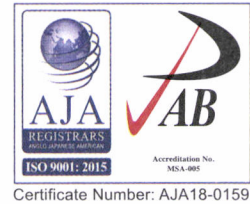




Republic of the Philippines  
Department of Finance  
**INSURANCE COMMISSION**  
1071 United Nations Avenue  
Manila



Circular Letter (CL) No.:	2019-49
Date:	12 September 2019
Supplements:	CL No. 2018-72, d. 28 December 2018

### CIRCULAR LETTER

**TO : ALL INSURANCE/REINSURANCE COMPANIES DOING BUSINESS IN THE PHILIPPINES**

**SUBJECT : SUPPLEMENTAL GUIDELINES ON BUSINESS PROCESS OUTSOURCING (“BPO”) ACTIVITIES OF INSURERS/REINSURERS**

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**WHEREAS**, this Commission issued Circular Letter No. 2018-72 on 28 December 2018 providing for *Guidelines on Business Process Outsourcing (“BPO”) Activities of Insurers/Reinsurers*;

**WHEREAS**, this Commission finds it important to evaluate the outsourcing agreements/contracts entered into by insurers/reinsurers and BPO Providers to determine compliance with the provisions of Circular Letter No. 2018-72 dated 28 December 2018 in the interest of protecting both the insurance industry and the insuring public;

**WHEREAS**, to ensure compliance with the provisions of Circular Letter No. 2018-72 dated 28 December 2018, this Commission further finds the need to institute supplemental guidelines as regards pre-approval of outsourcing agreements/contracts and evaluation of the same during regular and special examinations conducted by this Commission pursuant to Section 253 of the Amended Insurance Code of the Philippines;

**NOW, THEREFORE**, pursuant to the undersigned’s powers under Section 437 of Republic Act No. 10607, otherwise known as the Amended Insurance Code, “to x x x issue such rulings, instructions, circulars, orders and decisions as may be deemed necessary to secure the enforcement of the provisions of [the Amended Insurance Code], to ensure the efficient regulation of the insurance industry in accordance with global best practices and to protect the insuring public,” the following *Supplemental Guidelines on Business Process Outsourcing (“BPO”) Activities of Insurers/Reinsurers* are hereby adopted and promulgated, viz: