



GSIS MEMORANDUM CIRCULAR NO. _____ SERIES OF 2021

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 ACCEPTANCE OF DIRECT PAYMENTS FOR GSIS INDIVIDUAL LOANS THROUGH EXTERNAL PAYMENT SERVICE PROVIDERS (EPSPs)

In order to address clamor of GSIS payors for a more convenient, secure and accessible payment channel and at the same time streamline the payment process with minimal risk of loss and cost, **starting June 28, 2021**, an Over The Counter (OTC) payment facility through the GSIS's accredited External Payment Service shall be available to payors for the payment of their delayed, under or non-payment, in default, in arrears or due and demandable individual service loans. This shall cover individual payors with updated GSIS service loan accounts who opted to pay in advance.

Individual payors who wish to avail of the over the counter payment facility shall:

1. Receive notification through collection letter, SMS or electronic billing statement found in eGSISMO.
2. Proceed to the nearest GSIS accredited External Payment Service Providers (EPSPs) and fill up EPSP's transaction slip
3. Pay due.
4. Wait for the printed EPSP machine validated transaction slip.
5. A text confirmation shall be received within twenty four (24) hours from the conclusion of the payment transaction/s.

PAYMENT POLICIES:

1. Acceptable payment shall be in cash of Philippine currency.
2. GSIS member's payment shall be considered paid as of the date of payment in the EPSP's Payment Collection Site.

Note: The list of Accredited Payment Collection Sites is listed in the GSIS website (www.gsis.gov.ph).

3. Payments via EPSP shall be accepted during the EPSP's Payment Collection Site's observed business hours from Monday to Sunday.
4. No form or document shall be accepted as evidence of payment transaction other than the EPSP's machine validated transaction slip.
5. There shall be one transaction slip for every loan type payment.
6. Payment made through EPSP shall not result in the stoppage of payments through agency remittance.
7. The member shall be informed within five (5) working days that the copy of OR may be claimed personally or through authorized representative from their GSIS Handling Branch or may opt to view the posting of payment through the eGSISMO facility.
8. The payor shall shoulder a minimal convenience fee that is being charged by the EPSP.
9. Regardless of the status of the account, the loan being paid is subject for reconciliation.

For any inquiries regarding our services or feedback, you may contact us through:

email address: gsiscares@gsis.gov.ph

GSIS CALL CENTER NUMBERS:

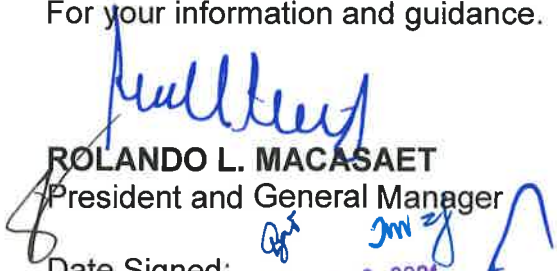
For calls within Metro Manila: (02) 8-847-47-47

For International Calls: (632) 8-847-47-47

For Provincial Calls: 1-800-8-847-47-47 (for Globe subscribers)
or 1-800-10-847-47-47 (for Smart, TNT and Sun subscribers)

For privacy concerns privacy@gsis.gov.ph

For your information and guidance.


ROLANDO L. MACASAET
President and General Manager

Date Signed: JUL 28 2021