



Circular Letter No.	2024 - 24
Date	22 November 2024
Amends/Supersedes	None

CIRCULAR LETTER

TO : ALL CONCERNED IC REGULATED ENTITIES AND THE GENERAL PUBLIC

SUBJECT : GUIDELINES ON THE USE OF THE IC ONLINE BILLING AND COLLECTION SYSTEM (IC OBCS)

1. PURPOSE

- 1.1 This circular letter shall contain the terms and conditions governing the use of the IC Online Billing and Collection System (IC OBCS). The IC OBCS is the official billing, collection, and payment system for the Insurance Commission.

2. COVERAGE

- 2.1 This circular letter shall cover all payment processes of the IC from the generation of Billing Statement, when applicable, generation and issuance of Order of Payment (OOP) to payment via online channels or through cash payment to the IC Head Office.

3. DEFINITION OF TERMS

- 3.1 **Billing Statement** – refers to the document issued by the IC to the ICREs with duly registered email addresses directing the payment of Supervision Fees, Penalties for Breach of Tariff, or Penalties for Late Submission of Reportorial Requirements. The billing statement serves as the preliminary step before payment of the said fees or penalties.
- 3.2 **Insurance Commission Online Billing and Collection System (IC OBCS)** – refers to the official platform for billing, collection, and payment transactions with the IC.
- 3.3 **Insurance Commission Regulated Entity (ICRE)** – refers to any entity licensed by the IC.
- 3.4 **Online Payment Channels** – refers to digital platforms and services that enable users to make payments over the internet. Common online payment channels include Landbank of the Philippines' LinkBiz Portal, payment gateways, mobile banking apps, and dedicated online payment platforms like GCash or PayMaya.

3.5 **Order of Payment (OOP)** – refers to the document issued by the IC to the ICREs or payors who will settle a specified type of fees and/or charges. For transactions requiring a billing statement, the OOP follows the issuance of the billing statement.

3.6 **Payor** – refers to any other entity or individual responsible for making a payment to the IC.

4. MANDATORY REGISTRATION OF OFFICIAL EMAIL ADDRESS OF ICREs

4.1 All IC Regulated Entities (ICREs) are required to register its official functional email addresses for the IC Online Billing and Collection System (IC OBCS) using the registration form attached as Annex A.

4.2 The regulated entity shall ensure that the nominated email addresses are functional and should be accessible by **at least one (1) authorized personnel** from the organization. Nominated email addresses will be considered as registered upon receipt of a confirmation email from the IC OBCS.

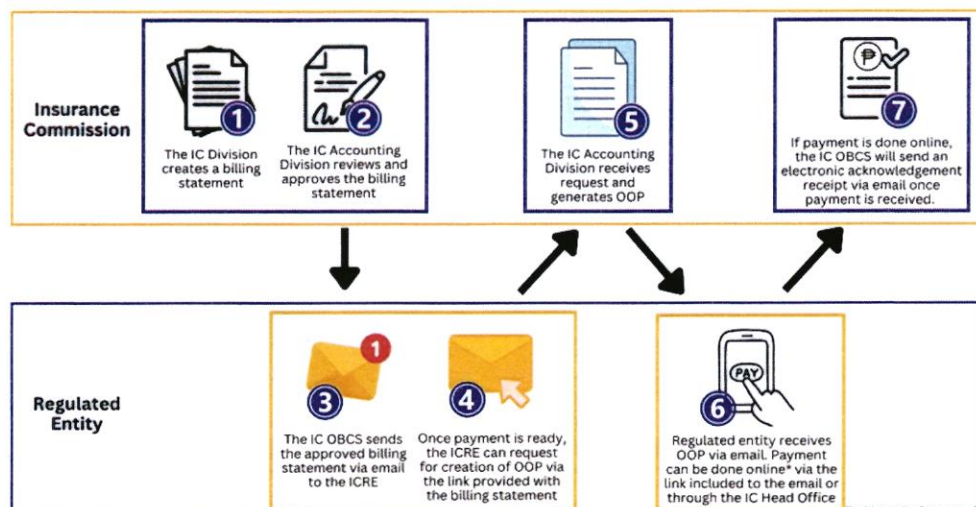
4.3 For addition, updating or deletion of enrolled email addresses or authorized representatives, the ICRE shall immediately notify this Commission using the same registration form and such changes shall take effect upon receipt of a confirmation email from the IC OBCS.

4.4 **Order of Payment (OOP) and billing statements transmitted through the IC OBCS to the nominated email address shall be considered officially received.** Hard copies of the OOP and billing statements will no longer be sent to the regulated entities. The IC shall not be held liable for the non-receipt of the OOP and billing statement once the email addresses have been successfully registered.

5. BILLING STATEMENT

5.1 The Billing Statement will be issued by the IC Accounting Division after review and approval of the request from the relevant IC division. The billing statement will be sent to the IC Regulated Entities (ICREs) via their registered email address.

5.2 If the ICRE is ready to pay, they can click the "Request for Creation of OOP" link included in the billing statement email. This request will be sent to the IC Accounting Division, who will then generate the Order of Payment (OOP).



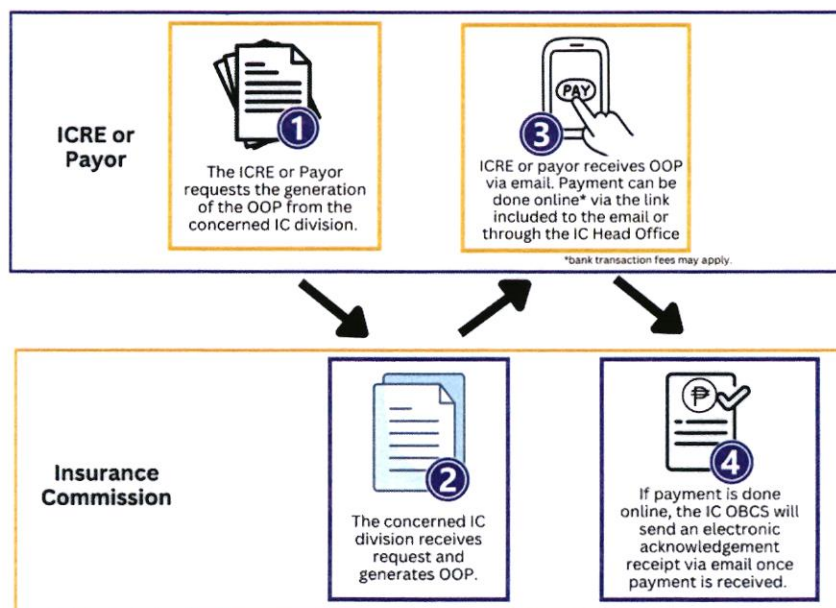
6. PAYMENT TYPES THAT DO NOT REQUIRE BILLING STATEMENT

6.1 IC Regulated Entities (ICREs) or Payors may request the generation of the Order of Payment (OOP) through email to the concerned IC division.

6.2 The generated OOP automatically emailed to the email address of the ICRE or payor.

6.3 The OOP will be automatically emailed to the ICRE or payor, allowing them to either:

- Pay online (note: *bank transaction fees may apply for online payment channels*), or
- Pay in person at the IC Head Office.



7. ORDER OF PAYMENT

7.1 All generated OOPs must be settled or paid only until 4:00PM at the IC Head Office or until 11:59 PM if the payment would be through online channels.

7.2 Failure to pay within the prescribed period in 7.1 will result in the need of the IC Regulated Entity (ICRE) or payor to request the generation of another OOP from the IC division concerned.

7.3 To streamline transactions, the IC encourages using online payment channels, for convenience and efficiency.

7.4 ICREs and payors are directed to request OOP only when payment is ready. Accumulation of additional penalties and interests on late payments, if any, shall cease only on the date of actual payment, not on the date of OOP generation.

7.5 ICREs and payors need to present a physical or digital copy of the OOP to the IC Head Office for cash payments.

8. ACKNOWLEDGEMENT RECIEPT

8.1 **Online Payment** – An electronic acknowledgment receipt will be emailed to the Regulated Entity or payor upon successful payment

8.2 **Cash Payment** – A physical Original Receipt (OR) will be issued to the ICRE or payor once payment has been made to the IC Head Office.

9. TRANSITORY CLAUSE

IC Regulated Entities are given a period of fifteen (15) days following the effectivity of this Circular Letter to submit and register their official email addresses.

10. EFFECTIVITY CLAUSE

This Circular Letter shall take effect immediately.


REYNALDO A. REGALADO
Insurance Commissioner





IC Online Billing and Collection System (Authorized Email Account Form)

Send the accomplished form through email to icobcs@insurance.gov.ph

I. Type of Request:

- ☐ New Email Address
- ☐ Change Email Address
- ☐ Deactivate
- ☐ Reactivate

II. Company Physical Address

Company:	
Type:	(Life, Non-Life, Pre-Need, HMO, etc.)
Address:	

III. Authorized Company Email Address

Primary official email address:	
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The email address would be used as the authorized email for the system.

CONFORME:

The above-enumerated email address is the duly authorized email address in relation to transactions with the Insurance Commission (IC) on matters pertaining to the IC OBCS. **It is my responsibility to immediately inform IC, by filing the necessary information, on eventuality of any change and/or modification covering this form, including amendment/s to any of the information.**

*Printed Name and Signature of Authorized IT Officer. Head of IT or of similar position in the company.
(please indicate your position below the line):*
