CIRCULAR LETTER

TO: ALL INSURANCE AND REINSURANCE COMPANIES, MUTUAL BENEFIT ASSOCIATIONS (MBAs), PRE-NEED COMPANIES, HEALTH MAINTENANCE ORGANIZATIONS (HMOs), AND OTHER CONCERNED PARTIES

SUBJECT: GUIDELINES STRENGTHENING SUPER TYPHOON “ROLLY”-RELATED CLAIMS MANAGEMENT POLICIES

WHEREAS, Super Typhoon “Rolly”, with the international name Super Typhoon “Goni”, made landfall in Catanduanes on 31 October 2020;

WHEREAS, Super Typhoon “Rolly” was noted as the strongest tropical cyclone observed worldwide thus far in 2020 and one of the most intense tropical cyclones on record;

WHEREAS, it was noted that Super Typhoon “Rolly” caused approximately P5.6 billion (US$115.7 million) of infrastructure damage, along with P1.1 billion (US$22.6 million) of agricultural damage in affected areas in the Philippines; and has claimed the lives of at least twenty (20) people;

WHEREAS, this Commission recognizes that the damage and/or loss to life and property resulting from the onslaught of Super Typhoon “Rolly” may give rise to


claims against insurance and reinsurance companies, mutual benefit associations (MBAs), pre-need companies, and/or health maintenance organizations (HMOs) regulated by this Commission;

WHEREAS, this Commission thus finds the need to prescribe guidelines that will aid in the facilitation of the immediate processing and/or payment of such Super Typhoon “Rolly”-related claims against said regulated entities;

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; Section 6 of Republic Act No. 9829, otherwise known as the Pre-Need Code of the Philippines; and Section 4 of Executive Order No. 192, series of 2015, the following Guidelines Strengthening Typhoon “Rolly”-Related Claims Management Policies are hereby adopted and promulgated, viz:

1. Strengthening of Typhoon “Rolly”-Related Claims Management Policies. — All insurance and reinsurance companies, MBAs, pre-need companies and HMOs are enjoined to adopt and implement claims management policies relative to the processing and/or payment of claims that are related to Super Typhoon “Rolly” with the following objectives, to wit:

   a. Relaxation and streamlining of existing company procedures and mechanisms that will facilitate immediate processing and/or payment of claims related to Super Typhoon “Rolly”;

   b. Relaxation of the notice of claim period and the period for completion of claim requirements; and

   c. Enhancement of services that will improve overall customer claims experience.

2. 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.

3. Effectivity. — This Circular Letter shall take effect immediately.

DENNIS R. FUNA
Insurance Commissioner