



OFFICE ORDER NO. 223 - 14

SUBJECT: Revised Documentary Requirements for Social Insurance Benefits and Other Related Claims and Transactions

The following are the revised documentary requirements for Social Insurance benefits and other related claims and transactions. The list of acceptable government-issued identification cards and pertinent application forms for each claim are herein provided for implementation of the operating units.

A. RETIREMENT/SEPARATION BENEFIT

1. Compulsory/Optional Retirement (RA 8291, RA 660, PD1146, RA 1616)/Separation Benefit (RA 8291)
 - a. Duly accomplished Application Form for Retirement
 - b. Declaration of Pendency/Non-Pendency of Case Form *
2. Disability Retirement (RA 660, RA 8291)
 - a. Duly accomplished Application Form for Disability Benefit
 - b. Proofs of Disability Parts I, II, and III
 - c. Declaration of Pendency/Non-Pendency of Case Form *
3. Portability (RA7699)
 - a. Duly accomplished Application Form for Retirement Benefit under RA 7699
 - b. Certification of SSS premium contributions indicating number and inclusive months of contributions signed by authorized SSS Officer
 - c. Declaration of Pendency/Non-Pendency of Case Form *
 - *to be submitted before e crediting*

B. LIFE CLAIM

1. Maturity or Cash Surrender Value (Regular/ Optional)
 - a. Duly accomplished Application Form for Life Insurance Benefit
2. Death Claim/ Accidental Death Benefit (Life Endowment Policy (LEP))
 - a. Duly accomplished Application Form for Life Insurance Benefit
 - b. Death Certificate of member issued by Local Civil Registrar (LCR) or National Statistics Office (NSO)
 - c. If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
 - d. If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child

- e. If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
- f. If designated beneficiary/ies is not a GSIS member, Birth Certificate/s issued by LCR or NSO of designated beneficiary/ies or two (2) government-issued valid IDs with date of birth and signature
- g. Marriage Contract of female beneficiary/ies issued by LCR or NSO
- h. Police Investigation Report (if death is due to accident)

3. Death Claim (ELP POLICY)

- a. Duly accomplished Application Form for Life Insurance Benefit
- b. Death Certificate of member issued by LCR or NSO
- c. Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS
- d. If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
- e. If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child
- f. If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
- g. If member is married, Marriage Contract issued by LCR or NSO

C. FUNERAL BENEFIT

- 1. Claimant is the spouse
 - a. Duly accomplished Application Form for Funeral Benefit
 - b. Death Certificate of member issued by LCR or NSO
 - c. Marriage Contract of member with the surviving spouse issued by LCR or NSO
 - d. If surviving spouse is not a GSIS member, Birth Certificate issued by NSO or LCR, or two (2) government-issued valid IDs with date of birth and signature
- 2. Claimant is Other than the Spouse
 - a. Duly accomplished Application Form for Funeral Benefit
 - b. Death Certificate of member issued by LCR or NSO
 - c. If claimant is not a GSIS member, Birth Certificate issued by LCR or NSO or two (2) government-issued valid IDs with date of birth and signature
 - d. Death Certificate of legal spouse issued by LCR or NSO, if married
 - e. If legal spouse is living, notarized waiver in favor of the claimant with two (2) government-issued valid IDs of the legal spouse with signature
 - f. Official receipt of funeral expenses issued in the name of the claimant

D. SURVIVORSHIP BENEFIT

1. Member/Pensioner with Primary Beneficiary/ies

a. Married

- 1) Duly accomplished Application Form for Survivorship
- 2) Death Certificate of member issued by NSO
- 3) Marriage Contract of deceased member issued by NSO
- 4) Affidavit of Surviving Spouse With Declaration of No Remarriage / No Cohabitation
- 5) If spouse is not a GSIS member, Birth Certificate issued by NSO
- 6) Birth Certificate/s of minor/incapacitated children issued by NSO
- 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
- 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child
- 9) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing

b. Single

- 1) Duly accomplished Application Form for Survivorship
- 2) Death Certificate of member issued by NSO
- 3) Birth Certificate/s of minor/incapacitated children issued by NSO
- 4) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
- 5) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child
- 6) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
- 7) If guardian is not a GSIS member, birth certificate issued by NSO or two (2) government-issued valid IDs with date of birth and signature

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

- a. Duly accomplished Application Form for Survivorship
- b. Death Certificate of member issued by NSO or LCR
- c. Birth Certificate of member issued by NSO or LCR
- d. Marriage Contract of member's surviving parents issued by NSO or LCR
- e. Birth Certificate of member's surviving parents issued by NSO or if born on or before 1945, two (2) government-issued valid IDs with date of birth and signature if surviving parents are not GSIS members/pensioners

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

- a. Duly accomplished Application Form for Survivorship
- b. Death Certificate of member issued by NSO or LCR
- c. Birth Certificate of member issued by NSO or LCR
- d. Marriage Contract of member's parents issued by NSO or LCR
- e. Death Certificate of member's parents issued by NSO or LCR
- f. Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to

- the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS
 - g. Birth Certificate/s of all the siblings of the deceased member issued by LCR or NSO
 - h. Extra judicial settlement among the legal heirs of the deceased brother / sister of the member designating one payee
4. Release of Pension Credited to E-card Account after Death
- a. Member's Request Form (MRF)

E. PRE-NEED CLAIMS

1. Edu-child

- a. Availment of College Education Benefit (CEB)
 - 1) For initial availment
 - a) Duly accomplished Application Form for Pre-Need Plans
 - b) Course Curriculum indicating the number of units and subjects to be taken by the scholar
 - c) Certificate of Full Payment (CFP), if issued to the planholder
 - d) Official Receipt of the tuition and other standard school fees
 - e) Registration Form with Assessment/Schedule of Fees
 - 2) For Succeeding Availments
 - a) Duly accomplished Application Form for Pre-Need Plans
 - b) Registration Form with Assessment/Schedule of Fees
 - c) Official Receipt of the tuition and other standard school fees
- b. Unavailed College Educational Benefit
 - 1) Duly accomplished Application Form for Pre-Need Plans
 - 2) Certificate of Full Payment (CFP), if issued to the planholder
- c. Unused Units/Retirement Benefit (10 years after graduation)
 - 1) Duly accomplished Application Form for Pre-Need Plans
 - 2) Transcript of Records

2. Memorial Plan

- a. Enhanced Optional Exit Mechanism (EOEM)
 - 1) Duly accomplished Application Form for Pre-Need Plans
 - 2) Certificate of Full Payment (CFP), if issued to the planholder
 - 3) Duly accomplished Form for GSIS Memorial Plan Quit Claim
- b. Death Claim
 - 1) Duly accomplished Application Form for Pre-Need Plans
 - 2) Death Certificate of planholder issued by LCR or NSO
 - 3) Affidavit of Surviving Legal Heirs stating among others that affiants are the only surviving legal heirs of the deceased member, their date of birth and relationship to the deceased member and that they are executing the document for the purpose of claiming the benefit from GSIS
 - 4) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child Form
 - 5) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child

- 6) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
 - 7) Certificate of Full Payment (CFP), if issued to the planholder
- 3. College Education Assurance Plan (CEAP)
 - a. Duly accomplished Application Form for Pre-Need Plans
 - 4. Family Hospitalization Plus Plan (No Availment Bonus)
 - a. Duly accomplished Application Form for Pre-Need Plans

F. EMPLOYEES COMPENSATION

- 1. Sickness
 - a. Duly accomplished Form for Income Benefit Claim for Payment, Part I and II
 - b. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II, and III
 - c. Duly accomplished Form for Hospital/Clinical records of confinement/consultation due to claimed ailment
 - d. Service Record, if claimant is uniformed personnel of AFP, PNP, BJMP and BFP
- 2. Injury
 - a. Duly accomplished Form for Sickness Income Benefit Claim for Payment, Part I and II
 - b. Duly accomplished Form for Hospitalization Claim for Payment, Parts I, II, and III
 - c. Duly accomplished Form for Hospital/Clinical records of confinement/consultation due to claimed ailment
 - d. Certification under oath by Head of Office narrating in detail the circumstances surrounding the accident (e.g. time, date and place of accident and what employee was doing at the time of accident and reason or purpose of being there)
 - e. Service Record, if claimant is uniformed personnel of AFP, PNP, BJMP and BFP
 - f. Affidavit of witnesses to the accident/incident
 - g. Time Card/Record of Attendance
 - h. Police Accident/Investigation Report
 - i. Travel/Mission Order/Personnel Pass
 - j. Casualty Report/After Battle Report/Line of Duty Board Proceedings for AFP members
 - k. NAPOLCOM Adjudication Award for PNP members
- 3. Death Claim
 - a. With primary beneficiary/ies
 - 1) Death Certificate of member issued by NSO
 - 2) Marriage Contract of member issued by NSO
 - 3) Birth Certificate of member for uniformed personnel of AFP, PNP, BFP and BJMP issued by NSO
 - 4) Birth Certificate of legitimate minor/incapacitated children, 21 years old and below issued by NSO
 - 5) Birth Certificate of spouse issued by NSO, if not a GSIS member
 - 6) Affidavit of Surviving Spouse With Declaration of No Remarriage
 - 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
 - 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child

- 9) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
- b. Secondary beneficiaries (parents and illegitimate children)
 - 1) Death Certificate of member issued by NSO
 - 2) Birth Certificate of member issued by NSO
 - 3) If parents are not GSIS member/pensioner, Birth Certificate issued by NSO
 - 4) Birth Certificate of illegitimate children 21 years old and below issued by NSO
 - 5) Affidavit of parents that member died single with or without illegitimate children and that they are wholly dependent upon the deceased for support
 - 6) Death certificate of parents, if deceased
 - 7) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
 - 8) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child
 - 9) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing
4. Death of a PTD Pensioner (Transfer of Pension)
 - a. Death Certificate of member-pensioner issued by NSO or equivalent certification from the foreign country where the pensioner died, authenticated by the concerned embassy
 - b. Duly accomplished Application Form for Income Benefit Claim for Payment, Part I only
 - c. Additional documents shall be required if after evaluation the spouse and/or the legal heirs are found to be qualified for pension.
 - 1) Marriage Contract of deceased pensioner with the claimant issued by NSO
 - 2) Affidavit of Surviving Spouse With Declaration of No Remarriage
 - 3) If spouse is not a GSIS member, Birth Certificate issued by NSO
 - 4) Birth Certificate/s of minor/incapacitated children issued by NSO
 - 5) If with minor children, Affidavit of Legal/Certified Guardianship Form for minor dependent child
 - 6) If with incapacitated children, Affidavit of Legal/Certified Guardianship Form for incapacitated dependent child
 - 7) If the guardian is not the natural parent, Court Order or Affidavit of Guardianship Form supported by DSWD and Barangay Certification where the minor/incapacitated dependent child is residing

G. REQUEST FOR CHECK REPLACEMENT

1. Check Released to Payee
 - a. Lost
 - 1) Check Alteration and Replacement Form (CARF); and
 - 2) Affidavit of Loss
 - b. Damaged
 - 1) Check Alteration and Replacement Form (CARF);
 - 2) Physical Check
 - 3) UMID, eCard or any two (2) prescribed GSIS valid IDs of claimant/s

- c. Deceased Payee
 - 1) Check Alteration and Replacement Form (CARF);
 - 2) Physical check
 - 3) NSO Death Certificate if no claim for funeral benefit has been filed;
 - 4) Notarized Proof of Surviving Legal Heirs if no claim for survivorship benefit has been filed;
 - 5) NSO Birth and Marriage Certificate of Legal Heirs (for spouse and married female heirs);
 - 6) UMID, eCard or any two (2) prescribed GSIS valid IDs of claimant/s; and
 - 7) Notarized deed of extra judicial settlement designating one payee.
- d. Wrong Payee Name
 - 1) Check Alteration and Replacement Form (CARF);
 - 2) Physical Check;
 - 3) NSO Birth Certificate of the Payee; and
 - 4) UMID, eCARD of any two (2) prescribed GSIS valid IDs of claimant/s
- e. Stale Check
 - 1) Check Alteration and Replacement Form (CARF); and
 - 2) Physical check

2. Check with GSIS

- a. Lost
 - 1) Check Alteration and Replacement Form (CARF); and
 - 2) Notarized Incident Report prepared by the concerned personnel with the custody of the check, duly noted by the DC, Officer I or Extension Head, whichever is applicable
- b. Damaged
 - 1) Physical Check
- c. Deceased Payee
 - 1) Check Alteration and Replacement Form (CARF);
 - 2) Physical Check
 - 3) NSO Death Certificate if no claim for funeral benefit has been filed;
 - 4) Notarized proof of Surviving Legal Heirs if no claim for survivorship benefit has been filed;
 - 5) NSO Birth and marriage Certificate of Legal Heirs (for spouse and married females heirs); and
 - 6) UMID, eCard or any two (s) prescribed GSIS valid IDs of claimant/s;
- d. Wrong Payee Name
 - 1) Check Alteration and Replacement Form (CARF);
 - 2) Physical Check;
 - 3) NSO Birth Certificate of the Payee; and
 - 4) UMID, eCARD of any two (2) prescribed GSIS valid IDs of claimant/s
- e. Stale Check
 - 1) Check Alteration and Replacement Form (CARF); and
 - 2) Physical check

H. CHECK RELEASING

1. To Payee
 - a. Duly accomplished Form for Check Delivery Receipt
 - b. E-card/UMID card or two valid government issued IDs and photocopies of the same
 - c. If EOEM, Quit Claim Form

2. To Authorized Representative
 - a. Duly accomplished Form for Check Delivery Receipt
 - b. Written Authorization signed by the payee or duly notarized Power of Attorney, if payee is residing in the Philippines
 - c. Special Power of Attorney (SPA) duly notarized in the Philippine Embassy where the payee is residing, if the payee is living abroad
 - d. E-card/UMID card or two valid government issued IDs of the payee and representative and photocopies of the same

3. To Liaison Officer
 - a. Duly accomplished Form for Check Delivery Receipt
 - b. Authorization Letter and two (2) valid IDs of the payee (original and photocopy) for Retirement and/or Cash Surrender Value Check/s
 - c. Liaison Officer's ID

I. OVER THE COUNTER (OTC) LOANS GRANTING

1. Duly accomplished Application Form for Conso/ Policy/ Calamity/Educational Assistance / Pension Loan
2. E-card/UMID/Temporary Card (to be presented only)

J. LIST OF ACCEPTABLE GOVERNMENT-ISSUED IDENTIFICATION CARDS (IDs)

1. e-Card/UMID
2. Employee's ID/Office ID
3. Driver's License *
4. Professional Regulation Commission (PRC) ID *
5. Passport *
6. Senior Citizens ID
7. SSS ID
8. COMELEC/Voters 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. Persons 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 **

** within its validity period*

***private/government school*

K. OTHER PERTINENT RULES

1. For disability retirement, other documents may be required by the Medical Evaluator/Officer;
2. For approved Permanent Total Disability (PTD) pensioners, a Medical Progress Report (MPR) should be submitted yearly;
3. If there is/ are mentally/ physically incapacitated child/ children, proofs of incapacity shall be required;
4. Additional documents may be required if documents submitted are with discrepancies (e.g. name, appellation, date of birth, etc.)
5. Only original copies of documents are required to be submitted by the member/claimant;
6. If member dies while claim is being processed, additional requirements shall be required;
7. For Accidental Death Benefit, additional documents may be required by the Committee on Claims (CoC);
8. Additional documents may be required in case of adverse claim (e.g. two wives claiming for survivorship benefit for the same deceased pensioner);
9. Other documents to determine compensability of claim, if necessary, shall be required by the Medical/Legal Evaluator.