

Among the broad strategic directions that GSIS will pursue starting 2017 are the following:

1. **Shorter processing period for retirement, separation, life insurance and motor vehicle claims, and service loans.** When President Duterte assumed office, he made it clear that he wants the processing time for various government transactions reduced. The table shows the proposed schedule.

PROCESSING TIME FOR GSIS TRANSACTIONS		
TRANSACTION	FROM:	TO:
Retirement claim Separation claim Life insurance claim	90 days (prescribed by law)	30 days (83% of claims, processed upon submission of complete documents)
Motor vehicle insurance claim	45 days	40 days
Service loans (policy, emergency and conso-loan)	5 days (upon agency authorized officer's [AAO] approval)	3 days (upon AAO approval)

2. **ISO certification for maturity benefit and motor vehicle claims processing.** In line with ongoing efforts to standardize its processes for enhanced service delivery, GSIS will prepare for the expansion of its Quality Management System to include the processing of maturity benefit and motor vehicle claims this year. GSIS was previously conferred an ISO 9001:2015 certification for loan processing and membership administration, which is valid until 17 February 2020.
3. **Conduct of financial literacy program from 2017-2022.** Through the program, GSIS will empower new (up to five years in service) and retiring GSIS members to understand the whys and hows of savings, discern financial issues, gain insights on the different savings and investment options, and ultimately, make informed and effective financial decisions. GSIS will implement the program in partnership with the Civil Service Commission, Philippine Deposit Insurance Corporation, and financial literacy experts.

4. **Improved corporate social responsibility programs.** For this Academic Year, GSIS increased the number of new scholars to 600 from 400, under the GSIS Scholarship Program. It also raised the budget for the Adopt-a-School Program to Php300,000 from Php200,000. Implemented in partnership with the Department of Education, GSIS will adopt a total of 96 schools from 2017 to 2022, by providing assistance (outside the national budget) to public schools through support in infrastructure, physical facilities and technology. (MAJ/DMS/CIBP)





**G-NEWS**  
GSIS newsletter for members and pensioners

<b>Head, Editorial Board</b>	SVP RACQUEL D. DE GUZMAN-BUENSALIDA
<b>Editor-in-Chief</b>	VP MARGIE A. JORILLO
<b>Executive Editor</b>	MGR. MERCEDITA IRENE D. TAYAG
<b>Editor</b>	DINDO M. SATUMBA
<b>Managing Editor</b>	CHRISTINE IRA P. BUADO-PATAG
<b>Issue Editor</b>	WILFRED RAPHIDIM L. LADANGA
<b>Contributing Editors</b>	MARY GRACE M. RAYMUNDO
<b>Writers</b>	ANNE MARGARETTE M. ALDABA WINNIE AUREA D. CORCUERA PRECIOUS ANNE L. TALIWAGA
<b>Head of Creatives</b>	MGR. MA. ROSANNA A. SANCHEZ
<b>Layout Artist</b>	MADONNA D. CALARA
<b>Photographer</b>	RODELLO O. GIRON ENRIQUE E. PINEDA JR. FELIXBERTO S. ROBLES III
<b>Circulation Staff</b>	EMETERIA A. BACHO ROSARIO A. BAYQUEN CHRISTINE D. CARRIDO
<b>Printing Staff</b>	MA. THERESA M. CRUZ EPIFANIO A. MENDOZA JR. SHALENA S. SANGALANG ORLANDO S. SANTOS LAURENCE C. MURILLO DANILO T. RAGA JR.

G-News, or GSIS-News, is published monthly with special issues. Its editorial office is located at the Corporate Affairs Department, Corporate Communications Office, Level 2, GSIS Head Office, Pasay City.