



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



Circular (CL) No.:	Letter	2019-54
Date:	3 October 2019	
Amends:	CL No. 2019-49, d. 12 September 2019; CL No. 2018-72, d. 28 December 2018	

CIRCULAR LETTER

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

SUBJECT : AMENDMENTS TO CIRCULAR LETTER NO. 2019-49 ON THE SUPPLEMENTAL GUIDELINES ON BUSINESS PROCESS OUTSOURCING (“BPO”) ACTIVITIES OF INSURERS / REINSURERS

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 issued Circular Letter No. 2019-49 on 12 September 2019 providing for *Supplemental Guidelines on Business Process Outsourcing (BPO) Activities of Insurers/Reinsurers*;

WHEREAS, Circular Letter No. 2019-49 required the pre-approval of outsourcing agreements/contracts as the Commission found “x x x *it important to evaluate the outsourcing agreements/contracts entered into by insurers/reinsurers and BPO Providers to determine compliance with 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, this Commission now finds the need to amend pertinent provisions of Circular Letter No. 2019-49 to remove the process of pre-approval of outsourcing agreements/contracts in order to harmonize the purposes of this Commission’s Circular Letter Nos. 2018-72 and 2019-49 with the government policy stated in the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, otherwise known as Republic Act No. 11032, particularly “x x x *the adoption of*