



GSIS Memorandum Circular No. 013 Series of 2019

TO : HEADS OF CONSTITUTIONAL BODIES; BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT OWNED OR CONTROLLED CORPORATIONS; STATE UNIVERSITIES AND COLLEGES; AND ALL OTHERS CONCERNED

SUBJECT : GUIDELINES ON SUBMISSION OF SUPPORTING DOCUMENTS FOR NON-MOTOR VEHICLE CLAIMS

Effective 01 December 2019, the following guidelines on Submission of Supporting Documents for Non-Motor Vehicle Claims pursuant to OO No. 464-19 dated 27 NOV 2019 shall be implemented:

1. The Assured/Claimant must submit the complete basic documentary requirements within thirty (30) calendar days from the date of notification of the loss/claim.
2. The Claims Processor and/or Independent Adjuster may request additional requirements which the Assured/Claimant shall submit within fifteen (15) calendar days from receipt of the GSIS written notification of additional requirements.
3. Submission of documents may be extended for justifiable reason/s, subject to the submission of a written request by the Assured/Claimant within the original mandatory period.

The request for extension shall be approved by the Claims Department Manager in the Central Office and the Branch Manager concerned in the Branch Offices, provided that the extension of time should not be more than the prescribed period, i.e. additional 30 calendar days for the submission of the complete basic documentary requirements and another 15 calendar days for the submission of additional requirements reckoned from the lapse of the original mandatory period.

4. Failure of the Assured/Claimant to submit the documents within the required or extended period shall result in the denial of the claim. For this purpose, the GSIS shall ensure that the Assured/Claimant is properly notified in writing of the requirements, its corresponding timelines and the implication of its non- or delayed submission.

The above guidelines and list of basic documentary requirements shall be incorporated in the Non-Motor Vehicle insurance policy contracts for the information of the assureds/claimants.

Please be guided accordingly.

ROLANDO L. MACASAET
Acting President and General Manager

Date Signed: 27 NOV 2019

