

List of Personnel Responsible for Calapan Branch Office:			
1. Retirement and Separation Claim			
Step	Name	Designation	Office
Filing of application for Compulsory or Optional Retirement/Permanent Total Disability Retirement/Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699)			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* 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)			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* 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			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* 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			

<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>* Processing of Compulsory or Optional Retirement/Permanent Total Disability Retirement / Separation Benefits (RA 8291, RA 660, PD 1146, RA 1616 & RA 7699)</p> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Department/ Branch Manager</p> <p>6. Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval</p> <p>7. Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)</p> <p>* Submission of DPNPC and Releasing of Claims Proceeds</p> <p>1. Post claim</p> <p>2. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;</p> <p>Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>1. John Rio G. Lagana</p> <p>2. Jana Abigail C. Soriano</p> <p>3. Edrea Clarisse M. Marquez</p> <p>1. John Rio G. Lagana</p> <p>2. Jana Abigail C. Soriano</p> <p>3. Edrea Clarisse M. Marquez</p> <p>1. John Rio G. Lagana</p> <p>2. Jana Abigail C. Soriano</p> <p>3. Edrea Clarisse M. Marquez</p> <p>1. Marvin B. Mercado</p> <p>Charmie G. Oribello</p> <p>1. Romeo M. Garcia Jr.</p> <p>2. Matt Christian R. Ledesma</p> <p>1. Marvin B. Mercado</p> <p>1. Miler B. Masicat</p> <p>1. Mariel C. Aclan</p> <p>2. Mabel A. De Guzman</p> <p>3. Rachel T. Edjan</p> <p>4. Atty. Joseph Philip T. Andres</p> <p>1. Miler B. Masicat</p> <p>1. Miler B. Masicat</p> <p>2. Mabel A. De Guzman</p> <p>(e-crediting)</p> <p>1. Lorena D. Lontoc</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Claims Processor</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processor</p> <p>Extension Office Head</p> <p>Claims Division Chief</p> <p>Branch Manager</p> <p>VP</p> <p>SVP</p> <p>(depends on the amount and level of authority)</p> <p>Extension Office Head</p> <p>Extension Office Head</p> <p>Branch Manager</p> <p>(depends on the amount and level of authority)</p> <p>IT</p> <p>Treasury Unit Team Leader</p>	<p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Membership Department, GSIS Pasay</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Batangas Branch Office</p> <p>Batangas Branch Office</p> <p>OVP South Luzon, Pasay City</p> <p>OSVP South Luzon, Pasay City</p> <p>Calapan Extension Office</p> <p>Calapan Extension Office</p> <p>Batangas Branch Office</p> <p>GSIS Pasay</p> <p>Batangas Branch Office</p>
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2. Maturity/Cash Surrender Value (CSV)/Termination Value (TV) Claim			
* Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)			
1. Release queuing number	1. Edrea Clarisse M. Marquez	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* 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. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV) through Postal Mail or Courier			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office

3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Processing of Compulsory and Optional Life Insurance Benefits (Maturity and CSV/TV)			
1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation	Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma	Reconciliation Processors	Calapan Extension Office
4. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
5. Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Department/ Branch Manager	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
6. Review; approve claim or endorse to Vice President (VP)/Senior Vice President (SVP) if amount is not within level of authority. Route back to Claims Unit after approval	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office
	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP	OSVP South Luzon, Pasay City
6. Post claim	1. Miler B. Masicat	(depends on the amount and level of authority)	
	2. Mabel A. De Guzman	Extension Office Head Branch Manager (depends on the amount and level of authority)	Calapan Extension Office Batangas Branch Office
7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	IT	GSIS Pasay
Print check if no UMID Account *Notify claimant on the status of claim	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
3. Death and Accidental Death Benefits Claim			
* Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office

<p>* Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Electronic Mail (eMail)</p>	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office	
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office	
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>* Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Drop Box</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Frontline Services Personnel	Calapan Extension Office
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office	
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Frontline Services Personnel	Calapan Extension Office	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Frontline Services Personnel	Calapan Extension Office	
<p>* Filing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)] through Postal Mail or Courier</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Frontline Services Personnel	Calapan Extension Office	
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office	
<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Frontline Services Personnel	Calapan Extension Office	
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	Claims Processor	Calapan Extension Office	
<p>* Processing of Compulsory and Optional Life Insurance Benefits [Death and Accidental Death Benefits (ADB not applicable to ELP)]</p>	1. Marvin B. Mercado	Membership Handler	Membership Department, GSIS Pasay	
<p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p>	1. Charmie G. Oribello	Reconciliation Processors	Calapan Extension Office	
<p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p>	1. Romeo M. Garcia Jr.	2. Matt Christian R. Ledesma		
<p>3. Reconcile all accounts and route to Claims Unit for processing</p>				

4. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
5. Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Department/ Branch Manager	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
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	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office
	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP (depends on the amount and level of authority)	OSVP South Luzon, Pasay City
6. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
	2. Mabel A. De Guzman	Branch Manager (depends on the amount and level of authority)	Batangas Branch Office
7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	IT	GSIS Pasay
Print check if no UMID Account *Notify claimant on the status of claim	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
4. Funeral Benefit Claim * Filing of Funeral Benefit			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of Funeral Benefit through Electronic Mail (eMail)			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Funeral Benefit through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS).	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		

Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Funeral Benefit through Postal Mail or Courier	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Processing of Funeral Benefit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation	1. Charmie G. Oribello	Membership Handler	GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma	Reconciliation Processors	Calapan Extension Office
4. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
5. Review and sign disbursement voucher; forward to DC for approval	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
6. Review and approve claim. Route back to Claims Unit after approval of claim	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
7. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension 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) 1. Lorena D. Lontoc	IT Treasury Unit Team Leader	GSIS Pasay Batangas Branch Office
5. Survivorship Benefit Claim * Filing of Survivorship Benefit			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano	Frontline Services Personnel	Calapan Extension Office

	3. Edrea Clarisse M. Marquez		
* Filing of Survivorship Benefit through Electronic Mail (eMail)			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Survivorship Benefit through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of Survivorship Benefit through postal mail or courier			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Processing of Survivorship Benefit			
1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation	1. Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr.	Reconciliation Processors	Calapan Extension Office
4. Process claim and print disbursement voucher and forward to Team Leader	2. Matt Christian R. Ledesma 1. Marvin B. Mercado		
		Claims Processor	Calapan Extension Office

5. Review and sign disbursement voucher; forward to DC for approval	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
6. Review and approve claim. Route back to Claims Unit after approval of claim	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office
	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP (depends on the amount and level of authority)	OSVP South Luzon, Pasay City
7. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension 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) 1. Lorena D. Lontoc	IT Treasury Unit Team Leader	GSIS Pasay Batangas Branch Office
6. Disability Claim * Filing of Disability Claims under RA 8291 (PPD and TTD)			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Electronic Mail (eMail)			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office

* Filing of Disability Claims under RA 8291 (PPD,TTD, PTD) through postal mail or courier	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
Calapan Branch Office			
* Medical Evaluation of Disability Claims under RA 8291 (TTD, PPD, and PTD)			
1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation	1. Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule	1. Dra Jocelyn P. Soriano	Medical Officer	Batangas Branch Office
4. Conduct PE with claimant; HV if applicable	1. Dra Jocelyn P. Soriano	Medical Officer	Batangas Branch Office
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	4. Atty. Joseph Philip T. Andres	SVP	OSVP South Luzon, Pasay City
8. Forward resolution to OUC			
* Processing Disability Claims under RA 8291 (TTD, PPD, and PTD)			
1. Receive copy of Medical resolution, review and route transaction to reconciliation unit	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma	Reconciliation Processors	Calapan Extension Office
3. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
4. Review and sign disbursement voucher; forward to DC for approval.	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office

	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP	OSVP South Luzon, Pasay City
6. Notify member to submit Declaration of Pendency/ Non-Pendency of Case (DPNPC), (1 copy, original). 1. Note: For PTD only	1. Miler B. Masicat	(depends on the amount and level of authority) Extension Office Head	Calapan Extension Office
* Submission of DPNPC (For PTD only) and releasing of claims proceeds			
1. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
2. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	IT	GSIS Pasay
Print check if no UMID Account *Notify claimant on the status of claim	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
7. Employees' Compensation Claims under PD 626 * Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Electronic Mail (eMail)			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		

<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <p>* Filing of Disability (PPD and TTD) including Permanent Total Disability (PTD) Claims under Employees' Compensation (EC) PD 626 through postal mail or courier</p>	<p>3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension 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. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p> <p>* Medical Evaluation of Disability (TTD, PPD, PTD) Claims under Employees' Compensation (EC) PD 626</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p>	<p>1. Marvin B. Mercado</p>	<p>Claims Processor</p>	<p>Calapan Extension Office</p>
<p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p>	<p>1. Charmie G. Oribello</p>	<p>Membership Handler</p>	<p>Membership Department, GSIS Pasay</p>
<p>3. Evaluate clinical/ medical abstract and notify member for PE and HV schedule</p>	<p>1. Dra Jocelyn P. Soriano</p>	<p>Medical Officer</p>	<p>Batangas Branch Office</p>
<p>4. Conduct PE with claimant; HV if applicable</p>	<p>1. Dra Jocelyn P. Soriano</p>	<p>Medical Officer</p>	<p>Batangas Branch Office</p>
<p>5. Review by other Medical Officers</p>			
<p>6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval</p>			
<p>7. Review; approve; sign and forward to OSVP Medical Officer</p>	<p>4. Atty. Joseph Philip T. Andres</p>	<p>SVP</p>	<p>OSVP South Luzon, Pasay City</p>
<p>8. Package documents and route to OUC</p>	<p>1. Dra Jocelyn P. Soriano</p>	<p>Medical Officer</p>	<p>Batangas Branch Office</p>
<p>* Legal Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626 ; IF NEEDED ONLY</p>			
<p>1. Receive approve/disapproved EC Claim; prepare memo and endorse to Legal for evaluation</p>	<p>1. Marvin B. Mercado</p>	<p>Claims Processor</p>	<p>Calapan Extension Office</p>
<p>2. Evaluate EC claim documents; prepare legal evaluation and endorse to Office of the Vice President (OVP) with operational jurisdiction</p>			
<p>3. Receive legal evaluation and forward to Branch Office in-charge</p>	<p>1. Melvin dela Paz</p>	<p>OVP Technical Assistant</p>	<p>OVP South Luzon, Pasay City</p>
<p>* Processing Disability Claims under PD 626 (PPD, TTD and PTD)</p>			
<p>1. Receive copy of Medical resolution, review and route transaction to reconciliation unit</p>	<p>1. Marvin B. Mercado</p>	<p>Claims Processor</p>	<p>Calapan Extension Office</p>

2. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma	Reconciliation Processors	Calapan Extension Office
3. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
4. Review and sign disbursement voucher; forward to DC for approval	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office
	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP (depends on the amount and level of authority)	OSVP South Luzon, Pasay City
6. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
7. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or; Print check if no UMID Account *Notify claimant on the status of claim	(e-crediting) 1. Lorena D. Lontoc	IT Treasury Unit Team Leader	GSIS Pasay Batangas Branch Office
8. Preneed Claim * Filing of Pre-Need Claim			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
	1. John Rio G. Lagana		
* Filing of Pre-Need Claim through Electronic Mail (eMail)	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
	1. Edrea Clarisse M. Marquez		
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of Pre-Need Claim through Drop Box			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Log in Transaction Monitoring System (TMS).			

Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		
* Filing of Pre-Need Claim through postal mail or courier			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		
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	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		
3. Scan/attach documents to TMS and route to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano		
	3. Edrea Clarisse M. Marquez		
* Processing of Pre-need Claim excluding Investment Recovery Plan for Edu-child Plan holders (IRPEP)			
1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation	1. Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile all accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr.	Reconciliation Processors	Calapan Extension Office
	2. Matt Christian R. Ledesma		
4. Process claim and print disbursement voucher and forward to Team Leader	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
5. Review and sign disbursement voucher; forward to DC for approval	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
6. Review; approve claim. Route back to Claims Unit after approval	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
7. Post claim	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or;	(e-crediting)	IT	GSIS Pasay
Print check if no UMID Account *Notify claimant on the status of claim	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
* Processing of Investment Recovery Plan for Edu-child Planholders (IRPEP)			
1. Receive TMS; evaluate claim documents and check eligibility. If eligible, prepare CNCOI for review of supervisor, otherwise, inform member through letter	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Review CNCOI and route TMS to Accounts Management Division (AMD)/ Billing, Collection, and Reconciliation Division (BCRD)	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office

3. Create open items based on the CNCOI and route TMS to processor for knock off/clearing if applicable	1. Chona B. Dalina	Officer I, BCRD	Batangas Branch Office
4. Partially clear open items and route TMS to Team Leader for review	1. Romeo M. Garcia Jr.	Reconciliation Processors	Calapan Extension Office
5. Review clearing and route TMS to Claims Unit	2. Matt Christian R. Ledesma		
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	1. Maria Carmencita Sayco	INRU, Team Leader	Batangas Branch Office
7. Review Refund Endorsement and forward to Division Chief for approval	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
8. Approve and sign Refund Endorsement and route to Check Printing and Releasing Unit (CPRU)/ Treasury Unit for printing of Disbursement Voucher	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
9. Print check and inform planholder of the availability of check.	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
* 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	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
9. Check Releasing			
* Filing for Check release			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
* Check Releasing			
1. Call the queuing number; receive and validate the accomplished CDRF to the releasing officer together with the photocopy of IDs	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Counter check with original IDs	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Take photo of the check claimant	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
4. Release check	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
10. Check Replacement			
* Filing for Check Replacement			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Processing request for Check replacement			
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	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office

2. Verify and Certify if check is negotiated or not for lost checks; Cancel Claim if erroneous payee or wrong amount; Cancel Check electronically if stale or damaged; then route back to requesting Branch		Bank Reconciliation Department Processor	GSIS Pasay City
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	1. Marvin B. Mercado	Technical Services Department Handler	TSD South Luzon, Pasay City
4. Print Check and notify claimant	1. Lorena D. Lontoc	Claims Processor	Calapan Extension Office
11. Over-the-Counter (OTC) Loan Application * Filing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan]	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Scan/attach documents to TMS and route to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Processing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan]	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
1. Receive and evaluate OTC Loan Transaction and its supporting document	1. Kim A. Holgado	Loan Processor	Calapan Extension Office
2. Pre-process Loan electronically and queue for Agency Authorized Officer (AAO) confirmation	1. Kim A. Holgado	Loan Processor	Calapan Extension Office
Confirm applicant's loan application if qualified:		Applicant's Agency Action	
3. Electronically approve Loan after AAO confirmation		Background computer run	Agency AAO
4. E-credit; Notify member through text message		Partner Bank	UnionBank / LBP
12. UMID eCard Enrolment * Filing for UMID eCard Enrolment	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
1. Release queuing number	1. Kim A. Holgado	Enrollment Officer	Calapan Extension Office
2. Receive and validate the UMID application form together with the photocopies of the valid IDs	1. Kim A. Holgado	Enrollment Officer	Calapan Extension Office
3. Take picture, signature and fingerprint biometrics; encode data in the enrollment system (eJar); review; ascertain accuracy of the information and save data in the eJar	1. Kim A. Holgado	Enrollment Officer	Calapan Extension Office
4. Inform member of the tentative turnaround time for card production*** and release acknowledgement	13. UMID eCard Release * Filing of request for UMID eCard Releasing		

<p>1. Notify member/ pensioner on the availability of UMID card through text or call</p> <p>2. Release queuing number</p>	<p>1. John Rio G. Lagana</p>	<p>Card Releasing Officer</p>	<p>Calapan Extension Office</p>
<p>* Processing request for UMID eCard releasing</p>			
<p>1. Receive and validate accomplished release and request for activation form with its identification documents</p>	<p>1. John Rio G. Lagana</p>	<p>Card Releasing Officer</p>	<p>Calapan Extension Office</p>
<p>2. Release Card and facilitate activation procedure (For LO released cards, we will wait for the submission of Bank Customer Information Record)</p>	<p>1. John Rio G. Lagana</p>	<p>Card Releasing Officer</p>	<p>Calapan Extension Office</p>
<p>14. Filing of Application for Commencement of Pension</p>			
<p>* Filing of Application for Commencement of Pension</p>			
<p>1. Release queuing number</p>	<p>1. John Rio G. Lagana</p>	<p>Public Assistance and Complaints Desk</p>	<p>Calapan Extension Office</p>
<p>2. Receive and validate the ACP and its supporting documents.</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>Log to TMS; Release acknowledgement receipt. Advise member to wait for text or email confirmation of the created record within 3 days.</p>			
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>* Filing of Application for Commencement of Pension through electronic mail (eMail)**</p>			
<p>1. Receive and validate the ACP and its supporting documents.</p>	<p>1. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>Log to TMS; Release acknowledgement receipt.</p>			
<p>Confirm receipt of complete documents and provide TMS Reference Number.</p>			
<p>Send an acknowledgement email, SMS or make phone call as to the date and approximate time of video interview using preferred mode (Viber, Messenger or Skype) as indicated in the submitted application form</p>			
<p>If with deficiency, advise applicant to submit lacking / correct documents.</p>			
<p>2. Conduct video interview and advise member to wait for text or email confirmation of the created record within 3 days</p>	<p>1. Kim A. Holgado</p>	<p>Processor</p>	<p>Calapan Extension 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>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Members' Assistance Personnel</p>	<p>Calapan Extension Office</p>
<p>Log to TMS; Release acknowledgement receipt.</p>			
<p>Confirm receipt of complete documents and provide TMS Reference Number.</p>			

<p>3. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>* Filing of Request for Commencement of Pension with Accrual through Electronic Mail (email)**</p>			
<p>1. Receive and evaluate MRF and ACP and its supporting documents.</p>	<p>1. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>2. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>1. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension 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>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>2. Create/log commencement of pension transaction in the Transaction Monitoring System (TMS); forward TMS to Claims Unit.</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension 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>1. Kim A. Holgado</p>	<p>Processor</p>	<p>Calapan Extension Office</p>
<p>2. Verify/clear and reconcile accounts, set up receivables if applicable and forward to Claims Unit once done</p>	<p>1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma</p>	<p>Reconciliation Processors</p>	<p>Calapan Extension Office</p>
<p>3. Review and prepare CIUR for updating of member's record</p>	<p>1. Kim A. Holgado</p>	<p>Processor</p>	<p>Calapan Extension Office</p>
<p>4. Update pensioner's record and forward to originating Branch / Department</p>	<p>1. Charmie G. Oribello</p>	<p>Membership Handler</p>	<p>Membership Department, GSIS Pasay</p>
<p>5. Process accrual if applicable and forward to TL for review</p>	<p>1. Kim A. Holgado</p>	<p>Processor</p>	<p>Calapan Extension Office</p>
<p>6. Review, post and endorse to DC for approval</p>	<p>1. Miler B. Masicat</p>	<p>Extension Office Head</p>	<p>Calapan Extension Office</p>
<p>7. Review, approve and bankfile by the FSD DC, Branch / Department Manager or VP depends on the amount and level of authority</p>	<p>1. Mariel C. Aclan 2. Mabel A. De Guzman 3. Rachel T. Edjan</p>	<p>Claims Division Chief</p>	<p>Batangas Branch Office</p>
		<p>Branch Manager</p>	<p>Batangas Branch Office</p>
		<p>VP</p>	<p>OVP South Luzon, Pasay City</p>
<p>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</p>	<p>1. Mariel C. Aclan 2. Mabel A. De Guzman 3. Rachel T. Edjan</p>	<p>Claims Division Chief</p>	<p>Batangas Branch Office</p>
		<p>Branch Manager</p>	<p>Batangas Branch Office</p>
		<p>VP</p>	<p>OVP South Luzon, Pasay City</p>
	<p>4. Atty. Joseph Philip T. Andres</p>	<p>SVP</p>	<p>OSVP South Luzon, Pasay City</p>

9. Bank file pension accrual*	1. Mariel C. Aclan	(depends on the amount and level of authority) Claims Division Chief	Batangas Branch Office
	2. Mabel A. De Guzman	Branch Manager	Batangas Branch Office
	3. Rachel T. Edjan	VP	OVP South Luzon, Pasay City
	4. Atty. Joseph Philip T. Andres	SVP	OSVP South Luzon, Pasay City
16. Updating of Pensioner's Record		(depends on the amount and level of authority)	
* Filing of MRF for Updating of Pensioner's Record			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive and evaluate the Members Request Form (MRF) and its supporting documents.	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Updating of Pensioner's Record through electronic mail (email)	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
1. Receive and evaluate the Members Request Form (MRF) and its supporting documents	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Updating of Pensioner's Record through drop box, postal and courier services**			
1. Receive and evaluate the Members Request Form (MRF) and its supporting documents	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
2. Create/log for updating of pension transaction in the Transaction Monitoring System (TMS); release acknowledgment receipt; then forward TMS to Claims Unit	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
* Processing of MRF for Updating of Pensioner's Record			
1. Receive, validate MRF and its supporting documents; prepare Certified Instruction to Update Record (CIUR) and endorse to Team Leader for review through TMS	1. Kim A. Holgado	Processor	Calapan Extension Office
2. Check completeness of CIUR and documents and endorse to DC for review and endorsement to Membership Department	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
3. Review and endorse request to Membership Department for updating of pensioners record through TMS	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
4. Evaluate request and update record in SAP; refer to eServices Unit for updating record in eJar through TMS	1. Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
5. Update eJar record based on SAP and return TMS to requesting GSIS Office	1. Kim A. Holgado	eServices Unit	Calapan Extension Office

17. Annual Pensioners Information Revalidation (APIR)			
* Filing of APIR through GSIS Kiosk			
* Filing of APIR form through personal appearance			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) and medical progress report	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database.	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of APIR Form for Online APIR through Electronic Mail (eMail)			
1. Receive, evaluate the APIR Form and presented eCard or valid IDs and Self-Declaration form (for survivorship pensioners) or Annual Medical Progress Report	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
Send an acknowledgement email to the pensioner within 2 working days from receipt of email.			
Send an email indicating date of online interview, approximate time of online interview; social media app to be used; reminders for pensioners undertaking APIR			
2. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database	1. Kim A. Holgado	Processor	Calapan Extension Office
* Filing of APIR through SMS			
1. Acknowledge receipt of the SMS message (during business hours only)	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
Within 2 working days, send text reply indicating the date of online interview, approximate time of online interview, social media app or video conferencing software to be used, reminders to pensioners undertaking the APIR; if a survivorship pensioner, text message should also include the submission of the duly accomplished Self - Declaration of Surviving Spouse (on Non-Marriage/ Non-Cohabitation); for PTD pensioners below 60 years old, annual medical progress report.			
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.	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in database.			
* Filing of request for APIR - Home, Hospital, Hospice, Penitentiary Visit (through email or authorized representative)			
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.	1. John Rio G. Lagana 2. Jana Abigail C. Soriano	Frontline Services Personnel	Calapan Extension Office

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.	3. Edrea Clarisse M. Marquez	Processor	Calapan Extension Office
* Filing APIR for Pensioners Residing Abroad	1. Kim A. Holgado	Pension Global Team	GSIS Pasay City
1. Evaluate completeness of the submitted documentary requirements			
Send acknowledgement email to the pensioner			
Once request for appointment is received, Pension Global Team will eMail details of the online interview			
2. Validate Pensioner's identity with presented IDs and take photo of pensioner then renew status in the database.		Pension Global Team	GSIS Pasay City
18. Request for Reconciliation of Account			
* Filing of MRF for Accounts Reconciliation			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk Frontline Services Personnel	Calapan Extension Office
2. Receive and evaluate the Members Request Form (MRF)	1. John Rio G. Lagana		Calapan Extension Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Accounts Reconciliation through Electronic Mail (eMail)	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
1. Receive and evaluate the MRF	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Accounts Reconciliation through drop box, postal and courier services**			
1. Receive and evaluate the (MRF)	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Processing of MRF for Accounts Reconciliation			
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	1. Romeo M. Garcia Jr.	Reconciliation Processors	Calapan Extension Office
* Releasing of SOA after Reconciliation	2. Matt Christian R. Ledesma		
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office

2. Release SOA; and discuss with member if clarification is needed	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
19. Request for Recomputation of Claim * Filing of MRF for Recomputation of Claims			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive and evaluate the Members Request Form (MRF)	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Recomputation of claims through Electronic Mail (eMail)			
1. Receive and evaluate the MRF	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Recomputation of claims through drop box, postal and courier services**			
1. Receive and evaluate the (MRF)	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Claims Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
1. Receive TMS; evaluate claim documents; and route to membership Department (MD) for members' record updating.	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
2. Update members' record and route back to Branch / Department concerned for accounts reconciliation	1. Charmie G. Oribello	Membership Handler	Membership Department, GSIS Pasay
3. Reconcile accounts and route to Claims Unit for processing	1. Romeo M. Garcia Jr. 2. Matt Christian R. Ledesma	Reconciliation Processors	Calapan Extension Office
4. Process claim if with adjustment and endorse to TL for review	1. Marvin B. Mercado	Claims Processor	Calapan Extension Office
5. Review and endorse to DC for approval	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
6. Approve and route back to TL /DC FSD for posting of claim for e-crediting	1. Mariel C. Aclan 2. Mabel A. De Guzman	Claims Division Chief Branch Manager	Batangas Branch Office Batangas Branch Office
7. Post claim adjustment	1. Miler B. Masicat 2. Mariel C. Aclan	Extension Office Head Claims Division Chief	Calapan Extension Office Batangas Branch Office
8. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account	(e-crediting)	IT	GSIS Pasay

*Notify claimant on the status of claim	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
20. Request for Refund			
* Filing of MRF for Refund			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive and evaluate the Members Request Form (MRF)	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez 1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Refund through Electronic Mail (eMail)	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
1. Receive and evaluate the MRF	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* Filing of MRF for Refund through drop box, postal and courier services**			
1. Receive and evaluate the (MRF)	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
2. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
* Processing of MRF for Refund	1. John Rio G. Lagana	Frontline Services Personnel	Calapan Extension Office
1. Validate MRF; verify; reconcile accounts, set up refundable amount; sign refund document and forward to team leader for review, signature and endorsement.	2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez		
2. Review, sign and endorse to Division Chief AMD/BCRD for approval and endorsement to FSD-Division Chief	1. Romeo M. Garcia Jr.	Reconciliation Processors	Calapan Extension Office
3. Review, sign refund document and endorse to FSD-Division Chief	2. Matt Christian R. Ledesma		
4. Review and bank file	1. Maria Carmencita P. Sayco	INRU, Team Leader	Batangas Branch Office
5. Transmit bankfile to bank for e-crediting of proceeds to members UMID account or print check if no UMID Account	1. Chona B. Dalina	Officer I, BCRD	Batangas Branch Office
*Notify claimant on the status of claim	1. Mariel C. Aclan	Claims Division Chief	Batangas Branch Office
	(e-crediting)	IT	GSIS Pasay
	1. Lorena D. Lontoc	Treasury Unit Team Leader	Batangas Branch Office
21. Agency Remittance and Individual Over-the-Counter Payment			
* Processing of Over-the-Counter Agency Remittance and Official Receipt Issuance			
1. Release queuing number	NOT APPLICABLE		
2. Prepare, print and release SOT	NOT APPLICABLE		

3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	NOT APPLICABLE		
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	NOT APPLICABLE		
* Processing of Individual Loan Over-The-Counter Payment			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Prepare, sign, and release SOA/ Bill	1. Miler B. Masicat	Extension Office Head	Calapan Extension Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	NOT APPLICABLE		
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	NOT APPLICABLE		
22. Agency Remittance and Individual Loan Payments through Online Payment Facility (OPF) and External Payment Service Providers (EPSP)*			
* Processing Agency Remittance and Official Receipt Issuance for Remittances through the Online Payment Facility			
1. Release queuing number	NOT APPLICABLE		
2. Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA	NOT APPLICABLE		
3. Issue Official receipt (OR); release it and the signed supporting documents needed by the Remitting Agency	NOT APPLICABLE		
* Processing of Individual Payment and Official Receipt Issuance for EPSP PCS Payments			
1. Release queuing number	NOT APPLICABLE		
2. Receive, review machine-validated transaction slip.	NOT APPLICABLE		
Verify payment from the validated EOD Report			
3. Issue OR and release it.	NOT APPLICABLE		
23. Request for Reconciliation of Housing Account			
* Filing of Members Request Form (MRF) for Housing Accounts Reconciliation			
1. Release queuing number	1. John Rio G. Lagana	Public Assistance and Complaints Desk	Calapan Extension Office
2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez	Frontline Services Personnel	Calapan Extension Office
* If filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby			
1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation	1. John Rio G. Lagana 2. Jana Abigail C. Soriano	Frontline Services Personnel	Calapan Extension Office

<p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</p> <p>* Filing of Request for Reconciliation through postal mail or courier and electronic mail (email)</p>	<p>3. Edrea Clarisse M. Marquez 1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>1. Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</p>	<p>1. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.</p> <p>* Processing of Request for Housing Account Reconciliation</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>1. Reconcile Account.</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>2. Notify member through text or call when SOA is ready for release.</p> <p>* Releasing of Housing Statement of Account (SOA)</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>1. Release queuing number</p>	<p>1. John Rio G. Lagana</p>	<p>Public Assistance and Complaints Desk</p>	<p>Calapan Extension Office</p>
<p>2. Release SOA.</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>24. Request for Housing Final Statement of Account * Filing of Members Request Form (MRF) for Housing Final Statement of Account</p>			
<p>1. Release queuing number</p>	<p>1. John Rio G. Lagana</p>	<p>Public Assistance and Complaints Desk</p>	<p>Calapan Extension Office</p>
<p>2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>3. Create / log for Housing Loan transaction in the Transaction Monitoring System (TMS); Release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</p>	<p>1. John Rio G. Lagana 2. Jana Abigail C. Soriano 3. Edrea Clarisse M. Marquez</p>	<p>Frontline Services Personnel</p>	<p>Calapan Extension Office</p>
<p>* Filing of Members Request Form (MRF) for Housing Accounts Reconciliation through Drop Box located at the GSIS Lobby</p>			
<p>1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation</p>	<p>1. Edrea Clarisse M. Marquez</p>	<p>Central Receiver of Handling Branch</p>	<p>Calapan Extension Office</p>
<p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Process the Final Statement of Account once requirements are complete.</p> <p>* Processing of Housing Final Statement of Account</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>1. Reconcile Account.</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>
<p>2. Notify member through text or call if there is a balance and account is not fully paid yet or if the FSOA has been endorsed to the department in charge of Title Releasing.</p>	<p>1. Olma Grace Luansing</p>	<p>Reconciliation Processors</p>	<p>Batangas Branch Office</p>

25. Releasing of Title

* Filing of Request for Release of TCT

1. Release queuing number

1. John Rio G. Lagana

Frontline Services Personnel

Calapan Extension Office

* Filing of Members Request Form (MRF) for Request for Release of Title through Drop Box located at the GSIS Lobby

1. Validate the request and account. Call the member if necessary or in case of deficiency.

1. Edrea Clarisse M. Marquez

Central Receiver of Handling Branch

Calapan Extension Office

2. Validate the request and account. Call the member if necessary or in case of deficiency.

1. Olma Grace Luansing

Reconciliation Processors

Batangas Branch Office

* Filing of Request for Release of Title through Electronic Mail (eMail)

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.

1. Edrea Clarisse M. Marquez

Central Receiver of Handling Branch

Calapan Extension Office

2. Validate the request and account. Call the member if necessary or in case of deficiency.

1. Olma Grace Luansing

Reconciliation Processors

Batangas Branch Office

* Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.

1. Evaluate Notice to Claim, Transfer Certificate of Title, and other documents.

1. John Rio G. Lagana

Frontline Services Personnel

Calapan Extension Office

2. Conduct Counseling

2. Jana Abigail C. Soriano
3. Edrea Clarisse M. Marquez
NOT APPLICABLE

3. Receive interview sheet.

NOT APPLICABLE

* Releasing of TCT

1. Receive and review the notarized DAS/ROM.

NOT APPLICABLE

2. Release TCT.

NOT APPLICABLE

3. Take photo as proof of release.

NOT APPLICABLE