </ul>
<ul style="list-style-type: none"> <li>Stock inventory report (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>From the Building Administrator of the Agency or any other equivalent or from the Home Owner for ONLI policies</li> </ul>
<b>1. Personal Accident *</b>	
<b>1. For medical reimbursement claim:</b>	
<b>19.</b> Notice of Claim and Original copy of Endorsement of Claim by Head of Office of the Insured person (1 copy, original)	<ul style="list-style-type: none"> <li>To be prepared by the Agency/Assured/Claimant</li> </ul>
<b>20.</b> Medical Certificate (1 copy, original)	<ul style="list-style-type: none"> <li>From the Hospital/Medical clinic</li> </ul>
<b>21.</b> Official Receipts for medical expenses incurred (1 copy each, original)	<ul style="list-style-type: none"> <li>From the Hospital/Medical clinic</li> </ul>
<b>22.</b> Doctor's Prescription (for over the counter medicines) (1 copy, original)	<ul style="list-style-type: none"> <li>From the Hospital/Medical clinic</li> </ul>
<b>23.</b> Photos of bodily injuries	<ul style="list-style-type: none"> <li>To be submitted by the Agency/Assured/Claimant</li> </ul>
<b>24.</b> If accident is vehicular: Police/Traffic Investigation Report (1 copy, original)	<ul style="list-style-type: none"> <li>If accident is vehicular:             <ul style="list-style-type: none"> <li>From the Police Station where the accident was reported</li> </ul> </li> </ul>
<b>25.</b> If accident is not vehicular: Affidavit on the circumstances of the Accident (Notarized) with attached photocopy of valid ID/signature & picture (1 copy, original) Affidavit of Two Disinterested Witness	<ul style="list-style-type: none"> <li>If accident is not vehicular:             <ul style="list-style-type: none"> <li>To be prepared and executed by the Agency/Assured/Claimant</li> <li>To be prepared and executed by two witnesses</li> </ul> </li> </ul>

(Notarized) with attached photocopy of valid ID/ signature & picture (1 copy, original)	
<b>26.</b> If hospitalized, Statement of account and copy of Hospital Records (i.e., Clinical Abstract/Laboratory/X-ray Results) (1 copy, original)	<ul style="list-style-type: none"> <li>• From the Hospital/Medical clinic</li> </ul>
<b>2. For accidental death/dismemberment, medical Reimbursement &amp; bereavement assistance:</b>	
Notice of Claim and Original copy of Endorsement of Claim by Head of Office of the Insured Person (1 copy, original)	<ul style="list-style-type: none"> <li>• To be prepared by the Agency/Assured/Claimant</li> </ul>
Application Form indicating list of designated beneficiaries (1 copy, original)	<ul style="list-style-type: none"> <li>• From the Agency where claimant is working</li> </ul>
Certificate of Employment prior to death/Service Record (1 copy, original)	<ul style="list-style-type: none"> <li>• From the Agency where claimant is working</li> </ul>
Certificate of Legal Heirs from the assured's Human Resources Dept. (1 copy, original)	<ul style="list-style-type: none"> <li>• From the Agency where claimant is working</li> </ul>
Extrajudicial Affidavit & Waiver of Rights ( 1 copy, original)	<ul style="list-style-type: none"> <li>• To be prepared and executed by the Claimant.</li> </ul>
Police/Traffic Investigation Report ( 1 copy, original)	<ul style="list-style-type: none"> <li>• From the Traffic/Police Station where the accident was reported</li> </ul>
Philippine Statistics Authority (PSA) Copy of Death Certificate ( 1 copy, original)	<ul style="list-style-type: none"> <li>• From the PSA</li> </ul>
Autopsy Report, if any ( 1 copy, original)	<ul style="list-style-type: none"> <li>• From the Hospital</li> </ul>
Statement of account (if hospitalized) ( 1 copy, original)	<ul style="list-style-type: none"> <li>• From the Hospital</li> </ul>
Hospital/Clinical/Laboratory Records/Doctor's Prescription ( 1 copy, original)	<ul style="list-style-type: none"> <li>• From the Hospital</li> </ul>
Official Receipts for medical expenses incurred ( 1 copy each, original)	<ul style="list-style-type: none"> <li>• From the hospital/medical clinic</li> </ul>
Affidavit of Guardianship (if beneficiary is minor) ( 1 copy, original)	<ul style="list-style-type: none"> <li>• To be prepared and executed by the Claimant</li> </ul>
Photos of bodily injury/incident	<ul style="list-style-type: none"> <li>• To be prepared by the Claimant</li> </ul>
<b>If deceased is married :</b> <ul style="list-style-type: none"> <li>○ Philippine Statistics Authority copy of Marriage Certificate ( 1 copy, original)</li> <li>○ If designated beneficiaries are children: PSA Copy of Birth</li> </ul>	<ul style="list-style-type: none"> <li>• From Philippine Statistics Authority</li> </ul>

Certificate ( 1 copy, original)	<ul style="list-style-type: none"> <li>From Philippine Statistics Authority</li> </ul>
<p><b>If deceased is single :</b></p> <ul style="list-style-type: none"> <li>PSA Copy of Birth Certificate of the insured ( 1 copy, original)</li> <li>PSA Copy of Marriage Certificate of Parents ( 1 copy, original)</li> </ul>	<ul style="list-style-type: none"> <li>From Philippine Statistics Authority</li> <li>From Philippine Statistics Authority</li> </ul>

\*GSIS reserves the right to request for additional documents if deemed necessary.  
 NOTE: Claim notification must be made within 60 days from the date of the loss or accident or date of discovery of the loss.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Filing of Non Motor Insurance Claim</b>				
<ul style="list-style-type: none"> <li>Proceed to the Claims Department, get a queue number, register in the Visitor's Log Book, and wait to be called.</li> </ul>	Release queuing number	None	5 minutes*	Claims Central Receiver
<ul style="list-style-type: none"> <li>Submit the Notice of Loss (NOL) and basic documentary requirements as stated above</li> </ul>	Receive the notice of loss.	None	30 minutes	Claims Central Receiver
<i>*Time indicated depends on the number of transacting clients on queue.</i>				
<b>2. Pre-processing of Non Motor Insurance Claims</b>				
<ul style="list-style-type: none"> <li>Wait for the advice of the GSIS on the Independent Adjuster that has been assigned to handle your claim.</li> </ul>	3.1 Create the Claim File(extract the policy and arrange the documents submitted in a claim folder) and seek instructions from the Claims Manager on the independent adjuster to be commissioned to adjust/inspect the claim and the	None	2 hours	Claims Central Receiver

	estimated amount of loss reserve to be parked			
	3.2 Instruct the central receiver to prepare the Assignment Order to a specific independent adjuster, assign the claim to its handling claim processor and provide the amount to be parked as an estimated loss reserve		<i>1 hour</i>	Claims Manager
	3.3 Prepare the ff: 4. Adjuster's Assignment Order (AAO) 5. Acknowledgement letter to the assured with details on the assigned adjuster for their claim and the documentary requirements and the its deadline for submission 6. Premium Payment Verification 7. Preliminary Loss Advise( if the policy has been reinsured)		<i>2 hours</i>	Claims Central Receiver
	3.4 Forward the following to the Claims Manager for signature: a) AAO b) Acknowledgement Letter		<i>25 minutes</i>	Claims Central receiver

	c) Preliminary Loss Advise			
	3.5 Forward the Premium Payment Verification form to the Insurance Support Staff		30 minutes	Claims Central receiver
	3.6 Sign the ff: I. AAO II. Acknowledgement Letter III. Preliminary Loss Advise		1 hour	Claims Manager
	3.7 Return to the Central Receiver for release		30 minutes	Technical Assistant
	3.8 Verify Premium Payment		1 WD	Insurance Support Staff
	3.9 Once the AAO, Acknowledgement Letter, Preliminary Loss Advice has been sent out and the Premium Payment has been verified, endorse the claim to the assigned claims processor.		30 minutes	Claims Central Receiver
	3.10 Set up the Estimated Loss Reserve as instructed by the Claims Manager, create the claim in the GIIS and monitor the submission of the Adjuster's Reports		1 WD	Claims Processor

<b>3. Processing of Non-Motor Insurance Claims</b>				
<ul style="list-style-type: none"> <li>o Submit the necessary supporting documents as requested by either the GSIS or its assigned Independent Adjuster.</li> </ul>	a. Advise the assured on any other requirements that needs to be submitted and compile all submissions in support of the evaluation	None	<i>7 hours 30 minutes</i>	Claims Processor
	b. Schedule on-site inspection and coordinate with the claimant if necessary		N/A	Independent Adjuster
	c. Upon receipt of the complete supporting documents, proceed with the evaluation and recommend the amount for settlement		N/A	Independent Adjuster
	d. Upon Receipt of the Adjuster's Evaluation Report, review the adjuster's recommendation.  <i>If the Claims Processor is amenable, instruct the adjuster to prepare the Letter Offer for the Conformity of the Assured of a Denial Letter if the claim is not compensable.</i>  <i>If the Claims Processor is not amenable and has questions/clarifications of the adjuster's evaluation and</i>		7 WDs	Claims Processor

	<i>recommendation, instruct the adjuster to revisit and revise its report.</i>			
	e. Prepare the Settlement Offer or Denial Letter and send to the assured		11 hours	Independent Adjuster
<b>4. Settlement of Claim</b>				
<ul style="list-style-type: none"> <li>o Receive the Settlement Offer/Denial Letter for review.</li> </ul> <p>For Settlement Offer, if the claimant/assured is amenable to the settlement amount, affix the signature in the conforme portion and submit back to GSIS Claims Department or thru the Assigned Adjuster</p>	<ul style="list-style-type: none"> <li>o Receive the signed conformity together with the release documents.</li> </ul>		1 hours	Independent Adjuster/Claims Central Receiver
	<ul style="list-style-type: none"> <li>o Prepare the Final Report and attach the Service Billing</li> </ul>		N/A	Independent Adjuster
	<ul style="list-style-type: none"> <li>o Receive the signed conformity together with the release documents and the adjuster's final report.</li> </ul>		1 hours	Claims Processor
	<ul style="list-style-type: none"> <li>o Prepare the Claims Settlement Report (CSR) and Order of Payment (OP) for the approval of the Manager, VP, SVP or EVP depending on the amount to be settled.</li> </ul>		14 hours	Claims Processor
	<ul style="list-style-type: none"> <li>o Approval of the CSR and OP</li> </ul>		2 hours	Claims Manager, VP MUCO, SVP IG, EVP CBS
	<ul style="list-style-type: none"> <li>o Park and request the Controller Group for posting of the Adjusted Loss Amount</li> </ul>		1 WD	Claims Processor
	<ul style="list-style-type: none"> <li>o Once amount has been posted, generate and print the Disbursement Voucher (DV) and</li> </ul>		1 WD	Claims Processor

	endorse to the Claims Manager for review and signature.			
	<ul style="list-style-type: none"> <li>○ Review and sign box A of the DV and endorse to the VP MUCO, SVP IG or EVP CBS for final approval</li> </ul>		1 WD	Claims Manager, VP MUCO, SVP IG
	<ul style="list-style-type: none"> <li>○ Review and sign box C of the DV and return to Claims Department for transmittal to Controller Group</li> </ul>		2 WDs	VP MUCO, SVP IG, EVP CBS
	<ul style="list-style-type: none"> <li>○ Prepare the DV and all other supporting documents and transmit to the Controller Group for validation.</li> </ul>		2 hours	Admin Assistant
	<ul style="list-style-type: none"> <li>○ Review and validate the DV with the supporting documents and endorse to the Treasury Department for check printing</li> </ul>		N/A	BASSAD, Controller Group
	<ul style="list-style-type: none"> <li>○ Print Check</li> </ul>		N/A	Treasury Department
<b>5. Claiming of Check</b>				
<ul style="list-style-type: none"> <li>○ Once check is ready for release, proceed to the Claims Department prior to claiming.</li> </ul> <p><i>If additional documents are being required, submit the same</i></p>	Issue a Memo Clearance to the Treasury Department for the release of Check	None	1 hour	Claims Processor



<i>to the Claims Department to grant release of the check</i>				
TOTAL		NONE	20 WDs	

**NOTE:** Upon receipt of clearance to release check, claimant must proceed to the Treasury Department to claim the check.

**47. ALTERNATIVE MODES OF CLAIM FILING**

Alternative Modes of Claim Filing For Social Insurance, Employees Compensation and Pre-Need Benefits without Direct Contact with Claimants in accordance to **Office Order No. 492-20** dated May 18, 2020, in compliance with Advisory No. 1, s of 2020 of the Anti-Red Tape Authority (ARTA) and the social distancing measures imposed by the government, to avoid the spread of COVID-19 through face-to-face interaction.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	All active members, pensioners and legal heirs with benefits due from the following: <ul style="list-style-type: none"> <li>Life insurance claim (Maturity or Cash Surrender Value/Termination Value) for regular or optional policies , Retirement Claim , Survivorship Claim , Death Claim, Funeral Claim, Request for Pension Accrual , Employees compensation , Pre-need and other Social Insurance related Claims .</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Duly accomplished Claim Application form and the documentary requirements indicated at the back of the form ( 1 copy)	<ul style="list-style-type: none"> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> </ul>
5. Photo of applicant holding GSIS issued UMID Card /temporary card or two (2) valid government-issued IDs (1 copy)	<ul style="list-style-type: none"> <li>From the Claimant</li> </ul>
6. Scanned copy of notarized Declaration of Pendency/Non-Pendency of Case (DPNPC) and a clear photo of the member holding the notarized DPNPC (1 copy) for retirement/separation	<ul style="list-style-type: none"> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> </ul>

<p>claim, to be submitted upon receipt of the GSIS electronic notification approving the claim, <i>(If submission was made through email, the original 1 copy of the notarized DPNPC shall be subsequently submitted to the GSIS within five (5) calendar days from email-submission)</i></p>	<ul style="list-style-type: none"> <li>From the Claimant</li> </ul>
<p>7. Members Request Form (MRF) for other Social insurance related claims request. (1 copy)</p>	<ul style="list-style-type: none"> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> </ul>

For Identification (ID) card Requirements: - at least 1 of the following

- Company ID
- UMID /eCard
- Passport (Philippine or Foreign issued)
- Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)
- Any Philippine or Foreign issued ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><b>1.1 Filing of Claims through drop box located at the lobbies of GSIS offices.</b></p>				
<p>2. Proceed to GSIS and drop duly accomplished application with all the supporting documents in the designated drop box in the GSIS lobby</p>	<p>Get application from drop box; and log in the Transaction Monitoring System; forward to Claims Unit for validation</p>	<p>NONE</p>	<p>1 WD</p>	<p>Central Receiver of Handling Branch/ Department</p>
<p>3. Monitor email and phone in case of call from the <b>GSIS</b> validating personnel and comply requirement in case of deficiency.</p>	<p>Validate Claim documents. Call or email the member and/or agency if necessary or in case of deficiency then process Claim *</p>	<p>NONE</p>	<p>1 WD *</p>	<p>Claims Processor</p>

**\*Claims processing shall follow the existing procedures and steps reflected in the Social Insurance Tab under Claims Processing.**

<b>1.2 Filing of Claims through postal mail or courier</b>				
1. Mail through courier the duly accomplished Claim application form with all the supporting documents or MRF for requests.	Receive mailed application; and log in the Transaction Monitoring System; forward to Claims Unit for validation	NONE	1 WD	Central Receiver of Handling Branch/ Department
2. Monitor email and phone in case of call from the GSIS validating personnel and comply requirement in case of deficiency	Validate Claim documents. Call the member and/or agency if necessary or in case of deficiency then process Claim *	NONE	1 WD *	Claims Processor
<b>*Claims processing shall follow the existing procedures and steps reflected in the Social Insurance Tab under Claims Processing.</b>				
<b>a. Filing of Claims through eMail</b> (original copies of the documents shall be subsequently submitted within ten (10) working days from sending of email to enable processors to evaluate before payment)				
1.Go to the GSIS Website and click on the “Downloadable Forms” link ( <a href="https://www.gsis.gov.ph/downloadable-forms/">https://www.gsis.gov.ph/downloadable-forms/</a> ). Download the online claim application form applicable. Save a PDF file copy of your duly-accomplished loan application form (for email attachment later).		NONE		
2.Take a photo of yourself holding your GSIS UMID eCard or your temporary card. If you do not have a GSIS temporary or UMID eCARD, you can present two (2) valid IDs instead. Take a photo of the two ID cards (front and back)		NONE		



and a clear photo of yourself holding the 2 ID cards.				
3.Create an email using your personal or your agency-assigned email address. For easy identification, please use the following format in the email Subject: Title: "GSIS <TYPE OF CLAIM>_<BP NO.>_<LAST NAME>_<FIRST NAME>_<AGENCY NAME>		NONE		
4.Attached duly accomplished application form and supporting documents to your e-mail (maximum of 4 MB per email) and send to the designated email address found in the list below	Receive email; acknowledge receipt and log in the Transaction Monitoring System; forward to Claims Unit for validation	NONE	1 WD *	Central Receiver of Handling Branch/ Department
5.Monitor email and phone in case of call from the GSIS validating personnel and comply requirement in case of deficiency.	Validate Claim documents. Call the member and/or agency if necessary or in case of deficiency then process Claim **	None	1 WD*	Claims Processor
	TOTAL	NONE	2 WDs	
<b>*Time indicated depends on the day, time and number of emailed loan transaction received.</b>				
<b>1.3.A Claims Processing</b>				
<b>**Claims processing shall follow the existing procedures and steps reflected in the Social Insurance Tab under Claims Processing.</b>				
<b>The processing of claims shall not be conditioned on the actual receipt of the original documents by the GSIS. However, for the payment of claims, actual receipt shall be required.</b>				

**48. ONLINE FILING OF LOANS APPLICATION**

Online filing is an alternative way to file a loan made available to qualified ACTIVE members who cannot go to the GSIS Wireless Automated Processing System (GWAPS) and Pensioners who cannot transact at GSIS over the counter to avail loan due to COVID-19. (Public advisory dated March 27, 2020 in compliance with Advisory No. 1, s of 2020 of the Anti-Red Tape Authority (ARTA) and the social distancing measures imposed by the government, to avoid the spread of COVID-19 through face-to-face interaction.

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• All qualified Active Members</li> <li>• Old Age Pensioners and Disability</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Loan Application Form ( 1 copy)		<ul style="list-style-type: none"> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: Quick Link – Downloadable Forms)</li> </ul>		
8. Photo of applicant holding GSIS issued UMID Card /temporary card or two (2) valid government-issued IDs (1 copy)		<ul style="list-style-type: none"> <li>• From the member /pensioner</li> </ul>		
9. Short letter request signed by the applicant.		<ul style="list-style-type: none"> <li>• From the member /pensioner</li> </ul>		
For Identification (ID) card Requirements: - at least 1 of the following				
<ul style="list-style-type: none"> <li>• Company ID</li> <li>• UMID /eCard</li> <li>• Passport (Philippine or Foreign issued)</li> <li>• Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver’s License, PVAO, etc.)</li> <li>• Any Philippine or Foreign issued ID</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>2.1. Filing of Loans Online</b>				
1.Go to the GSIS Website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> and click on the “Downloadable Forms” link. Download the online application form of the loan of your choice. Save a PDF file copy of your duly-accomplished loan application form (for email		NONE		

attachment later).				
<p>2. Take a photo of yourself holding your GSIS UMID eCard or your temporary card.</p> <p>If you do not have a GSIS temporary or UMID eCARD, you can present two (2) valid IDs instead. Take a photo of the two ID cards (front and back) and a clear photo of yourself holding the 2 ID cards.</p>		NONE		
<p>3. Create an email using your personal or your agency-assigned email address.</p> <p>For easy identification, please use the following format in the email            Subject: Title: <b>“Loan Application_BP Number._Last Name_First Name_Agency or City / Province”</b></p>		NONE		
<p>4. Compose a short letter and attach the two supporting documents to your e-mail message, namely: (1) PDF copy of duly-accomplished loan application form and (2.) ID photos.</p> <p><b>Send the abovementioned documents to the designated email address below</b> (maximum of 3 MB per email)</p>	<p>Receive email; acknowledge receipt and log in the Transaction Monitoring System; forward to eservices for validation and tentative computation generation.</p>	NONE	1 hour *	Central Receiver of Handling Branch/ Department
	<b>TOTAL</b>	<b>NONE</b>	<b>1 hour</b>	

*\*Time indicated depends on the day, time and number of email loan transaction received.*

<b>2.1.A. Processing of loan filed online</b>				
1. Monitor email and phone in case of call from the GSIS validating personnel	Validate documents; call the applicant for confirmation if necessary; generate tentative computation and email to applicant for confirmation and signature.	None	1 WD	Loan Processor
2. Receive, tentative computation through email; sign and email it back to GSIS.	Receive signed tentative computation; pre-process Loan and electronically queue for Agency Authorized Officer's (AAO) confirmation	NONE	1 WD	Loan Processor
3. Confirm applicant's loan application if qualified			(Applicant's Agency Action)	AAO
	Electronically process Loan	None	1 WD	Background computer run
	E-credit; Notify member through text message	None	3 banking days	Partner Bank
<b>TOTAL</b>		<b>NONE</b>	<b>6 WDs</b>	

**49. ALTERNATIVE MODES OF GFAL FILING**

Filing and Handling of GSIS Financial Assistance Loan Application Under the "New Normal" per Office Order No. 494-20, dated June 15, 2020

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>All qualified Active Employees of Government Agencies with GFAL I and II MOA with GSIS</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished GFAL application form, with AAO endorsement, together with the documentary requirements indicated therein. (1 copy, original) scanned copy if sent through email.	<ul style="list-style-type: none"> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> </ul>
2. Photo of applicant holding the duly accomplished application form and GSIS issued UMID Card /temporary card or two (2) valid government-issued IDs (1 copy, original or authenticated copy) scanned copy if sent through email.	<ul style="list-style-type: none"> <li>From the Member Applicant</li> </ul>
3. Certificate of Financial Literacy (FinLit) Seminar Attendance or; Post assessment result exercise if FinLit is done online. (1 copy, original) scanned copy if sent through email.	<ul style="list-style-type: none"> <li>From the Member Applicant issued by HRMO /AAO</li> <li>From the member downloaded from GSIS website</li> </ul>
4. Borrower Loan Agreement, Loan Voucher and/or other certified documents indicating the details of the loan from accredited Lending Institutions (LI), such as: original loan amount, net loan, term of loan, interest rate, monthly amortization and due date of first loan amortization (1 copy, original or authenticated copy)	<ul style="list-style-type: none"> <li>From the Member Applicant issued by Lending Institutions</li> </ul>
5. Pay slip for the last month (1 copy, original or authenticated copy) scanned copy if sent through email.	<ul style="list-style-type: none"> <li>From the Member Applicant</li> </ul>
6. GSIS –prescribed Statement of Account (SOA) from Lending Institution (LI) with clear photocopy of ID of authorized LI representative who will claim the checks. (1 copy, original) scanned copy if sent through email.	<ul style="list-style-type: none"> <li>Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> <li>From Lending Institution</li> </ul>
<p>For Identification (ID) card Requirements: - at least 1 of the following</p> <ul style="list-style-type: none"> <li>Company ID</li> <li>UMID /eCard</li> <li>Passport (Philippine or Foreign issued)</li> <li>Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)</li> <li>Any Philippine or Foreign issued ID</li> </ul>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>3.1 Filing of GFAL through email</b>				
<p>1. Send through email the duly accomplished GFAL application and its supporting documents through Agency Authorized Officer (AAO) or using applicant's personal e-mail address, preferably the one reflected in the ejar or SAP, and send to the designated e-mail address of GSIS handling Branch/Department. ( see list below)</p> <p>For easy identification, please use the following format in the email Subject: Title:  <b>GSIS &lt;TYPE OF LOAN&gt;_&lt;BP NO.&gt;_&lt;LAST NAME&gt;_&lt;FIRST NAME&gt;_&lt;AGENCY NAME&gt;</b></p> <p>(E-mail attachments shall be in a readable format with file size not exceeding 2 MB. Should the size exceed the said limit, submission can be made through multiple e-mails. )</p>	<p>Receive email; validate completeness of documents; log in the Transaction Monitoring System; email acknowledge receipt and forward to eservices for validation.</p>	<p>NONE</p>	<p>1 hour</p>	<p>Central Receiver of Handling Branch/ Department</p>
TOTAL		NONE	1 hour	
<b>3.1.A Processing of GFAL</b>				
<p>1. Attend Financial Literacy (FinLit) Seminar through any of the following options after receipt of feedback from GSIS after sending the GFAL applications.</p> <p>a. Attend a virtual FinLit via zoom on schedule ( verify schedule from the nearest GSIS Branch</p>	<p>Validate if member is eligible per GFAL verifier tool and if with proceeds per GFAL template, call member for information and/or to attend FinLit Seminar thru any of the three (3) options</p>	<p>NONE</p>	<p>2 hours</p>	<p>GSIS FinLit Training Officer</p>



	Inform member and PLI payee as soon as checks shall be ready for release and schedule an appointment with payees			
5. Proceed to GSIS on your scheduled appointment to get check. ( see check releasing transaction)	Release checks to payee member and Private Lending Institution (PLI) and/or;	None	15 minutes	Cashier
	Deposit Top-up check of member if requested.	None	4 hours	Cashier
	<b>TOTAL</b>	<b>NONE</b>	<b>9 days and 15 minutes</b>	

**3.2 Filing of GFAL through Drop Box**

*(Note: Applications filed within the day shall be taken out from the drop box every 8:00 am the following day. These shall be stamped received on the day the applications were taken out from the drop box);*

1. Proceed to GSIS and drop your duly accomplished GFAL application with complete documentary requirements.	Get GFAL application from drop box, Log in the Transaction monitoring System ( TMS) and route to eService Unit for validation	None	30 minutes	Central Receiver of Handling Branch/ Department
	<b>TOTAL</b>	<b>NONE</b>	<b>30 minutes*</b>	

**\*Apply GFAL processing procedure under 3.1.A ( see above)**

**50. ONLINE FILING OF ANNUAL PENSIONERS REVALIDATION (APIR)**

An alternate mode of Pensioners revalidation of status through online service for the personal appearance requirement for pensioners as part of the pension fund's efforts to protect and assist all its pensioners amid the country's health emergency situation. (Public Advisory dated April 3, 2020 in compliance with Advisory No. 1, s of 2020 of the Anti-Red Tape Authority (ARTA))

<b>Office or Division:</b>	Operations Group – Frontline Services Division; eServices Unit
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizens Transactions
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Old Age and Disability Pensioners</li> <li>• Survivorship Pensioners</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>1. A letter request (in photo, pdf or email format) addressed to GSIS to include the following details: (1 copy)</p> <ul style="list-style-type: none"> <li>a) Date of request</li> <li>b) Complete name of the pensioner</li> <li>c) Date of Birth</li> <li>d) Complete address of the pensioner</li> <li>e) Contact number (mobile or landline)</li> <li>f) Signature of the pensioner</li> </ul>	<ul style="list-style-type: none"> <li>• From the pensioner</li> </ul>
<p>2. A clear photo of the pensioner's UMID CARD (front only) or 2 valid IDs (front and back). (1 copy)</p>	<ul style="list-style-type: none"> <li>• From the pensioner</li> </ul>
<p>3. A clear photo of the pensioner holding a current newspaper with the headline and date of publication <b>or</b> a photo of the pensioner with background of the news crawler or ticker on TV showing the current headline and date. (1 copy)</p>	<ul style="list-style-type: none"> <li>• From the pensioner</li> </ul>
<p>4. Self-Declaration of Surviving Spouse (For Survivorship Pensioner and for both old age and survivorship pensioner) (1 copy)</p>	<ul style="list-style-type: none"> <li>• Downloadable in GSIS website @ <a href="http://www.gsis.gov.ph">www.gsis.gov.ph</a> (under the tabs: <u>Quick Link – Downloadable Forms</u>)</li> </ul>

For Identification (ID) card Requirements: - at least 1 of the following

- Company ID
- UMID /eCard
- Passport (Philippine or Foreign issued)
- Any Government issued ID (PhilHealth, Voters, Postal, Senior Citizen, Driver's License, PVAO, etc.)
- Any Philippine or Foreign issued ID

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send through email the letter and other requirements to the designated email address according to their place of residence ( see email addresses below)  Email subject: "APIR_(complete name of pensioner_OA or SURV)"	Receive email with attached Pensioners revalidation documentary requirements; log in Transaction Monitoring System (TMS) and email acknowledgement receipt.	NONE	1 WD*	Central Receiver of Handling Branch/ Department
2. Receive acknowledgement receipt and expect a validation call from GSIS	Validate, call pensioner via video call for confirmation if necessary	NONE	1 WD	eServices Personnel Incharge
	Renew pensioner status and inform pensioner through email, call or text	NONE	1 WD	Division Chief Frontline Services Department/ Branch Manager
	<b>TOTAL</b>	<b>NONE</b>	<b>3 WDs</b>	

*\*Time indicated depends on the day, time and number of email transaction received*

<b>NCR (including Quezon City, Cavite, and Rizal)</b> <a href="mailto:gsisncr@gsis.gov.ph">gsisncr@gsis.gov.ph</a>		<b>SOUTH LUZON</b>	
<b>NORTH LUZON</b>		<b>BRANCH</b>	<b>EMAIL ADDRESS</b>
<b>BRANCH</b>	<b>EMAIL ADDRESS</b>	<b>BRANCH</b>	<b>EMAIL ADDRESS</b>
Baguio	<a href="mailto:gsisbaguio@gsis.gov.ph">gsisbaguio@gsis.gov.ph</a>	Batangas	<a href="mailto:gsisbatangas@gsis.gov.ph">gsisbatangas@gsis.gov.ph</a>
Bataan	<a href="mailto:gsisbataan@gsis.gov.ph">gsisbataan@gsis.gov.ph</a>	Boac	<a href="mailto:gsisboac@gsis.gov.ph">gsisboac@gsis.gov.ph</a>
Bayombong	<a href="mailto:gsisbayombong@gsis.gov.ph">gsisbayombong@gsis.gov.ph</a>	Calapan	<a href="mailto:gsiscalapan@gsis.gov.ph">gsiscalapan@gsis.gov.ph</a>
Bulacan	<a href="mailto:gsisbulacan@gsis.gov.ph">gsisbulacan@gsis.gov.ph</a>	Laguna	<a href="mailto:gsislaguna@gsis.gov.ph">gsislaguna@gsis.gov.ph</a>
Cabanatuan	<a href="mailto:gsiscabanatuan@gsis.gov.ph">gsiscabanatuan@gsis.gov.ph</a>	Legazpi	<a href="mailto:gsislegazpi@gsis.gov.ph">gsislegazpi@gsis.gov.ph</a>
Cauayan	<a href="mailto:gsiscauayan@gsis.gov.ph">gsiscauayan@gsis.gov.ph</a>	Lucena	<a href="mailto:gsislucena@gsis.gov.ph">gsislucena@gsis.gov.ph</a>
Dagupan	<a href="mailto:gsisdagupan@gsis.gov.ph">gsisdagupan@gsis.gov.ph</a>	Mamburao	<a href="mailto:gsismamburao@gsis.gov.ph">gsismamburao@gsis.gov.ph</a>
Laoag	<a href="mailto:gsislaoag@gsis.gov.ph">gsislaoag@gsis.gov.ph</a>	Masbate	<a href="mailto:gsismasbate@gsis.gov.ph">gsismasbate@gsis.gov.ph</a>
La Union	<a href="mailto:gsislaunion@gsis.gov.ph">gsislaunion@gsis.gov.ph</a>	Naga	<a href="mailto:gsisnaga@gsis.gov.ph">gsisnaga@gsis.gov.ph</a>
Pampanga	<a href="mailto:gsispampanga@gsis.gov.ph">gsispampanga@gsis.gov.ph</a>	Palawan	<a href="mailto:gsispalawan@gsis.gov.ph">gsispalawan@gsis.gov.ph</a>
Tarlac	<a href="mailto:gsistarlac@gsis.gov.ph">gsistarlac@gsis.gov.ph</a>	Sorsogon	<a href="mailto:gsissorsogon@gsis.gov.ph">gsissorsogon@gsis.gov.ph</a>
Tuguegarao	<a href="mailto:gsistuguegarao@gsis.gov.ph">gsistuguegarao@gsis.gov.ph</a>	Virac	<a href="mailto:gsisvirac@gsis.gov.ph">gsisvirac@gsis.gov.ph</a>
<b>MINDANAO</b>		<b>VISAYAS</b>	
<b>BRANCH</b>	<b>EMAIL ADDRESS</b>	<b>BRANCH</b>	<b>EMAIL ADDRESS</b>
Butuan	<a href="mailto:gsisbutuan@gsis.gov.ph">gsisbutuan@gsis.gov.ph</a>	Bacolod	<a href="mailto:gsisbacolod@gsis.gov.ph">gsisbacolod@gsis.gov.ph</a>
Cagayan de Oro	<a href="mailto:gsiscdo@gsis.gov.ph">gsiscdo@gsis.gov.ph</a>	Bohol	<a href="mailto:gsisbohol@gsis.gov.ph">gsisbohol@gsis.gov.ph</a>
Cotabato	<a href="mailto:gsiscotabato@gsis.gov.ph">gsiscotabato@gsis.gov.ph</a>	Catbalogan	<a href="mailto:gsiscatbalogan@gsis.gov.ph">gsiscatbalogan@gsis.gov.ph</a>
Davao	<a href="mailto:gsisdavao@gsis.gov.ph">gsisdavao@gsis.gov.ph</a>	Cebu	<a href="mailto:gsiscebu@gsis.gov.ph">gsiscebu@gsis.gov.ph</a>
Dipolog	<a href="mailto:gsisdipolog@gsis.gov.ph">gsisdipolog@gsis.gov.ph</a>	Dumaguete	<a href="mailto:gsisdumaguete@gsis.gov.ph">gsisdumaguete@gsis.gov.ph</a>
Gensan	<a href="mailto:gsisgeneralsantos@gsis.gov.ph">gsisgeneralsantos@gsis.gov.ph</a>	Iloilo	<a href="mailto:gsisiloilo@gsis.gov.ph">gsisiloilo@gsis.gov.ph</a>
Iligan	<a href="mailto:gsisiligan@gsis.gov.ph">gsisiligan@gsis.gov.ph</a>	Maasin	<a href="mailto:gsismaasin@gsis.gov.ph">gsismaasin@gsis.gov.ph</a>
Kidapawan	<a href="mailto:gsiskidapawan@gsis.gov.ph">gsiskidapawan@gsis.gov.ph</a>	Roxas	<a href="mailto:gsisroxas@gsis.gov.ph">gsisroxas@gsis.gov.ph</a>
Malaybalay	<a href="mailto:gsismalaybalay@gsis.gov.ph">gsismalaybalay@gsis.gov.ph</a>	Tacloban	<a href="mailto:gsistacloban@gsis.gov.ph">gsistacloban@gsis.gov.ph</a>
Pagadian	<a href="mailto:gsispagadian@gsis.gov.ph">gsispagadian@gsis.gov.ph</a>		
Surigao	<a href="mailto:gsissurigao@gsis.gov.ph">gsissurigao@gsis.gov.ph</a>		
Tagum	<a href="mailto:gsistagum@gsis.gov.ph">gsistagum@gsis.gov.ph</a>		
Zamboanga	<a href="mailto:gsiszamboanga@gsis.gov.ph">gsiszamboanga@gsis.gov.ph</a>		

<b>51. FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<ol style="list-style-type: none"> <li>1. Media/ Social Media</li> <li>2. Customer Feedback forms</li> <li>3. Mails/ Email/ SMS</li> <li>4. 8888/ CSC/ PAC</li> <li>5. Call Center</li> <li>6. 3<sup>rd</sup> Party (Agencies)</li> <li>7. Verbal</li> <li>8. Walk-in clients</li> <li>9. Hotlines</li> </ol>
<b>How feedbacks are processed</b>	Feedbacks are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
<b>How to file a complaint</b>	Submit the Customer Feedback Form or Letter of Complaint or Commendation to Frontline Services Personnel, PACD at any GSIS office or email at <a href="mailto:gsiscares@gsis.gov.ph">gsiscares@gsis.gov.ph</a>
<b>How complaints are processed</b>	Feedbacks are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
<b>Contact Information of Contact Center ng Bayan (CCB)</b>	CCB : SMS: 0908-8816565 Call: 1-6565 (Php5.00+VAT per call anywhere in the Philippines via PLDT landline eMail: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> WEB: <a href="http://www.contactcenterngbayan.gov.ph">www.contactcenterngbayan.gov.ph</a>
<b>Contact Information of Presidential Complaint Center (PCC)</b>	PCC: Call: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Telefax: +63(2)-87368621 Postal Service: Bahay Ugnayan, J.P. Laurel Street Malacanang, Manila eMail: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>
<b>Contact Information of Anti-Red Tape Authority (ARTA)</b>	ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>
<b>Contact Information of GSIS Anti-Red Tape Ad hoc (ARTAh)</b>	ARTA: SMS: 0917-7002427 Call: 8859-0208 loc 3566





