



Advisory No.:	MSS-2021- 010
Classification:	Management Support Services Advisory
Date:	15 August 2021

INSURANCE COMMISSION ADVISORY

TO : All Insurance/Reinsurance Companies, Insurance and Reinsurance Brokers, Mutual Benefit Associations, Trusts for Charitable Uses, Pre-Need Companies, Health Maintenance Organizations, and other Insurance Commission Regulated Entities

SUBJECT : Services at the Cashier and Records Sections, Administrative Division from 16 to 26 August 2021

With only two (2) remaining skeleton workforce personnel at the Administrative Division, and as part of strict agency measures to ensure the health and safety of its personnel and the public, please be informed of the following **temporary adjustments on the following services of the Administrative Division from 16 to 26 August 2021**:

1. The **CASHIER SECTION shall receive collections from 9:00 AM to 12:00 NN only**. The public is encouraged to use the LANDBANK ePayment System through the [Link.BizPortal](#) for payments of the following fees and charges:
 - I. Agent’s Computerized Examination (ACE) Fee
 - II. Filing Fee – Annual Statement (AS)/Audited Financial Statements (AFS)
 - a. Filing Fee – HMO
 - b. Filing Fee – I RI Brokers
 - c. Filing Fee – Insurance
 - d. Filing Fee – MBA Micro-MBA
 - e. Filing Fee – Pre-Need
 - III. Filing Fee – Product Approval
 - IV. Penalty
 - a. Penalty – Late Filing
 - b. Penalty – Late Payment
 - V. Supervision Fees
 - a. Approvals
 - b. Bond Forms
 - c. Facultative Placement Abroad
 - d. Reinsurance Treaties
 - VI. Certification
 - a. Certification of Compliance (Judicial Bond)
 - b. Certification (Pursuant to RA 9184)
 - c. Certification (True Copy)

Release of disbursements through petty cash, check payments, and LDDAP-ADAs shall be suspended until 27 August 2021.

2. Operating hours at the RECORDS SECTION shall be from 9:00 AM to 12:00 NN only.

For external stakeholders, personnel from the Administrative Division shall be available to receive documents from Mondays to Wednesdays (16-18, 23-25 August 2021), 9:00 AM to 12:00 NN. A drop-box shall be available at the Records Section – Receiving Area for submissions on 19, 20, and 26 August 2021.

Moreover, processing of various requests, i.e., release of outgoing documents/correspondences through mail/courier and company pigeon holes, and other related requirements, i.e., Freedom of Information (FOI) requests, certification of documents, shall be suspended until 26 August 2021.

Those who have already confirmed their appointments with the Insurance Commission Appointment Reservation System (ICare) through <https://web.insurance.gov.ph/icare/login>, but are affected by the above-enumerated service adjustments (i.e., Document Pick-up, Inquiry, Payments), are advised to request another schedule.

For inquiries and other concerns, we may be contacted at Telephone Number 85238461 local 116 (Cashier Section) and local 123 (Records Section), or through email at admindivision@insurance.gov.ph.

We apologize for any inconveniences caused and request your understanding as the health and safety of our personnel and clientele remain our foremost priority.

Thank you.


Digitally signed by:
Erickson H. Balmes
Date: 15 Aug 2021, 2:18pm
ATTY. ERICKSON H. BALMES
Deputy Insurance Commissioner
Management Support Services Group