



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



PUBLIC ADVISORY

The Insurance Commission wishes to inform the public on the full implementation of the **Citizen/Customer Satisfaction Survey in QR Code System** to all transacting clients within its Main Office and District Offices in Cebu and Davao.

This online methodology is part of the National Government's initiative to attend to queries, complaints, requests for assistance, and other types of feedback on government frontline services in the *new normal*.

The said QR Codes for CCSS are posted in conspicuous places in IC's frontline offices/divisions. The said CCSS will also be sent to citizens in e-mail transactions with the IC personnel. For walk-in/on-site transactions, clients, who do not have access to a computer, a tablet, a smartphone or similar devices, may still utilize the Pen-and-Paper CCSS form available in all frontline offices/divisions.

Thank you.

ATTY. ERICKSON H. BALMES
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