

**List of Personnel Responsible for Dumaguete Branch Office:**

**1. Retirement and Separation Claim**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699)</li> </ul> <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699) through Electronic Mail (eMail)</li> </ul> <ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>3. Attach documents to TMS and route to Claims Unit</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699) through Drop Box</li> </ul> <ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p>

<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699) through Postal Mail or Courier</li> </ul>			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing of Compulsory or Optional Retirement/Permanent Total Disability Retirement / Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 &amp; RA 7699)</li> </ul>			
<p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p>	Igmidio F. Ponay Jr Larry Lee B. Alcaide	Branch Manager Claims Processor	Dumaguete Branch Office
<p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p>		Membership Handler	Membership Department, GSIS Pasay

3. Reconcile all accounts and route to Claims Unit for processing	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo	Reconciliation Processors	Dumaguete Branch Office
4. Process claim and print disbursement voucher and forward to Team Leader	Larry Lee B. Alcaide Rosario T. Galido	Claims Processor	Dumaguete Branch Office
5. Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Department/ Branch Manager	Roy Phelix Joseph H. Marino Mary Jane T. Javier	Claims Team Leader Claims Division Chief	Dumaguete Branch Office
6. Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval	Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
7. Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)	Mary Jane T. Javier Igmidio F. Ponay, Jr.	Claims Division Chief Branch Manager	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Submission of DPNPC and Releasing of Claims Proceeds</li> </ul>			
1. Post claim	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr.	Claims Team Leader Claims Division Chief Branch Manager	Dumaguete Branch Office
2. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or; Print check if no UMID Account *Notify claimant on the status of claim	Carl P. Tabasa	ITSD  or Treasury Unit Check Printer	Dumaguete Branch Office

**2. Maturity/Cash Surrender Value (CSV)/Termination Value (TV) Claim**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office

<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Electronic Mail (eMail)</li> </ul>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>3. Attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Drop Box</li> </ul>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p> <p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Postal Mail or Courier</li> </ul>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>

<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>• Processing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)</p> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval</p> <p>6. Post claim</p> <p>7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or; Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>Larry Lee B. Alcaide Rey Leonel A. Balbuena Igmidio F. Ponay Jr</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo</p> <p>Larry Lee B. Alcaide Rey Leonel A. Balbuena</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr.</p> <p>Carl P. Tabasa</p>	<p>Claims Processor Claims Processor Branch Manager</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p> <p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>Claims Team Leader Claims Division Chief Branch Manager</p> <p>ITSD or Treasury Unit Check Printer</p>	<p>Dumaguete Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office OVP, Visayas OSVP, VisMin</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

### 3. Death and Accidental Death Benefits Claim

Step	Name	Designation	Office
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<ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]</li> </ul>	<p>1. Release queuing number</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>	
<ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Electronic Mail (eMail)</li> </ul>	<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>	
<ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Drop Box</li> </ul>	<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>
<p>2. Log in Transaction Monitoring System (TMS).</p>	<p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p>	

<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Postal Mail or Courier</li> </ul> <p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p> <p>2. Log in Transaction Monitoring System (TMS).</p> <p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]</li> </ul> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay Jr</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo</p> <p>Larry Lee B. Alcaide Rosario T. Galido</p>	<p>Claims Processor Branch Manager</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

5. Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
6. Post claim	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr.	Claims Team Leader Claims Division Chief Branch Manager	Dumaguete Branch
7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or; Print check if no UMID Account *Notify claimant on the status of claim	Carl P. Tabasa	ITSD  or Treasury Unit Check Printer	Dumaguete Branch Office

#### 4. Funeral Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Funeral Benefit</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Funeral Benefit through Electronic Mail (eMail)</li> </ul>			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office



<ul style="list-style-type: none"> <li>Filing of Funeral Benefit through Drop Box</li> </ul> <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol> <ul style="list-style-type: none"> <li>Filing of Funeral Benefit through Postal Mail or Courier</li> </ul> <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of Funeral Benefit</li> </ul> <ol style="list-style-type: none"> <li>Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</li> <li>Update members' record and route back to Department/ Branch concerned for accounts reconciliation</li> </ol>	<p>Larry Lee B. Alcaide Igmidio F. Ponay Jr</p>	<p>Claims Processor Branch Manager</p> <p>Membership Handler</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

3. Reconcile all accounts and route to Claims Unit for processing	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo	Reconciliation Processors	Dumaguete Branch Office
4. Process claim and print disbursement voucher and forward to Team Leader	Larry Lee B. Alcaide Rosario T. Galido	Claims Processor	Dumaguete Branch Office
5. Review and sign disbursement voucher; forward to DC for approval	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
6. Review and approve claim. Route back to Claims Unit after approval of claim	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
7. Post claim	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr.	Claims Team Leader Claims Division Chief Branch Manager	Dumaguete Branch
8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or; Print check if no UMID Account *Notify claimant on the status of claim	Carl P. Tabasa	ITSD  or Treasury Unit Check Printer	Dumaguete Branch Office

**5. Survivorship Benefit Claim**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office

<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit through Electronic Mail (eMail) <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit through Drop Box <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit through postal mail or courier <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>Log in Transaction Monitoring System (TMS).</li> </ol> </li> </ul>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>• Processing of Survivorship Benefit</p> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review and sign disbursement voucher; forward to DC for approval</p> <p>6. Review; approve claim. Route back to Claims Unit after approval</p> <p>7. Post claim</p> <p>8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;</p> <p>Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay Jr</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo</p> <p>Larry Lee B. Alcaide Rosario T. Galido</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr.</p> <p>Carl P Tabasa</p>	<p>Claims Processor Branch Manager</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p> <p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>Claims Team Leader Claims Division Chief Branch Manager</p> <p>ITSD</p> <p>Treasury Unit Check Printer</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch OVP, Visayas OSVP, VisMin</p> <p>Dumaguete Branch OVP, Visayas OSVP, VisMin</p> <p>Dumaguete Branch</p> <p>GSIS Pasay</p> <p>Dumaguete Branch</p>

**6. Disability Claim**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• Filing of Disability Claims under RA 8291 (PPD and TTD)               <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>• Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Electronic Mail (eMail)               <ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>• Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box               <ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> </ol> </li> </ul>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>• Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box               <ol style="list-style-type: none"> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> </ol> </li> </ul>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>• Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box               <ol style="list-style-type: none"> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</li> </ol> </li> </ul>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office

<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Disability Claims under RA 8291 (PPD,TTD, PTD) through postal mail or courier</li> </ul> <p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p> <p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Medical Evaluation of Disability Claims under RA 8291 (TTD, PPD, and PTD)</li> </ul> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule</p> <p>4. Conduct PE with claimant; HV if applicable</p> <p>5. Review by other Medical Officers</p> <p>6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval</p> <p>7. Review and approve resolution</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Dr. Fe De Guzman</p> <p>Dr. Fe De Guzman</p> <p>Dr. Arthur Alejandro O. Ricaforte</p> <p>Dr. Arthur Alejandro O. Ricaforte</p> <p>Jason C. Teng</p>	<p>Claims Processors Branch Manager</p> <p>Membership Handler</p> <p>Medical Officer</p> <p>Medical Officer</p> <p>Medical Officer Reviewer</p> <p>Medical Officer Reviewer</p> <p>SVP, VisMin</p>	<p>Dumaguete Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Cebu Branch Office</p> <p>Cebu Branch Office</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p>

8. Forward resolution to OUC	Dr. Arthur Alejandro O. Ricaforte	Medical Officer Reviewer	OSVP VisMin, Pasay City
<ul style="list-style-type: none"> <li>Processing Disability Claims under RA 8291 (TTD, PPD, and PTD)</li> </ul> <ol style="list-style-type: none"> <li>Receive copy of Medical resolution, review and route transaction to reconciliation unit</li> <li>Reconcile all accounts and route to Claims Unit for processing</li> <li>Process claim and print disbursement voucher and forward to Team Leader</li> <li>Review and sign disbursement voucher; forward to DC for approval.</li> <li>Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval</li> <li>Notify member to submit Declaration of Pendency/ Non-Pendency of Case (DPNPC), (1 copy, original). <ol style="list-style-type: none"> <li><i>Note: For PTD only</i></li> </ol> </li> </ol>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo</p> <p>Larry Lee B. Alcaide Rosario T. Galido</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier</p>	<p>Claims Processors Branch Manager</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>Claims Team Leader Claims Division Chief</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch OVP, Visayas OSVP, VisMin</p> <p>Dumaguete Branch OVP, Visayas OSVP, VisMin</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Submission of DPNPC (For PTD only) and releasing of claims proceeds</li> </ul> <ol style="list-style-type: none"> <li>Post claim</li> <li>Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;  Print check if no UMID Account *Notify claimant on the status of claim</li> </ol>	<p>Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng</p> <p>Carl P Tabasa</p>	<p>Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin</p> <p>ITSD</p> <p>Treasury Unit Check Printer</p>	<p>Dumaguete Branch OVP, Visayas OSVP, VisMin</p> <p>GSIS Pasay</p> <p>Dumaguete Branch</p>

**7. Employees' Compensation Claims under PD 626**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626</li> </ul>			
<ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> </ol>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Electronic Mail (eMail)</li> </ul>			
<ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>2. Log in Transaction Monitoring System (TMS).</li> </ol>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	Chad V. Baylon	Members Assistance Counter Personnel	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Drop Box</li> </ul>			
<ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members Assistance Counter Personnel	Dumaguete Branch Office



<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> <li>Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through postal mail or courier</li> </ul> <p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p> <p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Medical Evaluation of Disability (TTD, PPD, PTD) Claims under Employees' Compensation (EC) PD 626</li> </ul> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule</p> <p>4. Conduct PE with claimant; HV if applicable</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Dr. Fe De Guzman</p> <p>Dr. Fe De Guzman</p>	<p>Claims Processors Branch Manager</p> <p>Membership Handler</p> <p>Medical Officer</p> <p>Medical Officer</p>	<p>Dumaguete Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Cebu Branch Office</p> <p>Cebu Branch Office</p>

<p>5. Review by other Medical Officers</p> <p>6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval</p> <p>7. Review; approve; sign and forward to OSVP Medical Officer</p> <p>8. Package documents and route to OUC</p>	<p>Dr. Arthur Alejandro O. Ricaforte</p> <p>Dr. Arthur Alejandro O. Ricaforte</p> <p>Jason C. Teng</p> <p>Dr. Fe De Guzman</p>	<p>Medical Officer Reviewer</p> <p>Medical Officer Reviewer</p> <p>SVP, VisMin</p> <p>Medical Officer</p>	<p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>Cebu Branch Office</p>
<ul style="list-style-type: none"> <li>Legal Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626 ; IF NEEDED ONLY</li> </ul> <p>1. Receive approve/disapproved EC Claim; prepare memo and endorse to Legal for evaluation</p> <p>2. Evaluate EC claim documents; prepare legal evaluation and endorse to Office of the Vice President (OVP) with operational jurisdiction</p> <p>3. Receive legal evaluation and forward to Branch Office in-charge</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Atty. Ronald Paul O. Cajucom</p>	<p>Claims Processors Branch Manager</p> <p>Legal Officer Evaluator</p> <p>Legal Technical Assistant</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing Disability Claims under PD 626 (PPD, TTD and PTD)</li> </ul> <p>1. Receive copy of Medical resolution, review and route transaction to reconciliation unit</p> <p>2. Reconcile all accounts and route to Claims Unit for processing</p> <p>3. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille Iñigo</p> <p>Larry Lee B. Alcaide Rosario T. Galido</p>	<p>Claims Processors Branch Manager</p> <p>Reconciliation Processors</p> <p>Claims Processors</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

4. Review and sign disbursement voucher; forward to DC for approval	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay, Jr. Deity U. Manampan Jason C. Teng	Claims Team Leader Claims Division Chief Branch Manager VP, Visayas SVP, VisMin	Dumaguete Branch OVP, Visayas OSVP, VisMin
6. Post claim	Roy Phelix Joseph H. Marino Mary Jane T. Javier Igmidio F. Ponay Jr	Claims Team Leader Claims Division Chief Branch Manager	Dumaguete Branch Office
7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;  Print check if no UMID Account *Notify claimant on the status of claim	   Carl P Tabasa	  ITSD  Treasury Unit Check Printer	  GSIS Pasay  Dumaguete Branch

#### 8. Preneed Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim through Electronic Mail (eMail)</li> </ul>			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Log in Transaction Monitoring System (TMS).	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office

<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim through Drop Box</li> </ul>			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<p>2. Log in Transaction Monitoring System (TMS).</p>			
<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim through postal mail or courier</li> </ul>			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<p>2. Log in Transaction Monitoring System (TMS).</p>			
<p>Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of Pre-need Claim excluding Investment Recovery Plan for Edu-child Plan holders (IRPEP)</li> </ul>			

<p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review and sign disbursement voucher; forward to DC for approval</p> <p>6. Review; approve claim. Route back to Claims Unit after approval</p> <p>7. Post claim</p> <p>8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;</p> <p>Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>Roy Phelix Joseph H. Marino</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-nille N. Iñigo</p> <p>Roy Phelix Joseph H. Marino</p> <p>Mary Jane T. Javier</p> <p>Igmidio F. Ponay Jr</p> <p>Mary Jane T. Javier</p> <p>Igmidio F. Ponay Jr</p> <p>Carl P. Tabasa</p>	<p>Claims Processor</p> <p>Membership Department</p> <p>Reconciliation Unit</p> <p>Claims Processor</p> <p>Claims Processor</p> <p>Branch Manager</p> <p>Claims Division Chief</p> <p>Branch Manager</p> <p>Treasury Unit</p>	<p>GSIS Dumaguete Branch</p> <p>Membership Department, GSIS Pasay</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p>
<p>• Processing of Investment Recovery Plan for Edu-child Planholders (IRPEP)</p> <p>1. Receive TMS; evaluate claim documents and check eligibility. If eligible, prepare CNCOI for review of supervisor, otherwise, inform member through letter</p> <p>2. Review CNCOI and route TMS to Accounts Management Division (AMD)/ Billing, Collection, and Reconciliation Division (BCRD)</p> <p>3. Create open items based on the CNCOI and route</p>	<p>Mary Jane T. Javier Roy Phelix Joseph H. Marino</p> <p>Mary Jane T. Javier Roy Phelix Joseph H. Marino</p> <p>Leo-Nille N. Inigo</p>	<p>Claims Processors</p> <p>Claims Team Leader</p> <p>Officer I, BCRD</p>	<p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p>

<p>TMS to processor for knock off/clearing if applicable</p> <p>4. Partially clear open items and route TMS to Team Leader for review</p> <p>5. Review clearing and route TMS to Claims Unit</p> <p>6. Inform plan holder through phone call of the computed benefit to be indicated in the Release, Waiver, and Quitclaim Form; After receipt of the signed and notarized form, prepare Refund Endorsement Form</p> <p>7. Review Refund Endorsement and forward to Division Chief for approval</p> <p>8. Approve and sign Refund Endorsement and route to Check Printing and Releasing Unit (CPRU)/ Treasury Unit for printing of Disbursement Voucher</p> <p>9. Print check and inform planholder of the availability of check. * The member shall be advised to either claim the check on a scheduled date or authorize GSIS to deposit check to the planholder's UMID card account through submission of a duly accomplished Authorization Slip</p>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-nille N. Iñigo</p> <p>Leo-Nille N. Inigo</p> <p>Roy Phelix Joseph H. Marino</p> <p>Roy Phelix Joseph H. Marino</p> <p>Mary Jane T. Javier</p> <p>Carl P. Tabasa</p>	<p>Reconciliation Unit</p> <p>Officer I, BCRD</p> <p>Claims Processor</p> <p>Claims Team Leader</p> <p>Claims Division Chief</p> <p>Treasury Unit Check Printer</p>	<p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>Dumaguete Branch Office</p>
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**9. Check Releasing**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• <b>Filing for Check release</b> <ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol> </li> <li>• <b>Check Releasing</b> <ol style="list-style-type: none"> <li>1. Call the queuing number; receive and validate the accomplished CDRF to the releasing officer together with the photocopy of IDs</li> </ol> </li> </ul>	<p>Zsa Zsa S. Tolentino Carl P. Tabasa</p> <p>Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto</p>	<p>Treasury Unit</p> <p>Treasury Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

2. Counter check with original IDs	Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto	Treasury Unit	Dumaguete Branch Office
3. Take photo of the check claimant	Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto	Treasury Unit	Dumaguete Branch Office
4. Release check	Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto	Treasury Unit	Dumaguete Branch Office

**10. Check Replacement**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing for Check Replacement</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing request for Check replacement</li> </ul>			
1. Receive then evaluate request for check replacement and supporting documents and forward to Bank Reconciliation Department for certification if lost, or to Technical Services Department for cancellation of claims if wrong payee or wrong amount or for check cancellation if stale, or damaged	Annie B. Bacanto	Treasury Unit Team Leader	Dumaguete Branch Office
2. Verify and Certify if check is negotiated or not for lost checks; Cancel Claim if erroneous payee or wrong amount; Cancel Check electronically if stale or damaged; then route back to requesting Branch	Earl O. Francisco	Bank Reconciliation Department Processor	GSIS Pasay City

3. Cancel Claim if erroneous payee or wrong amount; Cancel Check electronically if stale or damaged; then route back to requesting Branch	Mgr. Junar Foronda	Technical Services Department Handler	TSD VisMin, Pasay City
4. Receive and review Certification or notice of cancellation of claims and /or check; Reprocess claim if applicable then forward to Treasury unit for check printing	Annie B. Bacanto	Treasury Unit Team Leader	Dumaguete Branch Office
5. Print check and notify claimant	Carl P. Tabasa	Treasury Unit Check Printer	Dumaguete Branch Office

### 11. Over-the-Counter (OTC) Loan Application

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/Optional), Pension Loan]</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to OUC	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Loans and eServices Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/Optional), Pension Loan]</li> </ul>			
1. Receive and evaluate OTC Loan Transaction and its supporting document	Rey Leonel A. Balbuena	Loans and eServices Unit	GSIS Dumaguete Branch Office
2. Pre-process Loan electronically and queue for Agency Authorized Officer (AAO) confirmation	Rey Leonel A. Balbuena	Loans and eServices Unit	GSIS Dumaguete Branch Office
Confirm applicant's loan application if qualified:		Applicant's Agency	



3. Electronically approve Loan after AAO confirmation		ITSD	GSIS Pasay
4. E-credit; Notify member through text message		Partner Servicing Bank	

### 12. UMID eCard

#### Enrolment

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing for UMID eCard Enrolment</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Receive and validate the UMID application form together with the photocopies of the valid IDs	Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena	Enrollment Officer	GSIS Dumaguete Branch Office
3. Take picture, signature and fingerprint biometrics; encode data in the enrollment system (eJar); review; ascertain accuracy of the information and save data in the eJar	Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena	Enrollment Officer	GSIS Dumaguete Branch Office
4. Inform member of the tentative turnaround time for card production*** and release acknowledgement	Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena	Enrollment Officer	GSIS Dumaguete Branch Office

### 13. UMID eCard

#### Release

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of request for UMID eCard Releasing</li> </ul>			
1. Notify member/pensioner on the availability of UMID card through text or call	Chad V. Baylon	Loans and eServices Unit	GSIS Dumaguete Branch Office
2. Release queuing number	Chad V. Baylon	Loans and eServices Unit	GSIS Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing request for UMID eCard releasing</li> </ul>			
1. Receive and validate accomplished release and request for activation form with its identification documents	Chad V. Baylon	Loans and eServices Unit	GSIS Dumaguete Branch Office

2. Release Card and facilitate activation procedure (For LO released cards, we will wait for the submission of Bank Customer Information Record)	Chad V. Baylon	Loans and eServices Unit	GSIS Dumaguete Branch Office
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**14. Filing of Application for Commencement of Pension**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Application for Commencement of Pension</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Receive and validate the ACP and its supporting documents.	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
Log to TMS; Release acknowledgement receipt.	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
Advise member to wait for text or email confirmation of the created record within 3 days.	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Application for Commencement of Pension through electronic mail (eMail)**</li> </ul>			
1. Receive and validate the ACP and its supporting documents.	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
Log to TMS; Release acknowledgement receipt.	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
Confirm receipt of complete documents and provide TMS Reference Number.	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
Send an acknowledgement email, SMS or make phone call as to the date and approximate time of video interview using preferred mode (Viber, Messenger or Skype) as indicated in the submitted application form	Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office

<p>If with deficiency, advise applicant to submit lacking / correct documents.</p> <p>2. Conduct video interview and advise member to wait for text or email confirmation of the created record within 3 days</p>	<p>Risty A. Villahermosa</p> <p>Chad V. Baylon Roy Phelix Joseph H. Marino</p>	<p>Members' Assistance Unit</p> <p>Loans and eServices Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<p>• Filing of Application for Commencement of Pension Through Drop Box, Postal and Courier Service**</p> <p>1. Receive and validate the ACP and its supporting documents.</p> <p>Log to TMS; Release acknowledgement receipt.</p> <p>Confirm receipt of complete documents and provide TMS Reference Number.</p> <p>Send an acknowledgement email, SMS or make phone call as to the date and approximate time of video interview using preferred mode (Viber, Messenger or Skype) as indicated in the submitted application form</p> <p>If with deficiency, advise applicant to submit lacking / correct documents.</p> <p>2. Conduct video interview and advise member to wait for text or email confirmation of the created record within 3 days</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Risty A. Villahermosa</p> <p>Risty A. Villahermosa</p> <p>Risty A. Villahermosa</p> <p>Risty A. Villahermosa</p> <p>Chad V. Baylon Roy Phelix Joseph H. Marino</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Loans and eServices Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<p>• Filing of Application for Commencement of Pension for Pensioners Residing Abroad**</p> <p>1. Receive and validate the ACP and its supporting documents.</p> <p>Log to TMS; Release acknowledgement receipt.</p> <p>Confirm receipt of complete documents and provide TMS Reference Number.</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>

<p>Send an acknowledgement email, SMS or make phone call as to the date and approximate time of video interview using preferred mode (Viber, Messenger or Skype) as indicated in the submitted application form</p> <p>If with deficiency, advise applicant to submit lacking / correct documents.</p> <p>2. Conduct video interview and advise member to wait for text or email confirmation of the created record within 3 days</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>PensionGlobal Team</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Pasay</p>
<p>• Processing of Application for Commencement of Pension and UMID Enrolment</p> <p>1. Prepare/send Certified Instruction to Update Record (CIUR) to Membership Department (MD)</p> <p>2. Validate /Create Pensioners Record and notify eServices</p> <p>3. Validate identity of the pensioner through the IDs and documents presented</p> <p>4. Enroll pensioner in UMID ecard (see enrollment procedure)</p> <p>5. Inform Pensioner of the tentative turnaround time for card production</p>	<p>Roy Phelix Joseph H. Marino</p> <p>Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena</p> <p>Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena</p> <p>Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena</p>	<p>Loans and eServices Unit/Claims Unit</p> <p>Membership Handler</p> <p>Enrollment Officer</p> <p>Enrollment Officer</p> <p>Enrollment Officer</p>	<p>GSIS Dumaguete Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>

#### 15. Commencement of Pension with Accrual

Step	Name	Designation	Office
<p>• Filing of Request for Commencement of Pension with Accrual</p> <p>1. Release queuing number</p> <p>2. Receive and validate the MRF ACP and its supporting documents.</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>

<p>Advise member to wait for text or email confirmation of the created record within 3 days.</p> <p>3. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Request for Commencement of Pension with Accrual through Electronic Mail (email)**</li> </ul> <p>1. Receive and evaluate MRF and ACP and its supporting documents.</p> <p>2. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Request for Commencement of Pension with accrual through Dropbox, Postal or Courier Service</li> </ul> <p>1. Receive and evaluate MRF and ACP and its supporting documents.</p> <p>2. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of Request for Commencement of Pension with Accrual</li> </ul> <p>1. Receive and validate MRF and ACP and its supporting documents; forward to reconciliation unit for accounts verification if applicable</p> <p>2. Verify/clear and reconcile accounts, set up receivables if applicable and forward to Claims Unit once done</p> <p>3. Review and prepare CIUR for updating of member's record</p>	<p>Roy Phelix Joseph H. Marino</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-nille N. Iñigo</p> <p>Roy Phelix Joseph H. Marino</p>	<p>Claims Processor</p> <p>Reconciliation Unit</p> <p>Claims Processor</p>	<p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p>

4. Update pensioner's record and forward to originating Branch / Department	Jonathan Marimon	Membership Handler	Membership Department, Pasay City
5. Process accrual if applicable and forward to TL for review	Rey Leonel A. Balbuena	Claims Processor	GSIS Dumaguete Branch
6. Review, post and endorse to DC for approval	Roy Phelix Joseph H. Marino	Claims Team Leader	GSIS Dumaguete Branch
7. Review, approve and bankfile by the FSD DC, Branch / Department Manager or VP depends on the amount and level of authority	Mary Jane T. Javier Igmidio F. Ponay Jr Deity U. Manampan	FSD DC Branch Manager VP, Visayas	GSIS Dumaguete Branch OVP Visayas, Pasay
8. Review/ approve accrual or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval or bank file	Mary Jane T. Javier Igmidio F. Ponay Jr Deity U. Manampan Jason C. teng	FSD DC Branch Manager VP, Visayas SVP, Visayas	GSIS Dumaguete Branch OVP Visayas, Pasay OSVP VisMin, Pasay
9. Bank file pension accrual*	Mary Jane T. Javier Igmidio F. Ponay Jr Deity U. Manampan Jason C. teng	FSD DC Branch Manager VP, Visayas SVP, Visayas	GSIS Dumaguete Branch OVP Visayas, Pasay OSVP VisMin, Pasay

**16. Updating of Pensioner's Record**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of MRF for Updating of Pensioner's Record</li> </ul>			
1. Release queuing number	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
2. Receive and evaluate the Members Request Form (MRF) and its supporting documents.	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
3. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	GSIS Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of MRF for Updating of Pensioner's Record through electronic mail (email)</li> </ul>			

<p>1. Receive and evaluate the Members Request Form (MRF) and its supporting documents</p> <p>2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of MRF for Updating of Pensioner's Record through drop box, postal and courier services**</li> </ul> <p>1. Receive and evaluate the Members Request Form (MRF) and its supporting documents</p> <p>2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of MRF for Updating of Pensioner's Record</li> </ul> <p>1. Receive, validate MRF and its supporting documents; prepare Certified Instruction to Update Record (CIUR) and endorse to Team Leader for review through TMS</p> <p>2. Check completeness of CIUR and documents and endorse to DC for review and endorsement to Membership Department</p> <p>3. Review and endorse request to Membership Department for updating of pensioners record through TMS</p> <p>4. Evaluate request and update record in SAP; refer to eServices Unit for updating record in eJar through TMS</p> <p>5. Update eJar record based on SAP and return TMS to requesting GSIS Office</p>	<p>Rey Leonel A. Balbuena Roy Phelix Joseph H. Marino</p> <p>Roy Phelix Joseph H. Marino Mary Jane T. Javier</p> <p>Mary Jane T. Javier</p> <p>Roy Phelix Joseph H. Marino Rey Leonel A. Balbuena</p>	<p>Claims Processor</p> <p>Claims Team Leader Claims Division Chief</p> <p>Claims Division Chief</p> <p>Membership Handler</p> <p>Enrollment Officer</p>	<p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>GSIS Dumaguete Branch</p> <p>Membership Department, Pasay City</p> <p>GSIS Dumaguete Branch Office</p>

**17. Annual Pensioners Information Revalidation**

**(APIR)**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of APIR through GSIS Kiosk</li> </ul>			
<ul style="list-style-type: none"> <li>Filing of APIR form through personal appearance</li> </ul> <ol style="list-style-type: none"> <li>Release queuing number</li> <li>Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) and medical progress report</li> <li>Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database.</li> </ol>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Igmidio F. Ponay Jr</p>	<p>Members' Assistance Unit</p> <p>Loans and eServices Unit</p> <p>Branch Manager</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of APIR Form for Online APIR through Electronic Mail (eMail)</li> </ul> <ol style="list-style-type: none"> <li>Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) or Annual Medical Progress Report</li> </ol> <p>Send an acknowledgement email to the pensioner within 2 working days from receipt of email.</p> <p>Send an email indicating date of online interview, approximate time of online interview; social media app to be used; reminders for pensioners undertaking APIR</p> <ol style="list-style-type: none"> <li>Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database</li> </ol>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Igmidio F. Ponay Jr</p>	<p>Loans and eServices Unit</p> <p>Loans and eServices Unit</p> <p>Loans and eServices Unit</p> <p>Branch Manager</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of APIR through SMS</li> </ul>			



<p>1. Acknowledge receipt of the SMS message (during business hours only)</p> <p>Within 2 working days, send text reply indicating the date of online interview, approximate time of online interview, social media app or video conferencing software to be used, reminders to pensioners undertaking the APIR; if a survivorship pensioner, text message should also include the submission of the duly accomplished Self - Declaration of Surviving Spouse (on Non-Marriage/ Non-Cohabitation); for PTD pensioners below 60 years old, annual medical progress report.</p> <p>2. If no confirmation is received, send a maximum of two (2) SMS message follow-ups. Failure to confirm the appointment will result in the cancellation of the APIR schedule or appointment.</p> <p>Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database.</p>	<p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Chad V. Baylon</p> <p>Igmidio F. Ponay Jr</p>	<p>Loans and eServices Unit</p> <p>Loans and eServices Unit</p> <p>Loans and eServices Unit</p> <p>Branch Manager</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of request for APIR - Home, Hospital, Hospice, Penitentiary Visit (through email or authorized representative)</li> </ul> <p>1. Receive and evaluate request letter and presented eCard or two (2) valid IDs and Self-Declaration form (for survivorship pensioners) and other supporting documents.</p> <p>2. Validate Pensioner's identity with presented IDs and take photo of pensioner together with the relative, representative, guardian, or jail warden, then renew status in database.</p>	<p>Chad V. Baylon</p> <p>Igmidio F. Ponay Jr</p>	<p>Loans and eServices Unit</p> <p>Branch Manager</p>	<p>GSIS Dumaguete Branch Office</p> <p>GSIS Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing APIR for Pensioners Residing Abroad</li> </ul> <p>1. Evaluate completeness of the submitted documentary requirements</p>		<p>Pension Global Team</p>	<p>GSIS Pasay City</p>

Send acknowledgement email to the pensioner		Pension Global Team	GSIS Pasay City
Once request for appointment is received, Pension Global Team will eMail details of the online interview		Pension Global Team	GSIS Pasay City
2. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in the database.		Pension Global Team	GSIS Pasay City

**18. Request for Reconciliation of Account**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of MRF for Accounts Reconciliation</li> </ul>			
1. Release queuing number	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac	Reconciliation Unit	Dumaguete Branch Office
2. Receive and evaluate the Members Request Form (MRF)	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of MRF for Accounts Reconciliation through Electronic Mail (eMail)</li> </ul>			
1. Receive and evaluate the MRF	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille N. Inigo	Reconciliation Unit	Dumaguete Branch Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of MRF for Accounts Reconciliation through drop box, postal and courier services**</li> </ul>			
1. Receive and evaluate the (MRF)	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office

<p>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of MRF for Accounts Reconciliation</li> </ul> <p>Receive and validate MRF; verify and reconcile all accounts; prepare Statement of Account (SOA) and have it signed; notify member as soon as SOA is ready for pick up; then endorse to Members Assistance Unit for releasing</p>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille N. Inigo</p>	<p>Reconciliation Unit</p>	<p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Releasing of SOA after Reconciliation</li> </ul> <p>1. Release queuing number</p> <p>2. Release SOA; and discuss with member if clarification is needed</p>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac</p>	<p>Reconciliation Unit</p> <p>Reconciliation Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

**19. Request for Recomputation of Claim**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of MRF for Recomputation of Claims</li> </ul> <p>1. Release queuing number</p> <p>2. Receive and evaluate the Members Request Form (MRF)</p> <p>3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of MRF for Recomputation of claims through Electronic Mail (eMail)</li> </ul> <p>1. Receive and evaluate the MRF</p> <p>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit</p>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

<ul style="list-style-type: none"> <li>Filing of MRF for Recomputation of claims through drop box, postal and courier services**</li> </ul> <ol style="list-style-type: none"> <li>1. Receive and evaluate the (MRF)</li> <li>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of MRF for Recomputation of claims</li> </ul> <ol style="list-style-type: none"> <li>1. Receive TMS; evaluate claim documents; and route to membership Department (MD) for members' record updating.</li> <li>2. Update members' record and route back to Branch / Department concerned for accounts reconciliation</li> <li>3. Reconcile accounts and route to Claims Unit for processing</li> <li>4. Process claim if with adjustment and endorse to TL for review</li> <li>5. Review and endorse to DC for approval</li> <li>6. Approve and route back to TL /DC FSD for posting of claim for e-crediting</li> <li>7. Post claim adjustment</li> <li>8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim</li> </ol>	<p>Larry Lee B. Alcaide Igmidio F. Ponay, Jr.</p> <p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille N. Inigo</p> <p>Larry Lee B. Alcaide</p> <p>Roy Phelix Joseph H. Marino</p> <p>Mary Jane T. Javier Igmidio F. Ponay, Jr.</p> <p>Mary Jane T. Javier</p> <p>Carl P. Tabasa</p>	<p>Claims Processors Branch Manager</p> <p>Membership Handler</p> <p>Reconciliation Unit</p> <p>Claims Processor</p> <p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager</p> <p>Claims Division Chief</p> <p>ITSD or Treasury Unit Check Printer</p>	<p>Dumaguete Branch Office</p> <p>Membership Department, Pasay City</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>GSIS Pasay GSIS Dumaguete Branch Office</p>

**20. Request for Refund**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• Filing of MRF for Refund</li> </ul> <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Receive and evaluate the Members Request Form (MRF)</li> <li>3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Reconciliation Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of MRF for Refund through Electronic Mail (eMail)</li> </ul> <ol style="list-style-type: none"> <li>1. Receive and evaluate the MRF</li> <li>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-Nille N. Inigo</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Reconciliation Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of MRF for Refund through drop box, postal and courier services**</li> </ul> <ol style="list-style-type: none"> <li>1. Receive and evaluate the (MRF)</li> <li>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of MRF for Refund</li> </ul> <ol style="list-style-type: none"> <li>1. Validate MRF; verify; reconcile accounts, set up refundable amount; sign refund document and forward to team leader for review, signature and endorsement.</li> </ol>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza</p>	<p>Reconciliation Unit</p>	<p>Dumaguete Branch Office</p>

2. Review, sign and endorse to Division Chief AMD/BCRD for approval and endorsement to FSD-Division Chief	Fletcher Christian M. Villariza	Reconciliation Unit	Dumaguete Branch Office
3. Review, sign refund document and endorse to FSD-Division Chief	Leo-Nille N. Inigo	BCRD Division Chief	Dumaguete Branch Office
4. Review and bank file	Mary Jane T. Javier	FSD Division Chief	Dumaguete Branch Office
5. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account *Notify claimant on the status of claim	Carl P. Tabasa	ITSD or Treasury Unit Check Printer	GSIS Pasay GSIS Dumaguete Branch Office

**21. Agency Remittance and Individual Over-the-Counter Payment**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Processing of Over-the-Counter Agency Remittance and Official Receipt Issuance</li> </ul>			
1. Release queuing number	Zsa Zsa S. Tolentino Carl P. Tabasa	Treasury Unit Personnel	Dumaguete Branch Office
2. Prepare, print and release SOT	Carl P. Tabasa Annie B. Bacanto Cecile Marie M. Inoferio	Treasury Unit personnel/ Billing and Collection Unit personnel	Dumaguete Branch Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	Zsa Zsa S. Tolentino Carl P. Tabasa	Cashier	Dumaguete Branch Office
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	Zsa Zsa S. Tolentino Carl P. Tabasa	Cashier	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing of Individual Loan Over-The-Counter Payment</li> </ul>			
1. Release queuing number	Zsa Zsa S. Tolentino Carl P. Tabasa	Treasury Unit Personnel	Dumaguete Branch Office

<p>2. Prepare, sign, and release SOA/ Bill</p>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac Fletcher Christian M. Villariza Leo-nille N. Iñigo</p>	<p>Billing and Collection Unit Personnel</p>	<p>Dumaguete Branch Office</p>
	<p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p>	<p>Special Business Unit personnel</p>	
<p>3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)</p>	<p>Zsa Zsa S. Tolentino Carl P. Tabasa</p>	<p>Treasury Unit Personnel</p>	<p>Dumaguete Branch Office</p>
<p>4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency</p>	<p>Zsa Zsa S. Tolentino Carl P. Tabasa</p>	<p>Treasury Unit Personnel</p>	<p>Dumaguete Branch Office</p>

**22. Agency Remittance and Individual Loan Payments through Online Payment Facility (OPF) and External Payment Service Providers (EPSP)\***

Step	Name	Designation	Office
<p>• Processing Agency Remittance and Official Receipt Issuance for Remittances through the Online Payment Facility</p> <p>1. Release queuing number</p> <p>2. Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA</p> <p>3. Issue Official receipt (OR); release it and the signed supporting documents needed by the Remitting Agency</p>	<p>Zsa Zsa S. Tolentino Carl P. Tabasa</p> <p>Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto</p> <p>Zsa Zsa S. Tolentino Carl P. Tabasa</p>	<p>Treasury Unit Personnel</p> <p>Treasury Unit Personnel</p> <p>Treasury Unit Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>• Processing of Individual Payment and Official Receipt Issuance for EPSP PCS Payments</p> <p>1. Release queuing number</p> <p>2. Receive, review machine-validated transaction slip.  Verify payment from the validated EOD Report</p> <p>3. Issue OR and release it.</p>	<p>Zsa Zsa S. Tolentino Carl P. Tabasa</p> <p>Zsa Zsa S. Tolentino Carl P. Tabasa Annie B. Bacanto</p> <p>Zsa Zsa S. Tolentino Carl P. Tabasa</p>	<p>Treasury Unit Personnel</p> <p>Treasury Unit Personnel</p> <p>Treasury Unit Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>

**23. Request for Reconciliation of Housing Account**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• Filing of Members Request Form (MRF) for Housing Accounts Reconciliation</li> </ul> <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements</li> <li>3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	<p>Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac</p> <p>Chad V. Baylon Risty A. Villahermosa</p> <p>Chad V. Baylon Risty A. Villahermosa</p>	<p>Reconciliation Unit</p> <p>Members' Assistance Unit</p> <p>Members' Assistance Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• If filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby</li> </ul> <ol style="list-style-type: none"> <li>1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</li> <li>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</li> </ol>	<p>Chad V. Baylon Risty A. Villahermosa</p> <p>Karen V. Lavadia</p>	<p>Members' Assistance Unit</p> <p>Reconciliation Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of Request for Reconciliation through postal mail or courier and electronic mail (email)</li> </ul> <ol style="list-style-type: none"> <li>1. Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</li> <li>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</li> </ol>	<p>Karen V. Lavadia</p> <p>Karen V. Lavadia</p>	<p>Reconciliation Unit</p> <p>Reconciliation Unit</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>



<ul style="list-style-type: none"> <li>Processing of Request for Housing Account Reconciliation</li> </ul>			
<ol style="list-style-type: none"> <li>1. Reconcile Account.</li> </ol>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>2. Notify member through text or call when SOA is ready for release.</li> </ol>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Releasing of Housing Statement of Account (SOA)</li> </ul>			
<ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol>	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac	Reconciliation Unit	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>2. Release SOA.</li> </ol>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office

#### 24. Request for Housing Final Statement of Account

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Members Request Form (MRF) for Housing Final Statement of Account</li> </ul>			
<ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol>	Agnes T. Arbas Karen V. Lavadia Gay Kirsten C. Umbac	Reconciliation Unit	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ol style="list-style-type: none"> <li>3. Create / log for Housing Loan transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby</li> </ul>			
<ol style="list-style-type: none"> <li>1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</li> </ol>	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office

<p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Process the Final Statement of Account once requirements are complete.</p>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Request for Reconciliation through postal mail or courier and electronic mail (email) <ol style="list-style-type: none"> <li>1. Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</li> <li>2. Validate the request and account. Call the member if necessary or in case of deficiency. Process the Final Statement of Account once requirements are complete.</li> </ol> </li> </ul>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing of Housing Final Statement of Account <ol style="list-style-type: none"> <li>1. Reconcile Account.</li> <li>2. Notify member through text or call if there is a balance and account is not fully paid yet or if the FSOA has been endorsed to the department in charge of Title Releasing.</li> </ol> </li> </ul>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Processing of Housing Final Statement of Account <ol style="list-style-type: none"> <li>1. Reconcile Account.</li> <li>2. Notify member through text or call if there is a balance and account is not fully paid yet or if the FSOA has been endorsed to the department in charge of Title Releasing.</li> </ol> </li> </ul>	Karen V. Lavadia	Reconciliation Unit	Dumaguete Branch Office

## 25. Releasing of Title

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Request for Release of TCT <ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol> </li> </ul>	Chad V. Baylon Risty A. Villahermosa	Members' Assistance Unit	Dumaguete Branch Office
<ul style="list-style-type: none"> <li>Filing of Members Request Form (MRF) for Request for Release of Title through Drop Box located at the GSIS Lobby <ol style="list-style-type: none"> <li>1. Validate the request and account. Call the member if necessary or in case of deficiency.</li> </ol> </li> </ul>	Gina A. Amancio Jaydon Eduviges G. Villaverde	SBU Personnel	Dumaguete Branch Office

<p>2. Validate the request and account. Call the member if necessary or in case of deficiency.</p>	<p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p>	<p>SBU Personnel</p>	<p>Dumaguete Branch Office</p>
<p>• Filing of Request for Release of Title through Electronic Mail (eMail)</p> <p>1. Receive email; acknowledge receipt and log in the Transaction Monitoring System; forward to concerned HARTD processor or Handling Unit of Branch for validation, in case of missent email.</p> <p>2. Validate the request and account. Call the member if necessary or in case of deficiency.</p>	<p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p> <p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p>	<p>SBU Personnel</p> <p>SBU Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>• Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.</p> <p>1. Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.</p> <p>2. Conduct Counseling</p> <p>3. Receive interview sheet.</p>	<p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p> <p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p> <p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p>	<p>SBU Personnel</p> <p>SBU Personnel</p> <p>SBU Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>
<p>• Releasing of TCT</p> <p>1. Receive and review the notarized DAS/ROM.</p> <p>2. Release TCT.</p> <p>3. Take photo as proof of release.</p>	<p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p> <p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p> <p>Gina A. Amancio Jaydon Eduviges G. Villaverde</p>	<p>SBU Personnel</p> <p>SBU Personnel</p> <p>SBU Personnel</p>	<p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p> <p>Dumaguete Branch Office</p>