



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



Advisory No.:	MSS-2022-018
Classification:	Management Support Services Advisory
Date:	01 March 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

SUBJECT : Operating Hours at the IC Cashier and Records Sections – Administrative Division

In connection with the implementation of Alert Level 1 in the National Capital Region (NCR) effective 01 March 2022, **please be informed of the following operating/working hours in the Insurance Commission (IC) Administrative Division:**

- 1. Cashier Section (*Collections and Disbursements*) - shall operate and accept payments from 8:00 AM to 4:00 PM, Mondays to Fridays.**
- 2. Records Section (*Incoming and Outgoing Documents*) - shall receive and process incoming and outgoing documents from 8:00 AM to 5:00 PM, Mondays to Fridays.**

Should the NCR be adjusted to a higher Alert Level, the operating hours shall be reverted back as follows, unless otherwise authorized:

	Cashier Section	Records Section
Alert Levels 2 and 3	<u>9:00 AM to 2:00 PM</u>	<u>9:00 AM to 4:00 PM</u>

Moreover, the Cashier and Records Sections shall continue to 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.

We enjoin the public to secure an appointment with the IC Appointment Reservation System (ICare) through <https://web.insurance.gov.ph/icare/login>, to manage the flow of clients and reduce waiting time.

Likewise, please observe/comply with the health and safety measures provided in the *GUIDELINES ON THE NATIONWIDE IMPLEMENTATION OF ALERT LEVEL SYSTEM FOR COVID-19 RESPONSE*, as of February 27, 2022, which can be accessed in the following link:

<https://www.officialgazette.gov.ph/downloads/2022/02feb/20220227-IATF-GUIDELINES-RRD.pdf>

Please be guided accordingly.



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