



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



Circular Letter (CL) No.:	2020-14
Date:	16 March 2020
Supersedes:	NONE

CIRCULAR LETTER

TO : ALL CONCERNED PERSONS TRANSACTING WITH THE SURETYSHIP UNIT OF THE INSURANCE COMMISSION

SUBJECT : SPECIAL GUIDELINES IN THE PROCESSING OF TRANSACTIONS BY THE SURETYSHIP UNIT OF THE INSURANCE COMMISSION DURING THE COMMUNITY QUARANTINE PERIOD

WHEREAS, the COVID-19 coronavirus has spread in different parts of the world, including the Philippines;

WHEREAS, the COVID-19 coronavirus outbreak has recently been characterized by the World Health Organization (WHO) as a pandemic;

WHEREAS, on 12 March 2020, President Rodrigo Roa Duterte announced the imposition of a “*Community Quarantine*” in the National Capital Region (NCR) and the suspension of work in the Executive Branch from 15 March 2020 until 14 April 2020 (“*Community Quarantine Period*”) in response to the COVID-19 coronavirus outbreak pursuant to Joint Resolution Nos. 11 and 12 (s. 2020) (“*Joint Resolutions*”) of the *Inter-Agency Task Force for the Management of Emerging Infectious Diseases*, Proclamation No. 922 (s. 2020), and the pertinent provisions of Republic Act No. 11332;

WHEREAS, pursuant to the *Memorandum* recently issued by Executive Secretary Salvador C. Medialdea with the subject “*Stringent Social Distancing Measures and Further Guidelines for the Management of the Coronavirus Disease 2019 (COVID-19) Situation*”, the Insurance Commission, among other government agencies, was informed of and directed to adopt, coordinate, and implement “[a]lternative working arrangements, including but not limited to, work-from home, compressed work week, staggered working hours, and creation of skeletal workforces, x x x” during the Community Quarantine Period;

WHEREAS, corollary to the foregoing, this Commission is of the position that the processing time of applications or requests received by the Suretyship Unit may be adjusted given the modification of its working hours hereunder and pursuant to

Section 9 of Republic Act No. 11032, otherwise known as the “*Ease of Doing Business and Efficient Government Service Delivery Act of 2018*”, as the COVID-19 coronavirus outbreak may be characterized as *force majeure*;

NOW, THEREFORE, in view of all the foregoing and in accordance with the undersigned’s powers under Section 437 of the Insurance Code of the Philippines, as amended by Republic Act No. 10607, the following ***Special Guidelines in the Processing of Transactions by the Suretyship Unit of the Insurance Commission During the Community Quarantine Period*** are hereby adopted and promulgated, to wit:

1. **Working Hours.** – During the Community Quarantine Period (i.e., from 15 March 2020 until 14 April 2020), the Suretyship Unit of this Commission shall only be open for business on **MONDAYS TO WEDNESDAYS, FROM 9:00 O’CLOCK IN THE MORNING UNTIL 3:00 O’CLOCK IN THE AFTERNOON;**
2. **Processing Time.** – All applications or requests received by this Commission’s Suretyship Unit during the Community Quarantine Period shall be acted upon and processed within a period of **seven (7) working days** from the date the complete application or request was received.

This period may be extended only once for the same number of days; *Provided*, That the Suretyship Unit shall notify the applicant or requesting party in writing prior to the lapse of the processing time of the reason for the extension and final date of the release of the service/s requested.

3. **Separability Clause.** – If any provision of this Circular Letter shall be held unconstitutional or invalid, the other provisions not otherwise affected shall remain in full force and effect.
4. **Effectivity.** – This Circular Letter shall take effect immediately.



DENNIS B. FUNA
Insurance Commissioner

