



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

Advisory No.:	MSS-2022-001-A
Classification:	Management Support Services Advisory
Date:	January 6, 2022

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, other Insurance Commission Regulated Entities, all IC Personnel and the General Public.

SUBJECT: Temporary Closure and Alternative Work Arrangement at the Public Assistance and Mediation Division (PAMD)

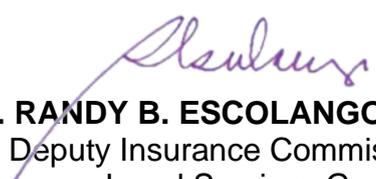
As a precautionary measure and as part of strict agency measures to ensure the health and safety of its personnel and the public, please be informed that **services being rendered by the Public Assistance and Mediation Division such as:**

1. Attending to Walk-in Complainants
2. Receiving of Letter Complaints, Letter reply from regulated entities
3. Attending to Phone Calls shall be temporarily unavailable effective Thursday, 06 January 2022, until Friday, 15 January 2022.

With regard to the scheduled Mediation/Conciliation through Videoconferencing, the same will push through as schedule.

All complaints, Inquiries and Letter Reply may course through the publicassistance@insurance.gov.ph. We request your utmost understanding as the health and safety of IC personnel and its clientele remains our foremost priority.

Thank you.


ATTY. RANDY B. ESCOLANGO, PhD
Deputy Insurance Commissioner
Legal Services Group