

**List of Personnel Responsible for Palawan 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>			
1. Release queuing number	1. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	2. Evelyn SA. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	3. Evelyn A. Garcellano	Frontline Services Personnel	Palawan 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 Electronic Mail (eMail)</li> </ul>			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	4. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan 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	5. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office

<p>3. Scan/attach documents to TMS and route to Claims Unit</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>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>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan 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 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</li> </ol>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

<p>whether claim filed is for processing or with deficiency</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<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> <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 Division Chief (DC) for approval or endorsement to Department/ Branch Manager</p> <p>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</p>	<p>1. Maribel Antoinette R. Gonzales</p> <p>1. Ferdinand B. Regala</p> <p>1. Grethel O. Escoto</p> <p>1. Maribel Antoinette R. Gonzales</p> <p>1. Olivia V. Socrates</p> <p>1. Olivia V. Socrates 2. Marina J. Ignacio</p>	<p>Claims Processor</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p> <p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager</p>	<p>Palawan Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office Palawan Branch Office</p>

<p>7. Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)</p>	<p>3. Rachel T. Edjan</p> <p>4. Joseph Philip T. Andres</p> <p>1. Maribel Antoinette R. Gonzales</p>	<p>VP</p> <p>SVP</p> <p>(depends on the amount and level of authority)</p> <p>Claims Processor</p>	<p>OVP South Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Submission of DPNPC and Releasing of Claims Proceeds</li> </ul> <p>1. Post claim</p> <p>2. 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>1. Olivia V. Socrates</p> <p>2. Olivia V. Socrates</p> <p>3. Marina J. Ignacio</p> <p>(e-crediting)</p> <p>1. Rocelyn R. Raymundo</p>	<p>Claims Team Leader Division Chief</p> <p>Branch Manager</p> <p>(depends on the amount and level of authority)</p> <p>IT and</p> <p>Treasury Unit in-charge</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>GSIS Pasay</p> <p>Palawan Branch Office</p>

**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> <p>1. Release queuing number</p>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance</p>	<p>Palawan Branch Office</p>

<ol style="list-style-type: none"> <li>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ol style="list-style-type: none"> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol> <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<ol style="list-style-type: none"> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</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>			
<ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<ol style="list-style-type: none"> <li>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>

<p>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 (Maturity and CSV/TV) 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>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Processing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)</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>1. Maribel Antoinette R. Gonzales</p> <p>1. Ferdinand B. Regala</p> <p>1. Grethel O. Escoto</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p>	<p>Palawan Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Palawan Branch Office</p>

<p>4. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>1. Maribel Antoinette R. Gonzales</p>	<p>Claims Processors</p>	<p>Palawan Branch Office</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>1. Olivia V. Socrates 2. Marina J. Ignacio 3. Rachel T. Edjan 4. Joseph Philip T. Andres</p>	<p>Claims Division Chief Branch Manager VP SVP  (depends on the amount and level of authority)</p>	<p>Palawan Branch Office Palawan Branch Office OVP South Luzon, Pasay City OSVP South Luzon, Pasay City</p>
<p>6. Post claim</p>	<p>1. Olivia V. Socrates 1. Olivia V. Socrates  2. Marina J. Ignacio  (e-crediting)</p>	<p>Claims Team Leader Division Chief  Branch Manager  (depends on the amount and level of authority)</p>	<p>Palawan Branch Office Palawan Branch Office Palawan Branch Office</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>1. Rocelyn R. Raymundo</p>	<p>IT and  Treasury Unit in-charge</p>	<p>GSIS Pasay  Palawan Branch Office</p>

### 3. Death and Accidental Death Benefits Claim

Step	Name	Designation	Office
<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> <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>	1. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office
	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<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> <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>	1. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office
	1. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office
	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<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>			



<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> <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> <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan 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> <ol style="list-style-type: none"> <li>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> </ol>	<p>Claims Processors</p>	<p>Palawan Branch Office</p>

<p>Department (MD) for members' record updating</p>			
<p>2. Update members' record and route back to Department/Branch concerned for accounts reconciliation</p>	<p>1. Ferdinand B. Regala</p>	<p>Membership Handler</p>	<p>Membership Department, GSIS Pasay</p>
<p>3. Reconcile all accounts and route to Claims Unit for processing</p>	<p>1. Grethel O. Escoto</p>	<p>Reconciliation Processors</p>	<p>Palawan Branch Office</p>
<p>4. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>1. Maribel Antoinette R. Gonzales</p>	<p>Claims Processors</p>	<p>Palawan Branch Office</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>1. Olivia V. Socrates</p>	<p>Claims Division Chief</p>	<p>Palawan Branch Office</p>
	<p>2. Marina J. Ignacio</p>	<p>Branch Manager</p>	<p>Palawan Branch Office</p>
	<p>3. Rachel T. Edjan</p>	<p>VP</p>	<p>OVP South Luzon, Pasay City</p>
	<p>4. Joseph Philip T. Andres</p>	<p>SVP</p>	<p>OSVP Luzon, Pasay City</p>
<p>6. Post claim</p>	<p>1. Olivia V. Socrates</p>	<p>Claims Team Leader</p>	<p>Palawan Branch Office</p>
	<p>2. Olivia V. Socrates</p>	<p>Division Chief</p>	<p>Palawan Branch Office</p>
	<p>3. Marina J. Ignacio</p>	<p>Branch Manager</p>	<p>Palawan Branch Office</p>
<p>7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;</p>	<p>(e-crediting)</p>	<p>(depends on the amount and level of authority)</p>	
		<p>IT and</p>	<p>GSIS Pasay</p>

Print check if no UMID Account *Notify claimant on the status of claim	1. Rocelyn R. Raymundo	Treasury Unit in-charge	Palawan Branch Office
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#### 4. Funeral Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Funeral Benefit               <ol style="list-style-type: none"> <li>Release queuing number</li> <li>Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Funeral 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> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan 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 Funeral Benefit 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> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> <li>• Filing of Funeral Benefit through Postal Mail or Courier <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>	<p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of Funeral Benefit</li> </ul>			

1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Maribel Antoinette R. Gonzales	Claims Processors	Palawan Branch Office
2. Update members' record and route back to Department/Branch concerned for accounts reconciliation	Ferdinand B. Regala	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Grethel O. Escoto	Reconciliation Processors	Palawan Branch Office
4. Process claim and print disbursement voucher and forward to Team Leader	1. Maribel Antoinette R. Gonzales	Claims Processors	Palawan Branch Office
5. Review and sign disbursement voucher; forward to DC for approval	1. Olivia V. Socrates	Claims Team Leader	Palawan Branch Office
6. Review and approve claim. Route back to Claims Unit after approval of claim	1. Marina J. Ignacio	Branch Manager	Palawan Branch Office
7. Post claim	1. Olivia V. Socrates 2. Marina J. Ignacio	Claims Team Leader Division Chief Branch Manager	Palawan Branch Office Palawan Branch Office Palawan Branch Office
8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	(depends on the amount and level of authority)  IT and	GSIS Pasay

Print check if no UMID Account *Notify claimant on the status of claim	1. Rocelyn R. Raymundo	Treasury Unit in-charge	Palawan Branch Office
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### 5. Survivorship Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit               <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	Members Assistance Counter Personnel  Frontline Services Personnel  Frontline Services Personnel	Palawan Branch Office  Palawan Branch Office  Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit 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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	Members Assistance Counter Personnel  Members Assistance Counter Personnel  Frontline Services Personnel	Palawan Branch Office  Palawan Branch Office  Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of Survivorship Benefit through Drop Box               <ol style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	Members Assistance	Palawan Branch Office

<p>identity of claimant using available GSIS records</p> <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> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol> <ul style="list-style-type: none"> <li>• Filing of Survivorship Benefit through postal mail or courier <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of Survivorship Benefit <ol style="list-style-type: none"> <li>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</li> <li>2. Update members' record and route back to Department/Branch concerned for accounts reconciliation</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Ferdinand B. Regala</li> </ol>	<p>Claims Processors</p> <p>Membership Handler</p>	<p>Palawan Branch Office</p> <p>Membership Department, GSIS Pasay</p>

3. Reconcile all accounts and route to Claims Unit for processing	1. Grethel O. Escoto	Reconciliation Processors	Palawan Branch Office
4. Process claim and print disbursement voucher and forward to Team Leader	1. Maribel Antoinette R. Gonzales	Claims Processors	Palawan Branch Office
5. Review and sign disbursement voucher; forward to DC for approval	1. Olivia V. Socrates	Claims Team Leader	Palawan Branch Office
6. Review; approve claim. Route back to Claims Unit after approval	1. Marina J. Ignacio	Branch Manager	Palawan Branch Office
7. Post claim	1. Olivia V. Socrates	Claims Team Leader	Palawan Branch Office
	2. Marina J. Ignacio	Branch Manager	Palawan Branch Office
	(e-crediting)	(depends on the amount and level of authority)	
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	1. Rocelyn R. Raymundo	IT and  Treasury Unit in-charge	GSIS Pasay  Palawan Branch Office

## 6. Disability Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Disability Claims under RA 8291 (PPD and TTD)</li> </ul>			
1. Release queuing number	1. Evelyn A. Garcellano	Members Assistance Counter Personnel	Palawan Branch Office



<p>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan 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 Disability Claims under RA 8291 (PPD, TTD, PTD) through Electronic Mail (eMail)</li> </ul>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ul>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<ul 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> </ul>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box</li> </ul>			
<ul style="list-style-type: none"> <li>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ul>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<ul 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> </ul>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan 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 Disability Claims under RA 8291 (PPD,TTD, PTD) through postal mail or courier</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. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Medical Evaluation of Disability Claims under RA 8291 (TTD, PPD, and PTD)</li> </ul> <ol style="list-style-type: none"> <li>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</li> <li>2. Update members' record and route back to Department/Branch concerned for accounts reconciliation</li> <li>3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule</li> <li>4. Conduct PE with claimant; HV if applicable</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>Ferdinand B. Regala</li> <li>Dra. Jocelyn P. Soriano</li> </ol>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Medical Officer</p> <p>Medical Officer</p>	<p>Palawan Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</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>8. Forward resolution to OUC</p>	<p>Dra. Jocelyn P. Soriano</p> <p>Dra. Elvira G. Rodriguez</p> <p>Dra. Elvira G. Rodriguez</p> <p>Joseph Philip T. Andres</p> <p>Dra. Elvira G. Rodriguez</p>	<p>Medical Officer Reviewer</p> <p>Medical Officer Reviewer</p> <p>SVP</p> <p>OSVP Medical Officer</p>	<p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p>
<ul style="list-style-type: none"> <li>• Processing Disability Claims under RA 8291 (TTD, PPD, and PTD) <ol style="list-style-type: none"> <li>1. Receive copy of Medical resolution, review and route transaction to reconciliation unit</li> <li>2. Reconcile all accounts and route to Claims Unit for processing</li> <li>3. Process claim and print disbursement voucher and forward to Team Leader</li> <li>4. Review and sign disbursement voucher; forward to DC for approval.</li> <li>5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Grethel O. Escoto</li> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Olivia V. Socrates</li> <li>1. Olivia V. Socrates</li> <li>2. Marina J. Ignacio</li> </ol>	<p>Claims Processors</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office Palawan Branch Office</p>

<p>6. Notify member to submit Declaration of Pendency/ Non-Pendency of Case (DPNPC), (1 copy, original). 1. <i>Note: For PTD only</i></p>	<p>3. Rachel T. Edjan 4. Joseph Philip T. Andres  1. Maribel Antoinette R. Gonzales 2. Olivia V. Socrates</p>	<p>VP  SVP  (depends on the amount and level of authority)  Claims Processors</p>	<p>OVP South Luzon, Pasay City OSVP Luzon, Pasay City  Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Submission of DPNPC (For PTD only) and releasing of claims proceeds</li> </ul> <p>1. Post claim</p> <p>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</p>	<p>1. Olivia V. Socrates  2. Marina J. Ignacio  (e-crediting)  1. Rocelyn R. Raymundo</p>	<p>Claims Team Leader Division Chief  Branch Manager  (depends on the amount and level of authority)  IT and  Treasury Unit in-charge</p>	<p>Palawan Branch Office Palawan Branch Office Palawan Branch Office  GSIS Pasay  Palawan Branch Office</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</li> </ul>			

<p>(PTD) Claims under Employees' Compensation (EC) PD 626</p> <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</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 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. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</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 Drop Box</li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance</p>	<p>Palawan Branch Office</p>

<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> <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> <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan 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> <ol style="list-style-type: none"> <li>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> </ol>	<p>Claims Processors</p>	<p>Palawan Branch Office</p>

<ol style="list-style-type: none"> <li>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</li> <li>3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule</li> <li>4. Conduct PE with claimant; HV if applicable</li> <li>5. Review by other Medical Officers</li> <li>6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval</li> <li>7. Review; approve; sign and forward to OSVP Medical Officer</li> <li>8. Package documents and route to OUC</li> </ol>	<p>Ferdinand B. Regala</p> <p>Dra. Jocelyn P. Soriano</p> <p>Dra. Elvira G. Rodriguez</p> <p>Dra. Elvira G. Rodriguez</p> <p>Dra. Elvira G. Rodriguez</p> <p>Joseph Philip T. Andres</p> <p>Dra. Elvira G. Rodriguez</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</p> <p>Medical Officer</p>	<p>Membership Department, GSIS Pasay</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</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> <ol style="list-style-type: none"> <li>1. Receive approve/disapproved EC Claim; prepare memo and endorse to Legal for evaluation</li> <li>2. Evaluate EC claim documents; prepare legal evaluation and</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> </ol>	<p>Claims Processors</p> <p>Legal Officer Evaluator</p>	<p>Palawan Branch Office</p>

<p>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>	Melvin L. Dela Paz	OVP Technical Assistant	OVP South Luzon, Pasay City
<ul style="list-style-type: none"> <li>Processing Disability Claims under PD 626 (PPD, TTD and PTD) <ol style="list-style-type: none"> <li>1. Receive copy of Medical resolution, review and route transaction to reconciliation unit</li> <li>2. Reconcile all accounts and route to Claims Unit for processing</li> <li>3. Process claim and print disbursement voucher and forward to Team Leader</li> <li>4. Review and sign disbursement voucher; forward to DC for approval</li> <li>5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Grethel O. Escoto</li> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Olivia V. Socrates</li> <li>1. Olivia V. Socrates</li> <li>2. Marina J. Ignacio</li> <li>3. Rachel T. Edjan</li> <li>4. Joseph Philip T. Andres</li> </ol>	<p>Claims Processors</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader</p> <p>Division Chief</p> <p>Branch Manager</p> <p>VP</p> <p>SVP</p> <p>(depends on the amount and level of authority)</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>OVP South Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p>
6. Post claim	1. Olivia V. Socrates	Claims Team Leader	Palawan Branch Office



<p>7. 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>2. Olivia V. Socrates 3. Marina J. Ignacio</p>	<p>Division Chief Branch Manager</p>	<p>Palawan Branch Office</p>
	<p>(e-crediting)</p>	<p>(depends on the amount and level of authority)</p>	<p>GSIS Pasay</p>
	<p>Rocelyn R. Raymundo</p>	<p>IT and  Treasury Unit in-charge</p>	<p>Palawan Branch Office</p>

#### 8. Preneed Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim</li> </ul>			
<ul style="list-style-type: none"> <li> <ol style="list-style-type: none"> <li>Release queuing number</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li> <ol style="list-style-type: none"> <li>Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li> <ol style="list-style-type: none"> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Pre-Need Claim through Electronic Mail (eMail)</li> </ul>			
<ul style="list-style-type: none"> <li> <ol style="list-style-type: none"> <li>Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Counter Personnel</p>	<p>Palawan 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>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<p>• Filing of Pre-Need Claim through Drop Box</p>			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan 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>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<p>• Filing of Pre-Need Claim through postal mail or courier</p>			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan 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>1. Evelyn A. Garcellano</p>	<p>Members Assistance Counter Personnel</p>	<p>Palawan Branch Office</p>

<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<p>• Processing of Pre-need Claim excluding Investment Recovery Plan for Edu-child Plan holders (IRPEP)</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;  Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>1. Maribel Antoinette R. Gonzales</p> <p>Ferdinand B. Regala</p> <p>1. Grethel O. Escoto</p> <p>1. Maribel Antoinette R. Gonzales</p> <p>1. Olivia V. Socrates</p> <p>1. Marina J. Ignacio</p> <p>1. Olivia V. Socrates</p> <p>(e-crediting)</p> <p>1. Rocelyn R. Raymundo</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team leader</p> <p>Claims Division Chief</p> <p>Claims Team Leader</p> <p>IT and</p> <p>Treasury Unit in-charge</p>	<p>Palawan Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>GSIS Pasay</p> <p>Palawan Branch Office</p>



scheduled date or authorize GSIS to deposit check to the planholder's UMID card account through submission of a duly accomplished Authorization Slip			
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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> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <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> <li>2. Counter check with original IDs</li> <li>3. Take photo of the check claimant</li> <li>4. Release check</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Rocelyn R. Raymundo</li> <li>1. Rocelyn R. Raymundo</li> <li>1. Rocelyn R. Raymundo</li> <li>1. Rocelyn R. Raymundo</li> </ol>	Treasury Unit Releasing Officer  Treasury Unit Releasing Officer  Treasury Unit Releasing Officer  Treasury Unit Releasing Officer	Palawan Branch Office  Palawan Branch Office  Palawan Branch Office  Palawan Branch Office

### 10. Check Replacement

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>• <b>Filing for Check Replacement</b> <ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	Frontline Services Personnel	Palawan Branch Office

<ol style="list-style-type: none"> <li>2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit</li> <li>3. Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Officer on duty</p> <p>Members Assistance Officer on duty</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing request for Check replacement</li> </ul>	<ol style="list-style-type: none"> <li>1. Olivia V. Socrates</li> </ol>	<p>Claims Division Chief</p>	<p>Palawan Branch Office</p>
<ol style="list-style-type: none"> <li>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</li> <li>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</li> </ol>		<p>Bank Reconciliation Department Processor</p>	<p>GSIS Pasay City</p>
<ol style="list-style-type: none"> <li>3. 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</li> </ol>		<p>Technical Services Department Handler</p>	<p>TSD Luzon, Pasay City</p>
		<p>Claims Processors</p>	<p>Palawan Branch Office</p>

4. Print Check and notify claimant	Rocelyn R. Raymundo	Treasury Unit Personnel	Palawan Branch Office
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### 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	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to Claims Unit	1. Evelyn A. Garcellano 2. Evelyn A. Garcellano	Members Assistance Officer on duty	Palawan Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Evelyn A. Garcellano	Members Assistance Officer on duty	Palawan 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	1. Melissa H. Cuntapay	Loan Processor	Palawan Branch Office
2. Pre-process Loan electronically and queue for Agency Authorized Officer (AAO) confirmation	1. Melissa H. Cuntapay	Loan Processor	Palawan Branch Office
Confirm applicant's loan application if qualified:		Applicant's Agency Action	Agency AAO

3. Electronically approve Loan after AAO confirmation		Background computer run	UnionBank / LBP
4. E-credit; Notify member through text message		Partner 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	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive and validate the UMID application form together with the photocopies of the valid IDs	1. Melissa H. Cuntapay	Enrollment Officer	Palawan 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	1. Melissa H. Cuntapay	Enrollment Officer	Palawan Branch Office
4. Inform member of the tentative turnaround time for card production*** and release acknowledgement	1. Melissa H. Cuntapay	Enrollment Officer	Palawan 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	1. Melissa H. Cuntapay	Card Releasing Officer	Palawan Branch Office
2. Release queuing number	1. Melissa H. Cuntapay		



		Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Processing request for UMID eCard releasing</li> </ul> <ol style="list-style-type: none"> <li>Receive and validate accomplished release and request for activation form with its identification documents</li> <li>Release Card and facilitate activation procedure (For LO released cards, we will wait for the submission of Bank Customer Information Record)</li> </ol>	<ol style="list-style-type: none"> <li>Melissa H. Cuntapay</li> <li>Melissa H. Cuntapay</li> </ol>	<p>Card Releasing Officer</p> <p>Card Releasing Officer</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

#### 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> <ol style="list-style-type: none"> <li>Release queuing number</li> <li>Receive and validate the ACP and its supporting documents.  Log to TMS; Release acknowledgement receipt.  Advise member to wait for text or email confirmation of the created record within 3 days.</li> <li>Scan/attach documents to TMS and route to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> <li>Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of Application for Commencement of Pension through electronic mail (eMail)**</li> </ul> <ol style="list-style-type: none"> <li>Receive and validate the ACP and its supporting documents.</li> </ol>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> </ol>	<p>Members Assistance Officer</p>	<p>Palawan Branch Office</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>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of Application for Commencement of Pension Through Drop Box, Postal and Courier Service**</li> </ul> <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</p>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Officer</p>	<p>Palawan Branch Office</p>

<p>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>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of Application for Commencement of Pension for Pensioners Residing Abroad**</li> </ul> <p>1. Receive and validate the ACP and its supporting documents. 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</p>	<p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Officer</p>	<p>Palawan Branch Office</p>

advise member to wait for text or email confirmation of the created record within 3 days	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Processing of Application for Commencement of Pension and UMID Enrolment</li> </ul> <ol style="list-style-type: none"> <li>1. Prepare/send Certified Instruction to Update Record (CIUR) to Membership Department (MD)</li> <li>2. Validate /Create Pensioners Record and notify eServices</li> <li>3. Validate identity of the pensioner through the IDs and documents presented</li> <li>4. Enroll pensioner in UMID ecard (see enrollment procedure)</li> <li>5. Inform Pensioner of the tentative turnaround time for card production</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>2. Olivia V. Socrates</li> </ol> Ferdinand B. Regala	Claims Processor    Membership Handler   Enrollment Officer  Enrollment Officer  Enrollment Officer	Palawan Branch Office    Membership Department, Pasay City   Palawan Branch Office  Palawan Branch Office  Palawan Branch Office

**15. Commencement of Pension with Accrual**

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Request for Commencement of Pension with Accrual</li> </ul> <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Receive and validate the MRF ACP and its supporting documents.</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	Frontline Services Personnel  eServices Officer / Members Assistance Officer Personnel	Palawan Branch Office  Palawan Branch Office

<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>1. Evelyn A. Garcellano</p>	<p>eServices Officer / Members Assistance Officer Personnel</p>	<p>Palawan 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>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan 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>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Members Assistance Officer</p> <p>Members Assistance Officer</p>	<p>Palawan Branch Office</p> <p>Palawan 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>1. Maribel Antoinette R. Gonzales</p> <p>2. Olivia V. Socrates</p>	<p>Claims Processor</p>	<p>Palawan Branch Office</p>

2. Verify/clear and reconcile accounts, set up receivables if applicable and forward to Claims Unit once done	1. Grethel O. Escoto	Reconciliation Processor	Palawan Branch Office
3. Review and prepare CIUR for updating of member's record	1. Maribel Antoinette R. Gonzales 2. Olivia V. Socrates	Claims Processor	Palawan Branch Office
4. Update pensioner's record and forward to originating Branch / Department	Ferdinand B. Regala	Membership Handler	Membership Department, Pasay City
5. Process accrual if applicable and forward to TL for review	1. Maribel Antoinette R. Gonzales	Claims Processor	Palawan Branch Office
6. Review, post and endorse to DC for approval	1. Olivia V. Socrates	Claims Team Leader	Palawan Branch Office
7. Review, approve and bankfile by the FSD DC, Branch / Department Manager or VP depends on the amount and level of authority	1. Olivia V. Socrates 2. Marina J. Ignacio 3. Rachel T. Edjan	FSD DC Branch Manager VP	Palawan Branch Office Palawan Branch Office OVP South Luzon, Pasay City
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	1. Olivia V. Socrates 2. Marina J. Ignacio 3. Rachel T. Edjan 4. Joseph Philip T. Andres	FSD DC Branch Manager VP SVP	Palawan Branch Office Palawan Branch Office OVP South Luzon, Pasay City OSVP Luzon, Pasay City
9. Bank file pension accrual*	1. Olivia V. Socrates	FSD DC	Palawan Branch Office

	2. Marina J. Ignacio	Branch Manager	Palawan Branch Office OVP South Luzon, Pasay City OSVP Luzon, Pasay City
	3. Rachel T. Edjan	VP	
	4. Joseph Philip T. Andres	SVP	

#### 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	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive and evaluate the Members Request Form (MRF) and its supporting documents.	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan 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	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of MRF for Updating of Pensioner's Record through electronic mail (email)</li> </ul>			
1. Receive and evaluate the Members Request Form (MRF) and its supporting documents	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office

<p>receipt; then forward TMS to Claims Unit</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> <ol style="list-style-type: none"> <li>1. Receive and evaluate the Members Request Form (MRF) and its supporting documents</li> <li>2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of MRF for Updating of Pensioner’s Record</li> </ul> <ol style="list-style-type: none"> <li>1. Receive, validate MRF and its supporting documents; prepare Certified Instruction to Update Record (CIUR) and endorse to Team Leader for review through TMS</li> <li>2. Check completeness of CIUR and documents and endorse to DC for review and endorsement to Membership Department</li> <li>3. Review and endorse request to Membership Department for updating of pensioners record through TMS</li> <li>4. Evaluate request and update record in SAP; refer to eServices Unit for updating record in eJar through TMS</li> </ol>	<ol style="list-style-type: none"> <li>1. Maribel Antoinette R. Gonzales</li> <li>1. Olivia V. Socrates</li> <li>1. Olivia V. Socrates</li> <li>Ferdinand B. Regala</li> </ol>	<p>Claims Processor</p> <p>Claims Team Leader</p> <p>FSD DC</p> <p>Membership Handler</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Membership Department, Pasay City</p>



5. Update eJar record based on SAP and return TMS to requesting GSIS Office	1. Melissa H. Cuntapay	eServices Unit	Palawan Branch Office
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### 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>	1. Melissa H. Cuntapay	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of APIR form through personal appearance               <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> </li> </ul>	1. Melissa H. Cuntapay 1. Melissa H. Cuntapay 1. Melissa H. Cuntapay 1. Melissa H. Cuntapay	Frontline Services Personnel eServices Personnel eServices Personnel eServices Personnel	Palawan Branch Office Palawan Branch Office Palawan Branch Office Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of APIR Form for Online APIR through Electronic Mail (eMail)               <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</p> </li> </ul>	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office



<p>(though email or authorized representative)</p> <ol style="list-style-type: none"> <li>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.</li> <li>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.</li> </ol>	1. Melissa H. Cuntapay	Frontline Services Personnel	Palawan Branch Office
	1. Melissa H. Cuntapay	eServices Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>• Filing APIR for Pensioners Residing Abroad</li> </ul> <ol style="list-style-type: none"> <li>1. Evaluate completeness of the submitted documentary requirements  Send acknowledgement email to the pensioner  Once request for appointment is received, Pension Global Team will eMail details of the online interview</li> <li>2. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in the database.</li> </ol>		Pension Global Team	GSIS Pasay City
		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> <ol style="list-style-type: none"> <li>1. Release queuing number</li> </ol>	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office

<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 Individual Reconciliation Unit</p>	<p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of MRF for Accounts Reconciliation through Electronic Mail (eMail) <ul 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> </ul> </li> </ul>	<p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Filing of MRF for Accounts Reconciliation through drop box, postal and courier services** <ul 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> </ul> </li> </ul>	<p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of MRF for Accounts Reconciliation <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</p> </li> </ul>	<p>1. Grethel O. Escoto</p>	<p>Reconciliation Processor</p>	<p>Palawan Branch Office</p>

Members Assistance Unit for releasing			
<ul style="list-style-type: none"> <li>Releasing of SOA after Reconciliation <ol style="list-style-type: none"> <li>1. Release queuing number</li> <li>2. Release SOA; and discuss with member if clarification is needed</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan 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 <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 Claims Unit</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Filing of MRF for Recomputation of claims through Electronic Mail (eMail) <ol style="list-style-type: none"> <li>1. Receive and evaluate the MRF</li> <li>2. Create/log transaction in the TMS; release acknowledgement</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p>

receipt; then forward TMS to Claims Unit	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Filing of MRF for Recomputation of claims through drop box, postal and courier services**</li> </ul>			
1. Receive and evaluate the (MRF)	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<ul style="list-style-type: none"> <li>Processing of MRF for Recomputation of claims</li> </ul>			
1. Receive TMS; evaluate claim documents; and route to membership Department (MD) for members' record updating.	1. Maribel Antoinette R. Gonzales	Claims Processors	Palawan Branch Office
2. Update members' record and route back to Branch / Department concerned for accounts reconciliation	Ferdinand B. Regala	Membership Handler	Membership Department, Pasay City
3. Reconcile accounts and route to Claims Unit for processing	1. Grethel O. Escoto	Reconciliation Processor	Palawan Branch Office
4. Process claim if with adjustment and endorse to TL for review	1. Maribel Antoinette R. Gonzales	Claims Processors	Palawan Branch Office
5. Review and endorse to DC for approval	Olivia V. Socrates	Claims Team Leader	Palawan Branch Office

6. Approve and route back to TL /DC FSD for posting of claim for e-crediting	1. Olivia V. Socrates	FSD- Division Chief	Palawan Branch Office
	2. Marina J. Ignacio	Branch Manager	Palawan Branch Office
7. Post claim adjustment	1. Olivia V. Socrates	Claims Team Leader FSD- Division Chief	Palawan Branch Office
	2. Olivia V. Socrates  (e-crediting)		
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		IT and	GSIS Pasay
	Rocelyn R. Raymundo	Treasury Unit in-charge	Palawan Branch Office

## 20. Request for Refund

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of MRF for Refund</li> </ul>			
1. Release queuing number	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive and evaluate the Members Request Form (MRF)	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan 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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan 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> <li>2. Review, sign and endorse to Division Chief AMD/BCRD for approval and endorsement to FSD-Division Chief</li> <li>3. Review, sign refund document and endorse to FSD-Division Chief</li> <li>4. Review and bank file</li> <li>5. Transmit bankfile to bank for e-crediting of proceeds to</li> </ol>	<ol style="list-style-type: none"> <li>1. Grethel O. Escoto</li> </ol> <p>Fe Amy G. Abonales</p> <p>Eugene C. Virgo</p> <p>Olivia V. Socrates</p> <p>(e-crediting)</p>	<p>Reconciliation Processors</p> <p>BCRD Team Leader Claims Processors</p> <p>BCRD-Division Chief</p> <p>FSD- Division Chief</p> <p>IT and</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>GSIS Pasay</p>



members UMID account or print check if no UMID Account *Notify claimant on the status of claim		Treasury Unit in-charge	Palawan Branch Office
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## 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               <ol style="list-style-type: none"> <li>Release queuing number</li> <li>Prepare, print and release SOT</li> <li>Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)</li> <li>Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Nathaniel P. Torrecampo</li> <li>Rocelyn R. Raymundo</li> <li>Rocelyn R. Raymundo</li> </ol>	<ul style="list-style-type: none"> <li>Frontline Services Personnel</li> <li>Billing and Collection Unit Personnel</li> <li>Cashier</li> <li>Cashier</li> </ul>	<ul style="list-style-type: none"> <li>Palawan Branch Office</li> <li>Palawan Branch Office</li> <li>Palawan Branch Office</li> <li>Palawan Branch Office</li> </ul>
<ul style="list-style-type: none"> <li>Processing of Individual Loan Over-The-Counter Payment               <ol style="list-style-type: none"> <li>Release queuing number</li> <li>Prepare, sign, and release SOA/ Bill</li> </ol> </li> </ul>	<ol style="list-style-type: none"> <li>Evelyn A. Garcellano</li> <li>Grethel O. Escoto</li> </ol>	<ul style="list-style-type: none"> <li>Frontline Services Personnel</li> <li>Billing and Collection Unit Personnel</li> </ul>	<ul style="list-style-type: none"> <li>Palawan Branch Office</li> <li>Palawan Branch Office</li> </ul>

	1. Raymond A. Quipquip	Special Business Unit personnel	Palawan Branch Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office

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

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Processing Agency Remittance and Official Receipt Issuance for Remittances through the Online Payment Facility</li> </ul>			
1. Release queuing number	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office
3. Issue Official receipt (OR); release it and the signed supporting documents needed by the Remitting Agency	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office
<ul style="list-style-type: none"> <li>Processing of Individual Payment and Official Receipt Issuance for EPSP PCS Payments</li> </ul>			
1. Release queuing number	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office

<p>2. Receive, review machine-validated transaction slip.</p> <p>Verify payment from the validated EOD Report</p>	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office
3. Issue OR and release it.	1. Rocelyn R. Raymundo	Cashier	Palawan Branch Office

### 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>			
1. Release queuing number	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. Evelyn A. Garcellano	Frontline Services Personnel	Palawan Branch Office
<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>			
1. Get application from drop box; and log in the Transaction	1. Evelyn A. Garcellano	Central Receiver of	Palawan Branch Office

<p>Monitoring System; forward to HARD or BCRD-IRU processor for validation</p> <p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</p>	<p>1. Grethel O. Escoto</p>	<p>Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Palawan 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> <p>1. Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</p> <p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</p>	<p>1. Evelyn A. Garcellano</p> <p>1. Grethel O. Escoto</p>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Processing of Request for Housing Account Reconciliation</li> </ul> <p>1. Reconcile Account.</p> <p>2. Notify member through text or call when SOA is ready for release.</p>	<p>1. Grethel O. Escoto</p> <p>1. Grethel O. Escoto</p>	<p>BCRD-IRU processor</p> <p>BCRD-IRU processor</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>• Releasing of Housing Statement of Account (SOA)</li> </ul> <p>1. Release queuing number</p> <p>2. Release SOA.</p>	<p>1. Evelyn A. Garcellano</p> <p>1. Evelyn A. Garcellano</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

**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> <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 for Housing Loan transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<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> <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>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> <li>1. Grethel O. Escoto</li> </ol>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Palawan Branch Office</p> <p>Palawan 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</li> </ol>	<ol style="list-style-type: none"> <li>1. Evelyn A. Garcellano</li> </ol>	<p>Central Receiver of Handling Branch</p>	<p>Palawan Branch Office</p>

<p>the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</p> <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>	1. Grethel O. Escoto	BCRD-IRU processor	Palawan Branch Office
<ul style="list-style-type: none"> <li>Processing of Housing Final Statement of Account</li> </ul> <p>1. Reconcile Account.</p> <p>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.</p>	<p>Grethel O. Escoto</p> <p>Grethel O. Escoto</p>	<p>BCRD-IRU processor</p> <p>BCRD-IRU processor</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

## 25. Releasing of Title

Step	Name	Designation	Office
<ul style="list-style-type: none"> <li>Filing of Request for Release of TCT</li> </ul> <p>1. Release queuing number</p>	Evelyn A. Garcellano	Frontline Services Personnel	Palawan 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</li> </ul> <p>1. Validate the request and account. Call the member if necessary or in case of deficiency.</p> <p>2. Validate the request and account. Call the member if</p>	<p>Evelyn A. Garcellano</p> <p>Grethel O. Escoto</p>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

necessary or in case of deficiency.			
<ul style="list-style-type: none"> <li>Filing of Request for Release of Title through Electronic Mail (eMail) <ol style="list-style-type: none"> <li>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.</li> <li>Validate the request and account. Call the member if necessary or in case of deficiency.</li> </ol> </li> </ul>	<p>Evelyn A. Garcellano</p> <p>Grethel O. Escoto</p>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Email Address of the branches available at the GSIS website</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Evaluate Notice to Claim, Transfer Certificate of Title, and other documents. <ol style="list-style-type: none"> <li>Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.</li> <li>Conduct Counseling</li> <li>Receive interview sheet.</li> </ol> </li> </ul>	<p>Raymond A. Quipquip</p> <p>Jo Raymond A. Quipquip</p> <p>Raymond A. Quipquip</p>	<p>Title Releasing Officer</p> <p>Title Releasing Officer</p> <p>Title Releasing Officer</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p> <p>Palawan Branch Office</p>
<ul style="list-style-type: none"> <li>Releasing of TCT <ol style="list-style-type: none"> <li>Receive and review the notarized DAS/ROM.</li> <li>Release TCT.</li> </ol> </li> </ul>	<p>Raymond A. Quipquip</p> <p>Raymond A. Quipquip</p>	<p>Title Releasing Officer</p> <p>Title Releasing Officer</p>	<p>Palawan Branch Office</p> <p>Palawan Branch Office</p>

3. Take photo as proof of release.	Raymond A. Quipquip	Title Releasing Officer	Palawan Branch Office
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