



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

Advisory No.:	MSS-2022- 003
Classification:	Management Support Services Advisory
Date:	09 January 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 and other Insurance Commission Regulated Entities, and all IC Personnel

SUBJECT : Services at the Cashier and Records Sections – Administrative Division on 10-12 January 2022

In connection with MSS Advisory No. MSS-2022-001 dated 04 January 2022, and due to the mandatory self-quarantine of all skeleton workforce personnel at the Administrative Division, **please be informed of the following service adjustments beginning Monday, 10 January 2022, until Wednesday, 12 January 2022:**

1. Cashier Section (Collections and Disbursements)

Services at the Cashier Section shall remain unavailable. ePayment Services for the following fees and charges are available through the Land Bank of the Philippines' [Link.BizPortal](#):

- 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)

A copy of the User Guide may be accessed through this link:

<https://www.insurance.gov.ph/wp-content/uploads/2021/06/IC-LBP-ePayment-System-User-Guide-Version-June-2021.pdf>.

2. **Records Section (Incoming and Outgoing Documents)**

Receiving of incoming (external) documents shall be through **DROP BOX ONLY** at the Records Receiving Area (former OMB Room in front of the Ground Floor Restrooms) from 9:00 AM to 4:00 PM daily.

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} Wednesday, 12 January 2022.

Requests for publication of documents in the IC Website or through IC Issuance may be sent via email through admindivision@insurance.gov.ph, copy furnished johnphillip.cuenta@gmail.com and marivef@yahoo.com.

Said adjustments shall be continuously implemented unless otherwise earlier modified and/or superseded, or until such time that personnel at the Administrative Division will be able to render services on-site upon completion of mandatory self-quarantine.

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, are advised to request another schedule.

For inquiries and other concerns, the Administrative Division may be contacted through email at admindivision@insurance.gov.ph.

We seek your understanding for any inconveniences caused as we remain steadfast in ensuring the health and safety of our personnel and clientele.

Please be guided accordingly.


ATTY. ERICKSON H. BALMES
Deputy Insurance Commissioner
Management Support Services Group