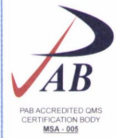




Republic of the Philippines  
 Department of Finance  
**INSURANCE COMMISSION**  
 1071 United Nations Avenue  
 Manila



Circular Letter No.	2024-01
Date	03 January 2024
Amends/Supersedes:	N/A

**CIRCULAR LETTER**

**TO : ALL HEALTH MAINTENANCE ORGANIZATIONS (HMOs)  
 AUTHORIZED TO DO BUSINESS IN THE PHILIPPINES**

**SUBJECT : GUIDELINES DEFINING UNSOUND BUSINESS ACTS AND  
 PROVIDING ADMINISTRATIVE FINES FOR VIOLATION  
 THEREOF**

**WHEREAS**, Executive Order (EO) No. 192, s. 2015 transferred the jurisdiction over the HMOs from Department of Health to the Insurance Commission (IC);

**WHEREAS**, Section 1 of EO No. 192, s. 2015 mandates the IC to regulate and supervise the establishment, operations, and financial activities of the HMOs;

**WHEREAS**, in the exercise of its authority under EO No. 192, s. 2015, the IC is empowered, among others, to: (a) regulate, supervise, and monitor the operations and management of HMOs to ensure compliance with this Order, existing laws, rules, and regulations, and such other directives and circulars issued by the IC; (b) issue orders to prevent fraud and injury to the HMO plan holders and industry stakeholders; (c) pursuant to existing laws, rules, and regulations, impose sanctions and/or appropriate penalties;

**WHEREAS**, Republic Act No. 11765 or the "*Financial Products and Services Consumer Protection Act*," mandates the IC, as a financial regulator, to protect the rights of the financial consumers, namely: (a) right to equitable and fair treatment, (b) right to disclosure and transparency of financial products and services; (c) right to protection of consumer assets against fraud and misuse; (d) right to data privacy and protection; and (e) right to timely handling and redress of complaints;

**NOW, THEREFORE**, pursuant to the powers vested in me by EO No. 192, s. 2015, the following guidelines are hereby promulgated: