



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



PRESS RELEASE
11 August 2020

IC LAUNCHES “ICARE SYSTEM” FOR APPOINTMENT RESERVATIONS ONLINE

The IC has recently launched the Insurance Commission Appointment Reservation (ICARE) System, which shall be implemented effective 10 August 2020. It is a web-based application that allows IC clientele to schedule appointments for various transactions based on allocated slots on a “*first come, first served*” basis.

Using their Google Mail accounts, persons transacting with the IC will be able to select time slots to schedule appointments through the ICARE System.

“Your Insurance Commission pursued the development and implementation of the ICARE System in line with the intensified measures adopted by the National Government to prevent or mitigate the spread of the 2019 Coronavirus Disease (COVID-19). Through the system, the flow of persons visiting the IC offices will be managed, which also translates in the reduction of queue times,” said Insurance Commissioner Dennis Funa.

“We have also developed and implemented the ICARE System in line with President Rodrigo Roa Duterte’s directive in his recent State of the Nation Address (SONA) to move to online systems for government services as we transition into the new normal and to further cut and minimize red tape,” added Commissioner Funa.

The following transactions shall be managed by the ICARE System: (1) Checking of company pigeon hole / document pick-up; (2) filing of complaints; (3) filing of reportorial requirements; (4) inquiries; and (5) payments.

To schedule appointments, concerned clients of the IC may access the ICARE System through <https://web.insurance.gov.ph/icare/login> or through the IC Website at <https://www.insurance.gov.ph>. A copy of the ICARE System User Guide will also be made available in the IC website.

ATTY. ALWYN FRANZ P. VILLARUEL
Media Relations Officer
afp.villaruel@insurance.gov.ph