



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



Advisory No.:	<b>RS-2021-005</b>
Classification:	<b>Regulatory and Supervisory Advisory</b>
Date:	<b>20 August 2021</b>

### **INSURANCE COMMISSION ADVISORY**

**TO :** ALL REGULATED ENTITIES CONCERNED  
**SUBJECT :** SERVICES AND TRANSACTIONS OF THE LICENSING DIVISION FROM 23 TO 27 AUGUST 2021

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In relation to this Commission's Advisory No. RS-2021-004 dated 15 August 2021, please be advised that the **suspension of all face-to-face transactions in the Licensing Division is extended until 27 August 2021**.

**This suspension does not cover the conduct of the Online Agents' Computerized Examinations which will continue based on the given schedules.**

For **documents to be submitted to the Licensing Division**, the same must be coursed through the Records Section based on the adjusted working hours. All other urgent concerns may be sent via email through [ija.millare@insurance.gov.ph](mailto:ija.millare@insurance.gov.ph).

For **payment of examination fee for Online Agents' Computerized Examination**: All requests for Order of Payment for the Online ACE are required to be emailed at [icace.online@insurance.gov.ph](mailto:icace.online@insurance.gov.ph) together with the list of examinees with their respective schedules and a copy of the cheque using the following subject format: "REQUEST FOR PAYMENT ONLINE ACE <COMPANY NAME> <DATE OF EXAM>". Incomplete submissions will not be processed.

While payment of examinations fees can still be made through the Cashier Section during the adjusted temporary working hours, insurance companies are hereby encouraged to use the Landbank ePayment System through <https://www.lbp-eservices.com/egps/portal/index.jsp>

Proof of payment for the Online ACE, together with the list of paid examinees, are required to be emailed at [icace.online@insurance.gov.ph](mailto:icace.online@insurance.gov.ph) using the following subject format: "PROOF OF PAYMENT ONLINE ACE <COMPANY NAME> <DATE OF EXAM>". Incomplete submissions will not be processed.



For requests for **Order of Payment for New Ordinary Agents**, the request can be emailed at [pjt.ng@insurance.gov.ph](mailto:pjt.ng@insurance.gov.ph) together with the scanned copy of the Order of Payment generated through the Enhanced Licensing System (ELS) and a copy of the cheque using the following subject format: "REQUEST FOR PAYMENT ORDINARY AGENT <COMPANY NAME>". Procedures for the sending of payment must be observed in accordance with the ELS User's Manual. Incomplete submissions will not be processed.

Further advisory/ies will be issued as may be necessary.

Please be guided accordingly.



**DENNIS B. FUNA**  
Insurance Commissioner

