

List of Personnel Responsible for Sorsogon Branch Office:

1. Retirement and Separation Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699) 			
<ol style="list-style-type: none"> Release queuing number 	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
<ol style="list-style-type: none"> Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 	2. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo	Frontline Services Personnel	Sorsogon Branch Office
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	3. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699) through Electronic Mail (eMail) 			
<ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	1. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo	Members Assistance Counter Personnel	Sorsogon Branch Office
<ol style="list-style-type: none"> 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 	2. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo	Members Assistance Counter Personnel	Sorsogon Branch Office

<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699) through Drop Box <ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 Scan/attach documents to TMS and route to Claims Unit 	<p>3. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo</p> <ol style="list-style-type: none"> Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699) through Postal Mail or Courier <ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records Log in Transaction Monitoring System (TMS). 	<ol style="list-style-type: none"> Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi/Ma. Paulyn 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon 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>Arianne F. Paniergo</p> <p>3. Jose Edson G. Bunyi/Ma. Paulyn Arianne F. Paniergo</p>	<p>Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of Compulsory or Optional Retirement/Permanent Total Disability Retirement / Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699) <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</p>	<p>1. Ana Liza L. Abojamame</p> <p>2. Josephine G. Gob</p> <p>Joy Angeline V. Jonson</p> <p>3. Ma. Elnora A. Matus/</p> <p>4. Ryan Tom M. Sementela</p> <p>5. Jason C. Morata,</p> <p>6. Raiza Joy S. Francisco</p> <p>7. Josephine G. Gob</p>	<p>Claims Processor</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p>	<p>Sorsogon Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<p>(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>7. Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)</p>	<p>8. Ana Liza L. Abojamame</p> <p>9. Reymund J. Fiecas</p> <p>10. Purisima A. Sta isabel</p> <p>11. Rachel T. Edjan</p> <p>12. Joseph Philip T. Andres</p> <p>7. Ana Liza L. Abojamame/ Ma. Paulyn Arianne F. Paniergo</p>	<p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager</p> <p>VP</p> <p>SVP</p> <p>(depends on the amount and level of authority)</p> <p>Claims TL</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office Sorsogon Branch Office</p> <p>OVP SouthLuzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Submission of DPNPC and Releasing of Claims Proceeds <p>1. Post claim</p> <p>2. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;</p>	<p>1. Ana Liza L. Abojamame</p> <p>2. Reymund J. Fiecas</p> <p>3. Purisima A. Sta Isabel</p> <p>(e-crediting)</p>	<p>Claims Team Leader Division Chief</p> <p>Branch Manager</p> <p>(depends on the amount and level of authority)</p> <p>ITSD</p>	<p>Sorsogon Branch Office Sorsogon Branch Office Sorsogon Branch Office</p> <p>GSIS Pasay</p>

Print check if no UMID Account *Notify claimant on the status of claim	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit in-charge	Sorsogon Branch Office
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2. Maturity/Cash Surrender Value (CSV)/Termination Value (TV) Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno	Frontline Services Personnel	Sorsogon Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Electronic Mail (eMail) 			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno	Members Assistance Counter Personnel	Sorsogon Branch Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant	1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno	Members Assistance Counter Personnel	Sorsogon Branch Office

<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. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Drop Box 			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Postal Mail or Courier 			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) <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</p>	<p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Joy Angeline V. Jonson</p> <p>1. Ryan Tom M. Sementela 2. Jason C. Morata, 3. Raiza Joy S. Francisco</p> <p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>1. Reymund J. Fiecas</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Division Chief</p>	<p>Sorsogon Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

(VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval 6. Post claim 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	2. Purisima A. Sta Isabel 3. Rachel T. Edjan 4. Joseph Philip T. Andres	Branch Manager VP SVP (depends on the amount and level of authority)	Sorsogon Branch Office OVP SouthLuzon, Pasay City OSVP Luzon, Pasay City
	1. Ana Liza L. Abojamame 2. Reymund J. Fiecas 3. Purisima A. Sta Isabel	Claims Team Leader Division Chief Branch Manager (depends on the amount and level of authority)	Sorsogon Branch Office Sorsogon Branch Office Sorsogon Branch Office
	(e-crediting) Elva D. Herrera Dominique N. Jalmanzar	ITSD Treasury Unit in-charge	GSIS Pasay Sorsogon Branch Office

3. Death and Accidental Death Benefits Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office

<ol style="list-style-type: none"> 2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Electronic Mail (eMail) 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> 3. Scan/attach documents to TMS and route to Claims Unit <ul style="list-style-type: none"> • Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Drop Box 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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> <ul style="list-style-type: none"> Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Postal Mail or Courier <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. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Panierno</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>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Processing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p>	<p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p>	<p>Claims Processors</p>	<p>Sorsogon Branch Office</p>

<p>2. Update members' record and route back to Department/Branch concerned for accounts reconciliation</p>	<p>Joy Angeline V. Jonson</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. Ryan Tom M. Sementela 2. Jason C. Morata, 3. Raiza Joy S. Francisco</p>	<p>Reconciliation Processors</p>	<p>Sorsogon Branch Office</p>
<p>4. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p>	<p>Claims Processors</p>	<p>Sorsogon 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. Reymund J. Fiecas 2. Purisima A. Sta Isabel 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>Sorsogon Branch Office Sorsogon Branch Office OVP South Luzon, Pasay City OSVP Luzon, Pasay City</p>
<p>6. Post claim</p>	<p>1. Ana Liza L. Abojamame 2. Reymund J. Fiecas 3. Purisima A. Sta Isabel</p>	<p>Claims Team Leader Division Chief Branch Manager</p>	<p>Sorsogon Branch Office Sorsogon Branch Office Sorsogon 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>(e-crediting)</p>	<p>(depends on the amount and level of authority) IT and</p>	<p>GSIS Pasay</p>

	Elva D. Herrera Dominique N. Jalmanzar	Treasury Unit in-charge	Sorsogon Branch Office
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4. Funeral Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of Funeral Benefit <ol style="list-style-type: none"> 1. Release queuing number 2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Guard on Duty 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Guard on duty</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Funeral Benefit through Electronic Mail (eMail) <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<ul style="list-style-type: none"> • Filing of Funeral Benefit through Drop Box <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Funeral Benefit through Postal Mail or Courier <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of Funeral Benefit 			

1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership	1. Ana Liza L. Abojamame 2. Josephine G. Gob	Claims Processors	Sorsogon Branch Office
2. Department (MD) for members' record updating	Joy Angeline V. Jonson	Membership Handler	Membership Department, GSIS Pasay
3. Update members' record and route back to Department/Branch concerned for accounts reconciliation	4. Ryan Tom M. Sementela 5. Jason C. Morata, 6. Raiza Joy S. Francisco	Reconciliation Processors	Sorsogon Branch Office
4. Reconcile all accounts and route to Claims Unit for processing			
5. Process claim and print disbursement voucher and forward to Team Leader	1. Josephine G. Gob	Claims Processors	Sorsogon Branch Office
6. Review and sign disbursement voucher; forward to DC for approval	1. Ana Liza L. Abojamame	Claims Team Leader	Sorsogon Branch Office
7. Review and approve claim. Route back to Claims Unit after approval of claim	2. Reymund J. Fiecas	Division Chief	Sorsogon Branch Office
8. Post claim	1. Ana Liza L. Abojamame	Claims Team Leader	Sorsogon Branch Office Sorsogon
	2. Reymund J. Fiecas	Division Chief	Branch Office Sorsogon Branch Office
	3. Purisima A. Sta Isabel	Branch Manager	
9. 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	Elva D. Herrera/ Dominique N. Jalmanzar	Treasury Unit in-charge	Sorsogon Branch Office
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5. Survivorship Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Survivorship Benefit <ol style="list-style-type: none"> Release queuing number Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo 	Members Assistance Counter Personnel	Sorsogon Branch Office
	<ol style="list-style-type: none"> Jose Edson G. Bunyi 	Frontline Services Personnel	Sorsogon Branch Office
	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo 	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> Filing of Survivorship Benefit through Electronic Mail (eMail) <ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	Members Assistance Counter Personnel	Sorsogon Branch Office
	<ol style="list-style-type: none"> Jose Edson G. Bunyi 	Members Assistance Counter Personnel	Sorsogon Branch Office
	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo 	Members Assistance Counter Personnel	Sorsogon Branch Office
	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	Frontline Services Personnel	Sorsogon Branch Office

<ul style="list-style-type: none"> • Filing of Survivorship Benefit through Drop Box <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Survivorship Benefit through postal mail or courier <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of Survivorship Benefit <ol style="list-style-type: none"> 1. Receive TMS; evaluate claim documents; check eligibility; and 			

route to Membership Department (MD) for members' record updating	1. Ana Liza L. Abojamame 2. Josephine G. Gob	Claims Processors	Sorsogon Branch Office
2. Update members' record and route back to Department/Branch concerned for accounts reconciliation	Joy Angeline V. Jonson	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Ryan Tom M. Sementela 2. Jason C. Morata 3. Raiza Joy S. Francisco	Reconciliation Processors	Sorsogon Branch Office
4. Process claim and print disbursement voucher and forward to Team Leader	1. Josephine G. Gob	Claims Processors	Sorsogon Branch Office
5. Review and sign disbursement voucher; forward to DC for approval	2. Ana Liza L. Abojamame	Claims Team Leader	Sorsogon Branch Office
6. Review; approve claim. Route back to Claims Unit after approval	3. Reymund J. Fiecas	Claims Division Chief	Sorsogon Branch Office
7. Post claim	1. Ana Liza L. Abojamame 2. Reymund J. Fiecas 3. Purisima A. Sta Isabel	Claims Team Leader Division Chief Branch Manager (depends on the amount and level of authority)	Sorsogon Branch Office Sorsogon Branch Office Sorsogon Branch Office
8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	ITSD	GSIS Pasay Sorsogon Branch Office

Print check if no UMID Account *Notify claimant on the status of claim	Elva D. Herrera/ Dominique N. Jalmanzar	Treasury Unit in-charge	
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6. Disability Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Disability Claims under RA 8291 (PPD and TTD) <ol style="list-style-type: none"> Release queuing number Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Guard on Duty Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	<p>Guard on Duty</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Electronic Mail (eMail) <ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<ul style="list-style-type: none"> • Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit • Filing of Disability Claims under RA 8291 (PPD,TTD, PTD) through postal mail or courier <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<p>2. Ma. Paulyn Arianne F. Paniergo</p> <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo <ol style="list-style-type: none"> 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<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>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Medical Evaluation of Disability Claims under RA 8291 (TTD, PPD, and PTD) 			

<ol style="list-style-type: none"> 1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating 2. Update members' record and route back to Department/Branch concerned for accounts reconciliation 3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule 4. Conduct PE with claimant; HV if applicable 5. Review by other Medical Officers 6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval 7. Review and approve resolution 8. Forward resolution to OUC 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <p>Joy Angeline V. Jonson</p> <p>Elvira G. Rodriguez</p> <p>Elvira G. Rodriguez</p> <p>Jocelyn P. Soriano</p> <p>Jocelyn P. Soriano</p> <p>Joseph Philip T. Andres</p> <p>Jocelyn P. Soriano</p>	<p>Claims Processors</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>OSVP Medical Officer</p>	<p>Sorsogon Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</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"> • Processing Disability Claims under RA 8291 (TTD, PPD, and PTD) <ol style="list-style-type: none"> 1. Receive copy of Medical resolution, review and route transaction to reconciliation unit 2. Reconcile all accounts and route to Claims Unit for processing 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <ol style="list-style-type: none"> 1. Ryan Tom M. Sementela 2. Jason C. Morata 	<p>Claims Processors</p> <p>Reconciliation Processors</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<p>3. Process claim and print disbursement voucher and forward to Team Leader</p> <p>4. Review and sign disbursement voucher; forward to DC for approval.</p> <p>5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval</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. Raiza Joy S. Francisco</p> <p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Ana Liza L. Abojamame</p> <p>1. Reymund J. Fiecas 2. Purisima A. Sta Isabel 3. Rachel T. Edjan</p> <p>4. Joseph Philip T. Andres</p> <p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p>	<p>Claims Processors</p> <p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager VP</p> <p>SVP</p> <p>(depends on the amount and level of authority)</p> <p>Claims Processors</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office Sorsogon Branch Office OVP South Luzon, Pasay City OSVP Luzon, Pasay City</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Submission of DPNPC (For PTD only) and releasing of claims proceeds <p>1. Post claim</p>	<p>1. Ana Liza L. Abojamame 2. Reymund J. Fiecas 3. Purisima A. Sta Isabel</p>	<p>Claims Team Leader Division Chief</p> <p>Branch Manager</p> <p>(depends on the amount</p>	<p>Sorsogon Branch Office Sorsogon Branch Office Sorsogon Branch Office</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>(e-crediting)</p> <p>Elva D. Herrera/ Dominique N. Jalmanzar</p>	<p>and level of authority)</p> <p>IT and</p> <p>Treasury Unit in-charge</p>	<p>GSIS Pasay</p> <p>Sorsogon Branch Office</p>
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7. Employees' Compensation Claims under PD 626

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 			
<ol style="list-style-type: none"> Release queuing number 	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Electronic Mail (eMail) 			
<ol style="list-style-type: none"> Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	<ol style="list-style-type: none"> Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo 	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<ol style="list-style-type: none"> Log in Transaction Monitoring System (TMS). 	<ol style="list-style-type: none"> Jose Edson G. Bunyi 	<p>Members Assistance</p>	<p>Sorsogon 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>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Counter Personnel</p>	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Drop Box 			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through postal mail or courier 			
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p> <p>1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<p>• Medical Evaluation of Disability (TTD, PPD, PTD) Claims under Employees' Compensation (EC) PD 626</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. 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; approve; sign and forward to OSVP Medical Officer</p>	<p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Joy Angeline V. Jonson</p> <p>Elvira G. Rodriguez</p> <p>Elvira G. Rodriguez</p> <p>Jocelyn P. Soriano</p> <p>Jocelyn P. Soriano</p> <p>Joseph Philip T. Andres</p>	<p>Claims Processors</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>Sorsogon Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p> <p>OSVP Luzon, Pasay City</p>

<p>8. Package documents and route to OUC</p>	<p>Elvira G. Rodriguez</p>	<p>Medical Officer</p>	<p>OSVP Luzon, Pasay City</p>
<ul style="list-style-type: none"> • Legal Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626 ; IF NEEDED ONLY <ol style="list-style-type: none"> 1. Receive approve/disapproved EC Claim; prepare memo and endorse to Legal for evaluation 2. Evaluate EC claim documents; prepare legal evaluation and endorse to Office of the Vice President (OVP) with operational jurisdiction 3. Receive legal evaluation and forward to Branch Office in-charge 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <p>Atty. JENNIFER M. LIZANO-GABALFIN</p> <p>Melvin L. Dela Paz</p>	<p>Claims Processors</p> <p>Legal Officer Evaluator</p> <p>OVP Technical Assistant</p>	<p>Sorsogon Branch Office</p> <p>Legazpi Branch Office</p> <p>OVP SouthLuzon Pasay City</p>
<ul style="list-style-type: none"> • Processing Disability Claims under PD 626 (PPD, TTD and PTD) <ol style="list-style-type: none"> 1. Receive copy of Medical resolution, review and route transaction to reconciliation unit 2. Reconcile all accounts and route to Claims Unit for processing 3. Process claim and print disbursement voucher and forward to Team Leader 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <ol style="list-style-type: none"> 1. Ryan Tom M. Sementela 2. Jason C. Morata 3. Raiza Joy S. Francisco <ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob 	<p>Claims Processors</p> <p>Reconciliation Processors</p> <p>Claims Processors</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<p>4. Review and sign disbursement voucher; forward to DC for approval</p> <p>5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval</p>	<p>Ana Liza L. Abojamame</p> <p>1. Reymund J. Fiecas 2. Purisima A. Sta Isabel 3. Rachel T. Edjan 4. Joseph Philip T. Andres</p>	<p>Claims Teamleader</p> <p>Division Chief Branch Manager VP SVP (depends on the amount and level of authority)</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office Sorsogon Branch Office OVP SouthLuzon, Pasay City OSVP Luzon, Pasay City</p>
<p>6. Post claim</p> <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>1. Ana Liza L. Abojamame 2. Reymund J. Fiecas 3. Purisima A. Sta Isabel</p> <p>(e-crediting)</p> <p>Elva D. Herrera/ Dominique N. Jalmanzar</p>	<p>Claims Team Leader</p> <p>Division Chief Branch Manager (depends on the amount and level of authority)</p> <p>ITSD</p> <p>Treasury Unit in-charge</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office Sorsogon Branch Office</p> <p>GSIS Pasay</p> <p>Sorsogon Branch Office</p>

8. Preneed Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of Pre-Need Claim <ol style="list-style-type: none"> 1. Release queuing number 	<p>1. Ma. Paulyn Arianne F. Panierno</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>

<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. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Pre-Need Claim through Electronic Mail (eMail) <ul style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	<p>1. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Pre-Need Claim through Drop Box <ul style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 	<p>1. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon 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. Jose Edson G. Bunyi</p> <p>2. Ma. Paulyn Arianne F. Paniergo</p>	<p>Members Assistance Counter Personnel</p>	<p>Sorsogon Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Jose Edson G. Bunyi</p>		<p>Sorsogon Branch Office</p>

<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <ul style="list-style-type: none"> Filing of Pre-Need Claim through postal mail or courier <ol style="list-style-type: none"> 1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 1. Jose Edson G. Bunyi 2. Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Processing of Pre-need Claim excluding Investment Recovery Plan for Edu-child Plan holders (IRPEP) <ol style="list-style-type: none"> 1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating 2. Update members' record and route back to Department/Branch concerned for accounts reconciliation 3. Reconcile all accounts and route to Claims Unit for processing 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <p>Joy Angeline V. Jonson</p> <ol style="list-style-type: none"> 1. Ryan Tom M. Sementela 2. Jason C. Morata 3. Raiza Joy S. Francisco 	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p>	<p>Sorsogon Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</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. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Ana Liza L. Abojamame</p> <p>Reymund J. Fiecas</p> <p>Ana Liza L. Abojamame</p> <p>(e-crediting)</p> <p>Elva D. Herrera/ Dominique N. Jalmanzar</p>	<p>Claims Teamleader</p> <p>Claims Division Chief</p> <p>Claims Team Leader</p> <p>IT and</p> <p>Treasury Unit in-charge</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>GSIS Pasay</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Processing of Investment Recovery Plan for Edu-child Planholders (IRPEP) <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 TMS to processor for knock off/clearing if applicable</p>	<p>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Ana Liza L. Abojamame</p> <p>Liane T. Tarog</p>	<p>Claims Processors</p> <p>Claims Team Leader</p> <p>Officer I, BCRD</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<p>4. Partially clear open items and route TMS to Team Leader for review</p>	<p>4. Ryan Tom M. Sementela 5. Jason C. Morata Raiza Joy S. Francisco</p>	<p>Reconciliation Processors</p>	<p>Sorsogon Branch Office</p>
<p>5. Review clearing and route TMS to Claims Unit</p>	<p>Ma. Elnora A. Matus</p>	<p>BCRD Team Leader</p>	<p>Sorsogon Branch Office</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>Ana Liza L. Abojamame Josephine G. Gob</p>	<p>Claims Processors</p>	<p>Sorsogon Branch Office</p>
<p>7. Review Refund Endorsement and forward to Division Chief for approval</p>	<p>Ana Liza L. Abojamame</p>	<p>Claims Team Leader</p>	<p>Sorsogon Branch Office</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>Reymund J. Fiecas</p>	<p>Claims Division Chief</p>	<p>Sorsogon Branch Office</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>Elva D. Herrera/ Dominique N. Jalmanzar</p>	<p>Treasury Unit in-charge</p>	<p>Sorsogon Branch Office</p>

9. Check Releasing

Step	Name	Designation	Office
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<ul style="list-style-type: none"> Filing for Check release 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
<ul style="list-style-type: none"> Check Releasing 			
1. Call the queuing number; receive and validate the accomplished CDRF to the releasing officer together with the photocopy of IDs	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit Releasing Officer	Sorsogon Branch Office
2. Counter check with original IDs	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit Releasing Officer	Sorsogon Branch Office
3. Take photo of the check claimant	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit Releasing Officer	Sorsogon Branch Office
4. Release check	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit Releasing Officer	Sorsogon Branch Office

10. Check Replacement

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing for Check Replacement 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit	1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi	Members Assistance Officer on duty	Sorsogon Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Ma. Paulyn Arianne F. Paniergo	Members Assistance	Sorsogon Branch Office

<ul style="list-style-type: none"> • Processing request for Check replacement <ol style="list-style-type: none"> 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 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 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 4. Print Check and notify claimant 	2. Jose Edson G. Bunyi	Officer on duty	
	1. Ana Liza L. Abojamame 2. Josephine G. Gob	Claims Processors	Sorsogon Branch Office
	Mgr. Junar Foronda	Bank Reconciliation Department Processor	GSIS Pasay City
	1. Ana Liza L. Abojamame 2. Josephine G. Gob	Technical Services Department Handler	TSD Luzon, Pasay City
	Elva D. Herrera/Dominique N. Jalmanzar	Treasury Unit Personnel	Sorsogon Branch Office

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

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan] <ol style="list-style-type: none"> 1. Release queuing number 	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office

<p>2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to Claims Unit</p> <p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p> <p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p>	<p>Members Assistance Officer on duty</p> <p>Members Assistance Officer on duty</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<p>• Processing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/Optional), Pension Loan]</p> <p>1. Receive and evaluate OTC Loan Transaction and its supporting document</p> <p>2. Pre-process Loan electronically and queue for Agency Authorized Officer (AAO) confirmation</p> <p>Confirm applicant's loan application if qualified:</p> <p>3. Electronically approve Loan after AAO confirmation</p> <p>4. E-credit; Notify member through text message</p>	<p>1. Myra V. Vasquez</p> <p>1. Myra V. Vasquez</p>	<p>Loan Processor</p> <p>Loan Processor</p> <p>Applicant's Agency Action</p> <p>Background computer run</p> <p>Partner Bank</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Agency AAO</p> <p>UnionBank / LBP</p>

12. UMID eCard Enrolment

Step	Name	Designation	Office
<p>• Filing for UMID eCard Enrolment</p> <p>1. Release queuing number</p>	<p>1. Guard on Duty</p>		

<ol style="list-style-type: none"> 2. Receive and validate the UMID application form together with the photocopies of the valid IDs 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 4. Inform member of the tentative turnaround time for card production*** and release acknowledgement 	2. Myra V. Vasquez	Guard on Duty	Sorsogon Branch Office
		Enrollment Officer	Sorsogon Branch Office
	3. Myra V. Vasquez	Enrollment Officer	Sorsogon Branch Office
	4. Myra V. Vasquez	Enrollment Officer	Sorsogon Branch Office

13. UMID eCard Release

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of request for UMID eCard Releasing 			
<ol style="list-style-type: none"> 1. Notify member/ pensioner on the availability of UMID card through text or call 2. Release queuing number 	<ol style="list-style-type: none"> 1. Elva D. Herrera/Dominique N. Jalmanzar 2. Guard on Duty 	<p>Card Releasing Officer</p> <p>Guard on Duty</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing request for UMID eCard releasing 			
<ol style="list-style-type: none"> 1. Receive and validate accomplished release and request for activation form with its identification documents 2. Release Card and facilitate activation procedure (For LO released cards, we will wait for 	<ol style="list-style-type: none"> 1. Elva D. Herrera/ Dominique N. Jalmanzar 2. Elva D. Herrera/Dominique N. Jalmanzar 	<p>Card Releasing Officer</p> <p>Card Releasing Officer</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

the submission of Bank Customer Information Record)			
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14. Filing of Application for Commencement of Pension

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Application for Commencement of Pension <ol style="list-style-type: none"> Release queuing number 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. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Guard on Duty Myra V. Vasquez Myra V. Vasquez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of Application for Commencement of Pension through electronic mail (eMail)** <ol style="list-style-type: none"> Receive and validate the ACP and its supporting documents. Log to TMS; Release acknowledgement receipt. Confirm receipt of complete documents and provide TMS Reference Number. 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 	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi 	<p>Members Assistance Officer</p>	<p>Sorsogon Branch Office</p>

<p>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. Myra V. Vasquez 2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon 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>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p> <p>3. Myra V. Vasquez 4. Jose Edson G. Bunyi</p>	<p>Members Assistance Officer</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<ul style="list-style-type: none"> Filing of Application for Commencement of Pension for Pensioners Residing Abroad** <ol style="list-style-type: none"> 1. Receive and validate the ACP and its supporting documents. Log to TMS; Release acknowledgement receipt. Confirm receipt of complete documents and provide TMS Reference Number. 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 If with deficiency, advise applicant to submit lacking / correct documents. 2. Conduct video interview and advise member to wait for text or email confirmation of the created record within 3 days 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Panierno 2. Jose Edson G. Bunyi 5. Myra V. Vasquez 6. Jose Edson G. Bunyi 	<p>Members Assistance Officer</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Processing of Application for Commencement of Pension and UMID Enrolment <ol style="list-style-type: none"> 1. Prepare/send Certified Instruction to Update Record (CIUR) to Membership Department (MD) 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob 	<p>Claims Processor</p>	<p>Sorsogon Branch Office</p>

2. Validate /Create Pensioners Record and notify eServices	Joy Angeline V. Jonson	Membership Handler	Membership Department, Pasay City
3. Validate identity of the pensioner through the IDs and documents presented	1. Myra V. Vasquez	Enrollment Officer	Sorsogon Branch Office
4. Enroll pensioner in UMID ecard (see enrollment procedure)	1. Myra V. Vasquez	Enrollment Officer	Sorsogon Branch Office
5. Inform Pensioner of the tentative turnaround time for card production		Enrollment Officer	Sorsogon Branch Office

15. Commencement of Pension with Accrual

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Request for Commencement of Pension with Accrual 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
2. Receive and validate the MRF ACP and its supporting documents. Advise member to wait for text or email confirmation of the created record within 3 days.	1. Myra V. Vasquez 2. Jose Edson G. Bunyi	eServices Officer / Members Assistance Officer Personnel	Sorsogon Branch Office
3. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.	1. Myra V. Vasquez 2. Jose Edson G. Bunyi	eServices Officer / Members Assistance Officer Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> Filing of Request for Commencement of Pension with Accrual through Electronic Mail (email)** 			
1. Receive and evaluate MRF and ACP and its supporting documents.	1. Myra V. Vasquez	Frontline Services Personnel	Sorsogon Branch Office

<p>2. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>2. Jose Edson G. Bunyi</p> <p>1. Ma. Paulyn Arianne F. Paniergo</p> <p>2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<p>• Filing of Request for Commencement of Pension with accrual through Dropbox, Postal or Courier Service</p> <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. Ma. Paulyn Arianne F. Paniergo</p> <p>2. Jose Edson G. Bunyi</p> <p>1. Ma. Paulyn Arianne F. Paniergo</p> <p>2. Jose Edson G. Bunyi</p>	<p>Members Assistance Officer</p> <p>Members Assistance Officer</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<p>• Processing of Request for Commencement of Pension with Accrual</p> <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>1. Ana Liza L. Abojamame</p> <p>2. Josephine G. Gob</p> <p>1. Ma. Elnora A. Matus</p> <p>2. Ryan Tom M. Sementela</p> <p>3. Jason C. Morata</p> <p>4. Raiza Joy S. Francisco</p> <p>1. Ana Liza L. Abojamame</p>	<p>Claims Processor</p> <p>Reconciliation Processor</p> <p>Claims Processor</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

	2. Josephine G. Gob		
4. Update pensioner's record and forward to originating Branch / Department	Joy Angeline V. Jonson	Membership Handler	Membership Department, Pasay City
5. Process accrual if applicable and forward to TL for review	1. Ana Liza L. Abojamame 2. Josephine G. Gob	Claims Processor	Sorsogon Branch Office
6. Review, post and endorse to DC for approval	Ana Liza L. Abojamame	Claims Team Leader	Sorsogon 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. Reymund J. Fiecas 2. Purisima A. Sta Isabel 3. Rachel T. Edjan	FSD DC Branch Manager VP	Sorsogon Branch Office Sorsogon Branch Office OVP South, 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. Reymund J. Fiecas 2. Purisima A. Sta Isabel 3. Rachel T. Edjan 4. Joseph Philip T. Andres	FSD DC Branch Manager VP SVP	Sorsogon Branch Office Sorsogon Branch Office OVP South, Pasay City OSVP Luzon, Pasay City
9. Bank file pension accrual*	1. Reymund J. Fiecas 2. Purisima A. Sta Isabel 3. Rachel T. Edjan 4. Joseph Philip T. Andres	FSD DC Branch Manager VP SVP	Sorsogon Branch Office Sorsogon Branch Office OVP South, Pasay City OSVP Luzon, Pasay City

16. Updating of Pensioner's Record

Step	Name	Designation	Office
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<ul style="list-style-type: none"> Filing of MRF for Updating of Pensioner's Record <ol style="list-style-type: none"> 1. Release queuing number 2. Receive and evaluate the Members Request Form (MRF) and its supporting documents. 3. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit 	<ol style="list-style-type: none"> 1. Guard on Duty <ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi <ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Guard on Duty</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of MRF for Updating of Pensioner's Record through electronic mail (email) <ol style="list-style-type: none"> 1. Receive and evaluate the Members Request Form (MRF) and its supporting documents 2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi <ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of MRF for Updating of Pensioner's Record through drop box, postal and courier services** <ol style="list-style-type: none"> 1. Receive and evaluate the Members Request Form (MRF) and its supporting documents 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</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>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<p>• Processing of MRF for Updating of Pensioner's Record</p> <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>1. Ana Liza L. Abojamame 2. Josephine G. Gob</p> <p>Ana Liza L. Abojamame</p> <p>Reymund J. Fiecas</p> <p>Joy Angeline V. Jonson</p> <p>1. Myra V. Vasquez</p>	<p>Claims Processor</p> <p>Claims Team Leader</p> <p>FSD DC</p> <p>Membership Handler</p> <p>eServices Unit</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Membership Department, Pasay City</p> <p>Sorsogon Branch Office</p>

17. Annual Pensioners Information Revalidation (APIR)

Step	Name	Designation	Office
<p>• Filing of APIR through GSIS Kiosk</p>			
<p>• Filing of APIR form through personal appearance</p> <p>1. Release queuing number</p>		<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>

<p>2. Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) and medical progress report</p> <p>3. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database.</p>	<p>1. Ma. Paulyn Arianne F. Paniergo</p> <p>1. Myra V. Vasquez</p> <p>1. Myra V. Vasquez</p>	<p>eServices Personnel</p> <p>eServices Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<p>• Filing of APIR Form for Online APIR through Electronic Mail (eMail)</p> <p>1. Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) or Annual Medical Progress Report</p> <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> <p>2. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database</p>	<p>1. Ma. Paulyn Arianne F. Paniergo</p> <p>2. Jose Edson G. Bunyi</p> <p>1. Myra V. Vasquez</p>	<p>Frontline Services Personnel</p> <p>eServices Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<p>• Filing of APIR through SMS</p> <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</p>	<p>1. Ma. Paulyn Arianne F. Paniergo</p> <p>2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>

<p>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>	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of request for APIR - Home, Hospital, Hospice, Penitentiary Visit (through email or authorized representative) <ol style="list-style-type: none"> 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. 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. 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi <ol style="list-style-type: none"> 1. Myra V. Vasquez 	<p>Frontline Services Personnel</p> <p>eServices Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

<ul style="list-style-type: none"> Filing APIR for Pensioners Residing Abroad <ol style="list-style-type: none"> 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 Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in the database. 		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"> Filing of MRF for Accounts Reconciliation <ol style="list-style-type: none"> Release queuing number Receive and evaluate the Members Request Form (MRF) Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office
	1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi	Frontline Services Personnel	Sorsogon Branch Office
	1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> Filing of MRF for Accounts Reconciliation through Electronic Mail (eMail) <ol style="list-style-type: none"> Receive and evaluate the MRF 			Sorsogon Branch Office

<p>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</p>	<p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p> <p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Filing of MRF for Accounts Reconciliation through drop box, postal and courier services** <p>1. Receive and evaluate the (MRF)</p> <p>2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</p>	<p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p> <p>1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> 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 Members Assistance Unit for releasing</p>	<p>1. Ma. Elnora A. Matus 2. Ryan Tom M. Sementela 3. Raiza Joy S. Francisco</p>	<p>Reconciliation Processor</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Releasing of SOA after Reconciliation <p>1. Release queuing number</p>	<p>1. Guard on Duty</p>		<p>Sorsogon Branch Office</p>

2. Release SOA; and discuss with member if clarification is needed	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	Sorsogon Branch Office
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19. Request for Recomputation of Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of MRF for Recomputation of Claims <ol style="list-style-type: none"> 1. Release queuing number 2. Receive and evaluate the Members Request Form (MRF) 3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit 	<ol style="list-style-type: none"> 1. Guard on Duty 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of MRF for Recomputation of claims through Electronic Mail (eMail) <ol style="list-style-type: none"> 1. Receive and evaluate the MRF 2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 1. Ma. Paulyn Arianne F. Paniergo 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

	2. Jose Edson G. Bunyi		
<ul style="list-style-type: none"> Filing of MRF for Recomputation of claims through drop box, postal and courier services** <ol style="list-style-type: none"> 1. Receive and evaluate the (MRF) 2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> Processing of MRF for Recomputation of claims <ol style="list-style-type: none"> 1. Receive TMS; evaluate claim documents; and route to membership Department (MD) for members' record updating. 2. Update members' record and route back to Branch / Department concerned for accounts reconciliation 3. Reconcile accounts and route to Claims Unit for processing 4. Process claim if with adjustment and endorse to TL for review 5. Review and endorse to DC for approval 	<ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <p>Joy Angeline V. Jonson</p> <ol style="list-style-type: none"> 1. Ma. Elnora A. Matus 2. Ryan Tom M. Sementela <ol style="list-style-type: none"> 1. Ana Liza L. Abojamame 2. Josephine G. Gob <p>Ana Liza L. Abojamame</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processor</p> <p>Claims Processors</p> <p>Claims Team Leader</p>	<p>Sorsogon Branch Office</p> <p>Membership Department, Pasay City</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

6. Approve and route back to TL /DC FSD for posting of claim for e-crediting	1. Reymund J. Fiecas 2. Purisima A. Sta Isabel	FSD- Division Chief Branch Manager	Sorsogon Branch Office
7. Post claim adjustment	1. Ana Liza L. Abojamame 2. Reymund J. Fiecas	Claims Team Leader FSD- Division Chief	Sorsogon Branch Office
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	(e-crediting) Elva D. Herrera/ Dominique N. Jalmanzar	ITSD Treasury Unit in-charge	GSIS Pasay Sorsogon Branch Office

20. Request for Refund

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of MRF for Refund 			
1. Release queuing number	1. Guard on Duty	Frontline Services Personnel	Sorsogon Branch Office
2. Receive and evaluate the Members Request Form (MRF)	1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi	Frontline Services Personnel	Sorsogon Branch Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi	Frontline Services Personnel	Sorsogon Branch Office

<ul style="list-style-type: none"> • Filing of MRF for Refund through Electronic Mail (eMail) <ol style="list-style-type: none"> 1. Receive and evaluate the MRF 2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of MRF for Refund through drop box, postal and courier services** <ol style="list-style-type: none"> 1. Receive and evaluate the (MRF) 2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of MRF for Refund <ol style="list-style-type: none"> 1. Validate MRF; verify; reconcile accounts, set up refundable amount; sign refund document and forward to team leader for review, signature and endorsement. 2. Review, sign and endorse to Division Chief AMD/BCRD for approval and endorsement to FSD-Division Chief 	<ol style="list-style-type: none"> 6. Ryan Tom M. Sementela 7. Jason C. Morata Raiza Joy S. Francisco <p>Ma. Elnora A. Matus</p>	<p>Reconciliation Processors</p> <p>BCRD Team Leader Claims Processors</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

3. Review, sign refund document and endorse to FSD-Division Chief	Liane T. Tarog	BCRD-Division Chief	Sorsogon Branch Office
4. Review and bank file	Reymund J. Fiecas	FSD- Division Chief	Sorsogon 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	(e-crediting) Elva D. Herrera/ Dominique N. Jalmanzar	ITSD Treasury Unit in-charge	GSIS Pasay Sorsogon Branch Office

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

Step	Name	Designation	Office
<ul style="list-style-type: none"> Processing of Over-the-Counter Agency Remittance and Official Receipt Issuance 			
1. Release queuing number	1. Guard on Duty	Frontline Services Personnel	Sorsogon Branch Office
2. Prepare, print and release SOT	2. Aaron Vincent G. Logronio	Billing and Collection Unit Personnel	Sorsogon Branch Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	3. Elva D. Herrera 4. Dominique N. Jalmanzar	Cashier	Sorsogon Branch Office
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	1. Elva D. Herrera 2. Dominique N. Jalmanzar	Cashier	Sorsogon Branch Office
<ul style="list-style-type: none"> Processing of Individual Loan Over-The-Counter Payment 			
1. Release queuing number	1. Guard on Duty	Guard on Duty	Sorsogon Branch Office

2. Prepare, sign, and release SOA/ Bill	1. Ma. Elnora A. Matus 2. Jason C. Morata 3. Raiza Joy S. Francisco 4. Pedro D. Goyon III	Billing and Collection Unit Personnel	Sorsogon Branch Office
	1. Dennis B. Duran IV 2. Marvin D. Deuna	Special Business Unit personnel	Sorsogon Branch Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	1. Elva D. Herrera 2. Dominique N. Jalmanzar	Cashier	Sorsogon Branch Office
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	3. Elva D. Herrera 4. Dominique N. Jalmanzar	Cashier	Sorsogon 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"> Processing Agency Remittance and Official Receipt Issuance for Remittances through the Online Payment Facility 			
1. Release queuing number	1. Guard on Duty	Frontline Services Personnel	Sorsogon Branch Office
2. Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA	2. Elva D. Herrera 3. Dominique N. Jalmanzar	Cashier	Sorsogon Branch Office
3. Issue Official receipt (OR); release it and the signed supporting documents needed by the Remitting Agency	4. Elva D. Herrera 5. Dominique N. Jalmanzar	Cashier	Sorsogon Branch Office

<ul style="list-style-type: none"> Processing of Individual Payment and Official Receipt Issuance for EPSP PCS Payments <ol style="list-style-type: none"> Release queuing number Receive, review machine-validated transaction slip. Verify payment from the validated EOD Report Issue OR and release it. 	<ol style="list-style-type: none"> Guard ON Duty Elva D. Herrera Dominique N. Jalmanzar Elva D. Herrera Dominique N. Jalmanzar 	<p>Guard on Duty</p> <p>Cashier</p> <p>Cashier</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>

23. Request for Reconciliation of Housing Account

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Members Request Form (MRF) for Housing Accounts Reconciliation <ol style="list-style-type: none"> Release queuing number Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	<ol style="list-style-type: none"> Guard on Duty Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi 	<p>Guard on Duty</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> If filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby 			

<ol style="list-style-type: none"> 1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation 2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account. 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Panierno 1. Ma. Elnora A. Matus 	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Request for Reconciliation through postal mail or courier and electronic mail (email) <ol style="list-style-type: none"> 1. Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation 2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account. 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Panierno 2. Jose Edson G. Bunyi 1. Ma. Elnora A. Matus 	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Processing of Request for Housing Account Reconciliation <ol style="list-style-type: none"> 1. Reconcile Account. 2. Notify member through text or call when SOA is ready for release. 	<ol style="list-style-type: none"> 1. Ma. Elnora A. Matus 2. Ma. Elnora A. Matus 	<p>BCRD-IRU processor</p> <p>BCRD-IRU processor</p>	<p>Sorsogon Branch Office</p> <p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Releasing of Housing Statement of Account (SOA) <ol style="list-style-type: none"> 1. Release queuing number 2. Release SOA. 	<ol style="list-style-type: none"> 1. Guard on Duty 	<p>Guard on Duty</p>	<p>Sorsogon Branch Office</p>

	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	Frontline Services Personnel	Sorsogon Branch Office
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24. Request for Housing Final Statement of Account

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of Members Request Form (MRF) for Housing Final Statement of Account <ol style="list-style-type: none"> 1. Release queuing number 	<ol style="list-style-type: none"> 1. Guard on Duty 	Guard on Duty	Sorsogon Branch Office
<ol style="list-style-type: none"> 2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	Frontline Services Personnel	Sorsogon Branch Office
<ol style="list-style-type: none"> 3. Create / log for Housing Loan transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> • Filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby <ol style="list-style-type: none"> 1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation 	<ol style="list-style-type: none"> 1. Ma. Paulyn Arianne F. Paniergo 2. Jose Edson G. Bunyi 	Central Receiver of Handling Branch	Sorsogon Branch Office
<ol style="list-style-type: none"> 2. Validate the request and account. Call the member if necessary or in case of deficiency. Process the Final 	<ol style="list-style-type: none"> 1. Ma. Elnora A. Matus 	BCRD-IRU processor	Sorsogon Branch Office

Statement of Account once requirements are complete.			
<ul style="list-style-type: none"> Filing of Request for Reconciliation through postal mail or courier and electronic mail (email) <ol style="list-style-type: none"> Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation 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. 	<ol style="list-style-type: none"> Ma. Paulyn Arianne F. Paniergo Jose Edson G. Bunyi 	Central Receiver of Handling Branch	Sorsogon Branch Office
	<ol style="list-style-type: none"> Ma. Elnora A. Matus 	BCRD-IRU processor	Sorsogon Branch Office
<ul style="list-style-type: none"> Processing of Housing Final Statement of Account <ol style="list-style-type: none"> Reconcile Account. 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. 	Ma. Elnora A. Matus	BCRD-IRU processor	Sorsogon Branch Office
	Ma. Elnora A. Matus	BCRD-IRU processor	Sorsogon Branch Office

25. Releasing of Title

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Request for Release of TCT <ol style="list-style-type: none"> Release queuing number 	Ma. Paulyn Arianne F. Paniergo	Frontline Services Personnel	Sorsogon Branch Office
<ul style="list-style-type: none"> 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"> 1. Validate the request and account. Call the member if necessary or in case of deficiency. 2. Validate the request and account. Call the member if necessary or in case of deficiency. 	<p>Ma. Paulyn Arianne F. Paniergo</p>	<p>Central Receiver of Handling Branch</p>	<p>Sorsogon Branch Office</p>
	<p>Ma. Elnora A. Matus</p>	<p>BCRD-IRU processor</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Filing of Request for Release of Title through Electronic Mail (eMail) <ol style="list-style-type: none"> 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. 2. Validate the request and account. Call the member if necessary or in case of deficiency. 	<p>Ma. Paulyn Arianne F. Paniergo</p>	<p>Central Receiver of Handling Branch</p>	<p>Email Address of the branches available at the GSIS website</p> <p>Sorsogon Branch Office</p>
	<p>Ma. Elnora A. Matus</p>	<p>BCRD-IRU processor</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Evaluate Notice to Claim, Transfer Certificate of Title, and other documents. <ol style="list-style-type: none"> 1. Evaluate Notice to Claim, Transfer Certificate of Title, and other documents. 2. Conduct Counseling 3. Receive interview sheet. 	<p>Marvin D. Deuna</p>	<p>Title Releasing Officer</p>	<p>Sorsogon Branch Office</p>
	<p>Marvin D. Deuna</p>	<p>Title Releasing Officer</p>	<p>Sorsogon Branch Office</p>
	<p>Marvin D. Deuna</p>	<p>Title Releasing Officer</p>	<p>Sorsogon Branch Office</p>
<ul style="list-style-type: none"> • Releasing of TCT 			

1. Receive and review the notarized DAS/ROM.	Marvin D. Deuna	Title Releasing Officer	Sorsogon Branch Office
2. Release TCT.	Marvin D. Deuna	Title Releasing Officer	Sorsogon Branch Office
3. Take photo as proof of release.	Marvin D. Deuna	Title Releasing Officer	Sorsogon Branch Office