CIRCULAR LETTER

TO : ALL INSURANCE COMPANIES CONCERNED

SUBJECT : AMENDMENT TO CIRCULAR LETTER NO. 2017-12 RE: COMPANY ACCOUNT REGISTRATION FORM, EXAMINATION BATCH (SCHEDULE), AND RETAKE MECHANISM

In connection with the issuance of Circular Letter (CL) No. 2018-34 dated 14 June 2018 (Payment for Qualifying Insurance Agents' Examinations through the ACE system), the following provisions of CL No. 2017-12 dated 07 March 2017 (Guidelines on the Conduct of Insurance Agents' Qualifying Examinations through the Agents' Computerized Examinations (ACE) System) are hereby amended to read as follows:

- Section 2.1

"2.1 Company Account. Primary access login credentials/information for the ACE shall be issued by IC to a company upon submission of the following documents to the IC, through the Licensing Division, to wit:

2.1.1 Company Account Registration Form (Annex A: ACE Form1) which must be signed by the duly authorized company officer, complete with the following information:

About the Company
- Name of company
- Complete official address
- Zip code
- Official telephone number/s
- Fax number/s
- Official company email address for ACE
Company Representative
- Full name
- Position in the company
- Number of years in the company
- Official telephone number/s (Landline and Cellular)
- Valid company employee official email address

A company may submit account applications for more than one (1) authorized representatives.

- Section 2.5

"2.5 Examination Batch (Schedule). ACE can accommodate for IC Manila Office a maximum total of one hundred twenty-six (126) examinees per day divided into three (3) batches with forty-two (42) examinees per batch.

For IC Cebu District Office, a maximum total of forty-two (42) examinees per day divided into three (3) batches with fourteen (14) examinees per batch can be accommodated, while the IC Davao District Office can accommodate a maximum total of forty-five (45) examinees per day divided into three (3) batches with fifteen (15) examinees per batch.

Once the slots in a scheduled batch have already been taken, it shall no longer be available on the system.

Unless otherwise directed, availability of ACE conducted examinations shall be governed as follows:

2.5.1 Company representatives may choose to assign their applicants in any of the following schedules:

<table>
<thead>
<tr>
<th>Days</th>
<th>Batches</th>
<th>Time</th>
<th>Venue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesdays through Fridays</td>
<td>1st Batch</td>
<td>8:30 A.M.</td>
<td>IC Manila Office</td>
</tr>
<tr>
<td></td>
<td>2nd Batch</td>
<td>9:45 A.M.</td>
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<tr>
<td></td>
<td>3rd Batch</td>
<td>11:00 A.M.</td>
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<tr>
<td></td>
<td>1st Batch</td>
<td>8:30 A.M.</td>
<td>IC Cebu District Office</td>
</tr>
<tr>
<td></td>
<td>2nd Batch</td>
<td>9:45 A.M.</td>
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<td></td>
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<td>11:00 A.M.</td>
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<td>IC Davao District Office</td>
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<td>9:45 A.M.</td>
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<tr>
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<td>11:00 A.M.</td>
<td></td>
</tr>
</tbody>
</table>

Accommodation of examinees in a particular schedule is on a first come first served basis.
2.5.2 Concerned company representative must register the prospective examinee not later than three (3) working days before the scheduled examination date.

- Section 2.7

"2.7 Payment. No registered examinee shall be eligible to take the Qualifying Insurance Agents' Examinations conducted through the ACE unless payment therefore is made to the IC Cashier in the form of cash or company check, managers check or money order in the name of the "Insurance Commission" or through the ePayment Portal of the Land Bank of the Philippines (LBP), amounting to One Thousand Ten Pesos (Php1,010.00) per examinee. Examination fee must be paid not later than one (1) working day before the scheduled examination date.

The ePayment Portal may be accessed through https://epaymentportal.landbank.com. Payment made through the ePayment Portal of the Land Bank of the Philippines shall be subject to LBP's service fee."

- Section 2.9

"2.9 Retake. Unsuccessful examinees shall have two (2) options for retake:

2.9.1 Same-day retake in the afternoon, as scheduled by the Insurance Commission:

2.9.2 Retake on a different schedule consistent with item 2.5 hereof, registration and rescheduling of the examination shall be coursé through the authorized company representative.

2.9.3 Payment for the retake examination shall be as follows:

2.9.3.1 For same-day retake for the IC Manila Office, payment for the retake examination fee in the amount of One Thousand Ten Pesos (Php 1,010.00) shall be made on the same day either through the IC Cashier, or through the ePayment Portal of the Land Bank of the Philippines (LBP).

2.9.3.2 For same-day retake for the IC Cebu and Davao District Offices, payment for the retake examination fee in the amount of One Thousand Ten Pesos (Php 1,010.00) shall be made on the same day through the ePayment Portal of the LBP."
2.9.3.3 **For retake on a different schedule, payment of examination fee in the amount of One Thousand Ten Pesos (Php 1,010.00) shall be made either through the IC Cashier, or through the ePayment Portal of the LBP not later than one (1) working day before the scheduled examination.**

Retake examination shall be subject to slot availability on a first come first served basis."

This Circular Letter shall take effect immediately. Except as amended and supplemented hereby, all other provisions of CL No. 2017-12 shall remain effective. The unamended provisions of the said Circular and the amendments introduced herein shall be read and construed as a single Circular.

**DENNIS B. FUNA**
Insurance Commissioner