



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



Circular Letter (CL) No.:	CL 2020-101
Date:	16 October 2020

CIRCULAR LETTER

TO : PARTIES IN ALTERNATIVE DISPUTE RESOLUTION (ADR) PROCESSES BEFORE THE INSURANCE COMMISSION'S PUBLIC ASSISTANCE AND MEDIATION DIVISION (PAMD)

SUBJECT: GUIDELINES ON THE USE OF VIDEOCONFERENCING FOR THE CONDUCT OF MEDIATION/CONCILIATION CONFERENCES AND OTHER ADR PROCEEDINGS BEFORE THE PAMD

WHEREAS, the COVID-19 Pandemic continues to pose serious risks to the safety, security, lives and health of the general public, this Commission and its stakeholders;

WHEREAS, the imposition of community quarantines and certain restrictions on the movement and travel cause challenges for parties to physically appear in mediation/conciliation conferences and other ADR proceedings before this Commission's PAMD that results to either postponement of the proceedings or missed opportunities to be present and arrive at compromises and/or amicable settlements of claims;

WHEREAS, there is a need to provide measures to enable parties to participate in ADR proceedings in the PAMD without the need to physically appear before this Commission's premises;

WHEREAS, the use of videoconferencing technology has been widely accepted for the remote appearance of parties before judicial, quasi-judicial and administrative bodies;

WHEREAS, allowing the remote appearance of parties in ADR proceedings before the PAMD through videoconferencing will eliminate the risks posed by the physical and/or personal attendance of those considered to be high-risk or afflicted with highly contagious diseases, and ensure the continuity of the proceedings before the PAMD;

NOW, THEREFORE, in view of all the foregoing, and in accordance with the undersigned's authority under Section 437 of the Insurance Code of the Philippines, as