



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



ADMINISTRATIVE ADVISORY

No. 2020-AA-037

14 September 2020

As part of strict agency measures to ensure the health and safety of its personnel and the public, and due to the very limited remaining skeleton workforce personnel, please be informed of the following temporary adjustments on the services being provided by the Administrative Division:

1. Under the **CASHIER SECTION**, acceptance and processing of audited Disbursement Voucher (DV), List of Due and Demandable Accounts Payables – Advice to Debit Account (LDDAP-ADA), and other related requests requiring transactions with Land Bank of the Philippines (LBP), including disbursement of Petty Cash Fund (PCF), shall be **temporarily suspended from 14-18 September 2020**;
2. Under the **RECORDS SECTION**, processing of various requests shall be on extended period, including those related to Freedom of Information (FOI), release of outgoing documents/correspondences through mail/courier, email and company pigeon holes, and other related requirements, whether from divisions/units of the Insurance Commission (IC), other government agencies, regulated entities, or the public; and
3. The Cashier and Records Section shall implement a daily **HEALTH BREAK from 12:00 NN – 12:30 PM** to allow personnel to perform personal hygiene and mandatory sanitation activities in their respective work areas, among others.

Said adjustments shall be continuously implemented unless otherwise earlier modified and/or superseded, or until such time that the number of skeleton workforce personnel of the Administrative Division is returned to normal.

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 above-enumerated service adjustments (i.e., Document Pick-up, Inquiry), are advised to request another schedule. For inquiries and other concerns, we may be contacted at Telephone Number 85238461 to 70 local 116 (Cashier Section) and local 123 (Records Section), or through email at admin@insurance.gov.ph.

We hope for your understanding.


REVELYN R. MOJICA
IC Division Manager
Administrative Division