



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



Advisory No.:	MSS-2022- 098
Classification:	Management Support Services Advisory
Date:	25 November 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 Entities, & all IC Personnel


SUBJECT : Transfer of the Claims Adjudication Division (CAD) and Public Assistance and Mediation Division (PAMD) back to the CAD/PAMD Wing

In connection with the anticipated completion of the repairs at the Insurance Commission (IC) Main Office Building, please be advised of the following:

- 1. Effective 28 November 2022, the IC Claims Adjudication Division (CAD) and Public Assistance and Mediation Division (PAMD) will be transferred back to the CAD/PAMD Wing at the Ground Floor of IC Main Building;**
2. Waiting area/space for the clients of CAD and PAMD shall be at the Ground Floor Lobby, IC Main Building;
3. 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;
4. Continuous observance of the Minimum Health and Safety Protocols, i.e., wearing of face mask, social distancing and hand washing, provided in the *GUIDELINES ON THE NATIONWIDE IMPLEMENTATION OF ALERT LEVEL SYSTEM FOR COVID-19 RESPONSE, as of June 04, 2022*, which can be accessed in the following link: <https://iatf.doh.gov.ph/wp-content/uploads/2022/06/20220604-IATF-GUIDELINES.pdf>

Please be guided accordingly.

Digitally signed
 Erickson H. Balmes
 19 November 2022, Saturday, 6:52am



ATTY. ERICKSON H. BALMES
 Deputy Insurance Commissioner
 Management Support Services Group