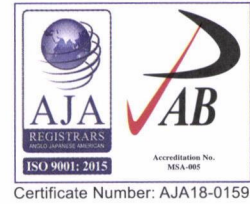




Republic of the Philippines
Department of Finance
INSURANCE COMMISSION
1071 United Nations Avenue
Manila



PRESS RELEASE
04 November 2019

IC ORDERS FASTER INSURANCE CLAIMS PROCESSING FOR MINDANAO QUAKE VICTIMS

Insurance Commissioner Dennis B. Funa has activated the Disaster Response Mechanism to expedite quick insurance claims for the speedy recovery of the residents of Mindanao following three (3) major tremors of no less than magnitude 6 in the last two weeks.

The response mechanism mobilizes the *Agarang Proseso, Benepisyo ay Sigurado Program* for the setting up of Claims Action Center for simplified and quick claims where insured victims can go for their legitimate insurance claims.

The Claims Action Center will be headquartered at the Insurance Commission Davao District Office and will be operational starting today.

According to Commissioner Funa, "This response mechanism aims to address the urgent need for relief available to the victims of the recent earthquakes in Mindanao."

According to the latest reports from the National Disaster Risk Reduction and Management Council, 12 persons died during the magnitude earthquake on 29 October, while another 9 died due to the magnitude 6.5 tremor on 31 October, and infrastructure damaged by the quakes was placed at 28,932.

Commissioner Funa likewise directed insurance companies to expedite the processing of insurance claims.

"We directed insurance companies to put up a system to guarantee the speedy processing of claims upon submission of minimum documentary requirements," said Commissioner Funa.

He added, "We requested insurance providers to relax claims requirements such as documentary evidence and notices of loss for the victims of the earthquakes in Mindanao".

In order to ensure the efficiency in the processing and settling of claims, Commissioner Funa will require the insurance companies to submit a report as to the number and type of insurance claims filed, amount of claims paid, and other relevant information.

Policyholders affected by the recent Mindanao quake may seek the Commission's assistance through the Claims Action Center at the Insurance Commission Davao District Office located at Door 2 and 3, 3rd Floor, Yap Building, Quimpo Boulevard, Ecoland, Davao City with telephone number 082-327-3651.

They may also file their request for assistance at the Insurance Commission Head Office located at 1071 United Nations Ave, Ermita, Manila through its telephone numbers (02) 85238461 to 70 local 127 and 103 or (02) 84041758 or through email at publicassistance@insurance.gov.ph



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