

List of Person Responsible for **GSIS DAVAO CITY BRANCH OFFICE**:

1. UMID ECARD ENROLLMENT OR UPDATING OF ECARD/UMID

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Cezar Allan G Aurelio 2. Tom Patrick Magalona (JO)	Frontline Services Personnel	NCR Operations Group
3. Enrolment Procedure	1. Cezar Allan G Aurelio	Enrolment Officer	NCR Operations Group
4. Issuance of Certification (updating only)	1. Cezar Allan G Aurelio	Enrolment Officer	NCR Operations Group

2. UMID ECARD RELEASING

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Cezar Allan G Aurelio 2. Tom Patrick Magalona (JO)	Frontline Services Personnel	NCR Operations Group
3. UMID/eCard Releasing	1. Cezar Allan G Aurelio 2. Tom Patrick Magalona (JO)	Releasing Officer	NCR Operations Group

3. ANNUAL PENSIONERS INFORMATION REVALIDATION (APIR)

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Cezar Allan G. Aurelio 2. Tom Patrick Magalona (JO)	Frontline Services Personnel	NCR Operations Group
2. APIR	1. Edwin S. Alconera	Frontline Services Personnel	NCR Operations Group

4. Over the Counter Loan Application (GEL only)

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Cezar Allan G. Aurelio	Frontline Services Personnel	NCR Operations Group
3. Filing of OTC loan	1. Cezar Allan G. Aurelio 2. Tom Patrick Magalona (JO)	Frontline Services Personnel	NCR Operations Group

List of Personnel Responsible for Davao 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 	<ol style="list-style-type: none"> Charmaine P. Sabes 	Members Assistance Counter Personnel	Davao Branch Office
<ol style="list-style-type: none"> Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R Martinez 	Frontline Services Personnel	Davao Branch Office
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Frontline Services Personnel	Davao 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 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Members Assistance Counter Personnel	Davao 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 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Members Assistance Counter Personnel	Davao Branch Office
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Frontline Services Personnel	Davao Branch Office

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) 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao 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"> 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>

Step	Name	Designation	Office
<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) <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 4. Process claim and print disbursement voucher and forward to Team Leader 5. Review and sign disbursement voucher; forward to Division Chief (DC) for approval or endorsement to Department/ Branch Manager 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 	<ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba Barbara D. Manalac <ol style="list-style-type: none"> 1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo <ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba Jesus Val Lucas E. Marcial <ol style="list-style-type: none"> 1. Edwin S. Alconera 2. Jonathan Justino G. Madrazo 3. Vilma L. Fuentes 4. Jason C. Teng 	Claims Processor Membership Handler Reconciliation Processors Claims Processor Claims Team Leader Claims Division Chief Branch Manager VP SVP (depends on the amount and level of authority)	Davao Branch Office Membership Department, GSIS Pasay Davao Branch Office Davao Branch Office Davao Branch Office Davao Branch Office VP OVP Mindanao, Pasay City OSVP VisMin, Pasay City

Step	Name	Designation	Office
7. Notify member to submit Declaration of Pendency / Non-Pendency of Case(DPNPC) (1 copy, original)	1. Jonaline B Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba	Claims Processor	Davao Branch Office
<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; Print check if no UMID Account *Notify claimant on the status of claim</p>	<p>1. Jesus Val Lucas E. Marcial 2. Edwin S. Alconera 3. Jonathan Justino G. Madrazo</p> <p>(e-crediting)</p> <p>Maria Benita Escobido</p>	<p>Claims Team Leader</p> <p>Division Chief</p> <p>Branch Manager</p> <p>(depends on the amount and level of authority)</p> <p>IT</p> <p>Treasury Unit in-charge</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>GSIS Pasay</p> <p>Davao Branch Office</p>

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) <p>1. Release queuing number</p> <p>2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt</p>	<p>Charmaine P. Sabes</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R Martinez</p>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</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 (Maturity and CSV/TV) through Electronic Mail (eMail) 	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</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 (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>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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Barbara D. Manalac</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p>

<p>3. Reconcile all accounts and route to Claims Unit for processing</p>	<p>1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verillo</p>		<p>Davao Branch Office</p>
<p>4. Process claim and print disbursement voucher and forward to Team Leader</p>	<p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p>	<p>Claims Processors</p>	<p>Davao 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. Edwin S. Alconera 2. Jonathan Justino G. Madrazo 3. Vilma L. Fuentes 4. Jason C. Teng</p>	<p>Claims Division Chief Branch Manager VP SVP (depends on the amount and level of authority)</p>	<p>Davao Branch Office OVP Mindanao, Pasay City OSVP VisMin, Pasay City</p>
<p>6. Post claim</p>	<p>1. Jesus Val Lucas E. Marcial 2. Edwin S. Alconera 3. Jonathan Justino G. Madrazo</p>	<p>Claims Team Leader Division Chief Branch Manager (depends on the amount and level of authority)</p>	<p>Davao Branch Office</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>E crediting</p> <p>Maria Benita Escobido</p>	<p>IT and</p> <p>Treasury Unit in-charge</p>	<p>GSIS Pasay</p> <p>Davao Branch Office</p>

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)] 			
<ol style="list-style-type: none"> Release queuing number 	Charmaine P. Sabes	Members Assistance Counter Personnel	Davao Branch Office
<ol style="list-style-type: none"> Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Frontline Services Personnel	Davao Branch Office
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Frontline Services Personnel	Davao Branch 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)] through Electronic Mail (eMail) 			Davao Branch Office
<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"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Members Assistance Counter Personnel	Davao 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 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Members Assistance Counter Personnel	Davao Branch Office
<ol style="list-style-type: none"> Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Frontline Services Personnel	Davao Branch 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)] 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez <ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez <ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez <ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez <ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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)] <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 4. Process claim and print disbursement voucher and forward to Team Leader 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 	<ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <p>Barbara D. Manalac</p> <ol style="list-style-type: none"> 1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verillo <ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <ol style="list-style-type: none"> 1. Edwin S. Alconera 2. Jonathan Justino G. Madrazo 3. Vilma L. Fuentes 4. Jason C. Teng 	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Division Chief Branch Manager VP SVP (depends on the amount and level of authority)</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office Davao Branch Office OVP Mindanao, Pasay City OSVP VisMin, Pasay City</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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>• Filing of Funeral Benefit through Drop Box</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>• Filing of Funeral Benefit through Postal Mail or Courier</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>

<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>• Processing of Funeral Benefit</p> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review and sign disbursement voucher; forward to DC for approval</p>	<p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Barbara D. Manalac</p> <p>1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo</p> <p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Jesus VaL Lucas E. Marcial</p>	<p>Claims Processor</p> <p>Membership Handler</p> <p>Reconciliation Processor</p> <p>Claims Processor</p> <p>Claims Team Leader</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>

6. Review and approve claim. Route back to Claims Unit after approval of claim	Edwin S. Alconera	Division Chief	Davao Branch Office
7. Post claim	1. Jesus Val Lucas E. Marcial 2. Edwin S. Alconera 3. Jonathan Justino G. Madrazo	Team Leader Division Chief Branch Manager	Davao Branch Office Davao Branch Office Davao 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) Maria Benita Escobido	IT and Treasury Unit in charge	GSIS Pasay Davao Branch Office

5. Survivorship Benefit Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Survivorship Benefit 			
1. Release queuing number	Charmaine P. Sabes	Members Assistance Counter Personnel	Davao Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Frontline Services Personnel	Davao Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Frontline Services Personnel	Davao Branch Office
<ul style="list-style-type: none"> Filing of Survivorship Benefit through Electronic Mail (eMail) 			
1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Members Assistance Counter Personnel	Davao Branch Office

<p>2. Log in Transaction Monitoring System (TMS). Acknowledge receipt of documents citing TMS Reference Number and inform claimant whether claim filed is for processing or with deficiency</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>• Filing of Survivorship Benefit through Drop Box</p>	<p>1. Juliet G. Bantiding</p>		<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>• Filing of Survivorship Benefit through postal mail or courier</p>	<p>1. Juliet G. Bantiding</p>		<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>

<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	
<p>• Processing of Survivorship Benefit</p> <p>1. Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating</p> <p>2. Update members' record and route back to Department/ Branch concerned for accounts reconciliation</p> <p>3. Reconcile all accounts and route to Claims Unit for processing</p> <p>4. Process claim and print disbursement voucher and forward to Team Leader</p> <p>5. Review and sign disbursement voucher; forward to DC for approval</p> <p>6. Review; approve claim. Route back to Claims Unit after approval</p>	<p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Barbara D. Manalac</p> <p>1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo</p> <p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Jesus Val Lucas E. Marcial</p> <p>Edwin S. Alconera</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader</p> <p>Claims Division Chief</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>

7. Post claim	1. Jesus Val Lucas E. Marcial 2. Edwin S. Alconera 3. Jonathan Justino G. Madrazo	Claims Team Leader Division Chief Branch Manager (depends on the amount and level of authority)	Davao Branch Office Davao Branch Office Davao 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) Maria Benita Escobido	IT and Treasury Unit in-charge	GSIS Pasay Davao Branch Office

6. Disability Claim

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Disability Claims under RA 8291 (PPD and TTD) 			
1. Release queuing number	Charmaine P. Sabes	Members Assistance Counter Personnel	Davao Branch Office
2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Frontline Services Personnel	Davao Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Frontline Services Personnel	Davao Branch Office
<ul style="list-style-type: none"> Filing of Disability Claims under RA 8291 (PPD, TTD, PTD) through Electronic Mail (eMail) 	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Members Assistance Counter Personnel	Davao Branch Office

<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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<ul style="list-style-type: none"> • Filing of Disability Claims under RA 8291 (PPD,TTD, PTD) through postal mail or courier 	<ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Members Assistance Counter Personnel</p>	<p>Davao 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 3. Scan/attach documents to TMS and route to Claims Unit 	<ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez <ol style="list-style-type: none"> 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao 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 	<ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <p>Barbara D. Manalac</p> <p>Dr. Fatima D. Castillo</p> <p>Dr. Fatima D. Castillo</p> <p>Dr. Allan Manuel Hernandez</p> <p>Dr. Allan Manuel Hernandez</p> <p>Jason C. Teng</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>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p>

<p>8. Forward resolution to OUC</p>	<p>Dr. Fatima D. Castillo</p>	<p>OSVP Medical Officer</p>	<p>OSVP VisMin, Pasay City</p>
<p>• Processing Disability Claims under RA 8291 (TTD, PPD, and PTD)</p> <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 4. Review and sign disbursement voucher; forward to DC for approval. 5. Review; approve claim or endorse to VP/SVP if amount is not within level of authority. Route back to Claims Unit after approval 6. Notify member to submit Declaration of Pendency/ Non-Pendency of Case (DPNPC), (1 copy, original). 1. <i>Note: For PTD only</i> 	<ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <ol style="list-style-type: none"> 1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo <ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <p>Jesus Val Lucas E. Marcial</p> <ol style="list-style-type: none"> 1. Edwin S. Alconera 2. Jonathan Justino G. Madrazo 3. Vilma L. Fuentes 4. Jason C. Teng <ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba 	<p>Claims Processors</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader</p> <p>Claims Division Chief Branch Manager VP SVP (depends on the amount and level of authority)</p> <p>Claims Processors</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office Davao Branch Office OVP Mindanao, Pasay City OSVP VisMin, Pasay City</p> <p>Davao Branch Office</p>

<ul style="list-style-type: none"> Submission of DPNPC (For PTD only) and releasing of claims proceeds <ol style="list-style-type: none"> Post claim <ol style="list-style-type: none"> 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 	<ol style="list-style-type: none"> Jesus Val Lucas E. Marcial Edwin S. Alconera Jonathan Justino G. Madrazo (e-crediting) Maria Benita Escobido	Claims Team Leader Division Chief Branch Manager (depends on the amount and level of authority) IT and Treasury Unit in-charge	Davao Branch Office Davao Branch Office Davao Branch Office GSIS Pasay Davao Branch Office
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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 Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt Scan/attach documents to TMS and route to Claims Unit 	Charmaine P. Sabes <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	Members Assistance Counter Personnel Frontline Services Personnel Frontline Services Personnel	Davao Branch Office Davao Branch Office Davao Branch 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 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"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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 <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"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davaoi Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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 <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"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez <ol style="list-style-type: none"> Juliet G. Bantiding Cristy Ann C. Orellanida Joy R. Martinez 	<p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
<ul style="list-style-type: none"> Medical Evaluation of Disability (TTD, PPD, PTD) Claims under Employees' Compensation (EC) PD 626 <ol style="list-style-type: none"> Receive TMS; evaluate claim documents; check eligibility; and route to Membership Department (MD) for members' record updating Update members' record and route back to Department/Branch concerned for accounts reconciliation Evaluate clinical/ medical abstract and notify member for PE and HV schedule Conduct PE with claimant; HV if applicable 	<ol style="list-style-type: none"> Jonaline B. Kimble Francisco B. Paner III Fatima Inderah D. Disomimba <p>Barbara D. Manalac</p> <p>Dr. Fatima D. Castillo</p> <p>Dr. Fatima D. Castillo</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Medical Officer</p> <p>Medical Officer</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>

<p>5. Review by other Medical Officers</p> <p>6. Prepare resolution and endorse with claims documents to Senior Vice President (SVP) for peer review and approval</p> <p>7. Review; approve; sign and forward to OSVP Medical Officer</p> <p>8. Package documents and route to OUC</p>	<p>Dr. Allan Manuel Hernandez</p> <p>Dr. Allan Manuel Hernandez</p> <p>Jason C. Teng</p> <p>Dr. Fatima D. Castillo</p>	<p>Medical Officer Reviewer</p> <p>Medical Officer Reviewer</p> <p>SVP</p> <p>Medical Officer</p>	<p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>OSVP VisMin, Pasay City</p> <p>Davao Branch Office</p>
<ul style="list-style-type: none"> • Legal Evaluation of Disability (TTD, PPD, PPD) Claims under Employees' Compensation (EC) PD 626 ; IF NEEDED ONLY 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 	<p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Atty. Bai Ashrafia Aymee A. Biruar</p> <p>Atty. Bai Ashrafia Aymee A. Biruar</p>	<p>Claims Processors</p> <p>Legal Officer Evaluator</p> <p>Legal Officer Evaluator</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
<ul style="list-style-type: none"> • Processing Disability Claims under PD 626 (PPD, TTD and PTD) 1. Receive copy of Medical resolution, review and route transaction to reconciliation unit 	<p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p>	<p>Claims Processors</p>	<p>Davao Branch Office</p>

<p>2. Reconcile all accounts and route to Claims Unit for processing</p> <p>3. Process claim and print disbursement voucher and forward to Team Leader</p> <p>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>1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo</p> <p>1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba</p> <p>Jesus Val Lucas E. Marcial</p> <p>1. Edwin S. Alconera 2. Jonathan Justino G. Madrazo 3. Vilma L. Fuentes 4. Jason C. Teng</p>	<p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Team Leader</p> <p>Division Chief Branch Manager</p> <p>VP SVP</p> <p>(depends on the amount and level of authority)</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office Davao Branch Office OVP, Pasay City OSVP VisMin, Pasay City</p>
<p>6. Post claim</p>	<p>1. Jesus Val Lucas E. Marcial 2, Edwin S. Alconera 3. Jonathan Justino G. Madrazo</p>	<p>Claims Team Leader Division Chief Branch Manager</p> <p>(depends on the amount and level of authority)</p>	<p>Davao Branch Office Davao Branch Office Davao Branch Office</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>(e-crediting)</p> <p>Maria Benita Escobido</p>	<p>IT and</p> <p>Treasury Unit in-charge</p>	<p>GSIS Pasay</p> <p>Davao Branch Office</p>
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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 2. Receive application documents; Log in Transaction Monitoring System (TMS); Release acknowledgement receipt 3. Scan/attach documents to TMS and route to Claims Unit • Filing of Pre-Need Claim 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 	<p>Charmaine P. Sabes</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p> <p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Members Assistance Counter Personnel</p> <p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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 Drop Box 	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao Branch Office</p>
<ul style="list-style-type: none"> Filing of Pre-Need Claim through postal mail or courier <p>1. Adjudicate the submitted documents and validate the identity of claimant using available GSIS records</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao 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. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Members Assistance Counter Personnel</p>	<p>Davao Branch Office</p>
<p>3. Scan/attach documents to TMS and route to Claims Unit</p>	<p>1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez</p>	<p>Frontline Services Personnel</p>	<p>Davao 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 4. Process claim and print disbursement voucher and forward to Team Leader 5. Review and sign disbursement voucher; forward to DC for approval 6. Review; approve claim. Route back to Claims Unit after approval 7. Post claim 	<ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <p>Barbara D. Manalac</p> <ol style="list-style-type: none"> 1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo <ol style="list-style-type: none"> 1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba <p>Jesus Val Lucas E. Marcial</p> <p>Edwin S. Alconera</p> <p>Jesus Val Lucas E. Marcial</p>	<p>Claims Processors</p> <p>Membership Handler</p> <p>Reconciliation Processors</p> <p>Claims Processors</p> <p>Claims Teamleader</p> <p>Claims Division Chief</p> <p>Claims Team Leader</p>	<p>Davao Branch Office</p> <p>Membership Department, GSIS Pasay</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>

7. Review Refund Endorsement and forward to Division Chief for approval	Jesus Val Lucas E. Marcial	Claims Team Leader	Davao Branch Office
8. Approve and sign Refund Endorsement and route to Check Printing and Releasing Unit (CPRU)/ Treasury Unit for printing of Disbursement Voucher	Edwin S. Alconera	Claims Division Chief	Davao Branch Office
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	Maria Benita Escobido	Treasury Unit in-charge	Davao Branch Office

9. Check Releasing

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing for Check release 			
1. Release queuing number	Charmaine P. Sabes	Frontline Services Personnel	Davao 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	Francis B. Reginaldo	Treasury Unit Releasing Officer	Davao Branch Office
2. Counter check with original IDs	Francis B. Reginaldo	Treasury Unit Releasing Officer	Davao Branch Office
3. Take photo of the check claimant	Francis B. Reginaldo	Treasury Unit Releasing Officer	Davao Branch Office
4. Release check	Francis B. Reginaldo	Treasury Unit Releasing Officer	Davao Branch Office

10. Check Replacement

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing for Check Replacement <ol style="list-style-type: none"> Release queuing number Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; endorse TMS to Claims Unit Scan/attach documents to TMS and route to Claims Unit 	Charmaine P. Sabes 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida 3. Joy R. Martinez	Frontline Services Personnel Members Assistance Officer on duty Members Assistance Officer on duty	Davao Branch Office Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Processing request for Check replacement <ol style="list-style-type: none"> 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 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 Receive and review Certification or notice of cancellation of 	1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba Mrg. Catherine Rose I Beriguela Mgr. Junar Foronda	Claims Processors Bank Reconciliation Department Processor Technical Services	Davao Branch Office GSIS Pasay City TSD VisMin, Pasay City

claims and /or check; Reprocess claim if applicable then forward to Treasury unit for check printing		Department Handler	
4. Print Check and notify claimant	1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba	Claims Processors	Davao Branch Office
	Maria Benita Escobido	Treasury Unit Personnel	Davao 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] 			
1. Release queuing number	Charmaine P. Sabes	Frontline Services Personnel	Davao Branch Office
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt; and endorse TMS to Claims Unit	1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida	Members Assistance Officer on duty	Davao Branch Office
3. Scan/attach documents to TMS and route to Claims Unit	1. 3. Joy R. Martinez 1. Juliet G. Bantiding 2. Cristy Ann C. Orellanida	Members Assistance Officer on duty	Davao Branch Office
<ul style="list-style-type: none"> Processing of Over-the-Counter (OTC) Loan Applications [Multipurpose Loan, Emergency Loan, Policy Loan (Regular/ Optional), Pension Loan] 			
1. Receive and evaluate OTC Loan Transaction and its supporting document	Cezar Allan G. Aurelio	Loan Processor	Davao Branch Office

<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>Cezar Allan G. Aurelio</p>	<p>Loan Processor</p> <p>Applicant's Agency Action</p> <p>Background computer run</p> <p>Partner Bank</p>	<p>Davao Branch Office</p> <p>Agency AAO</p> <p>UnionBank / LBP</p>
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12. Request for Reconciliation of Account

Step	Name	Designation	Office
<ul style="list-style-type: none"> • Filing of MRF for Accounts Reconciliation <p>1. Release queuing number</p> <p>2. Receive and evaluate the Members Request Form (MRF)</p> <p>3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit</p>	<p>1. Charmaine Sabes</p> <p>1.Juliet Bantiding 2.Cristy Orellanida 3.Joy Martinez</p> <p>1.Juliet Bantiding 2.Cristy Orellanida 3.Joy Martinez</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
<ul style="list-style-type: none"> • Filing of MRF for Accounts Reconciliation through Electronic Mail (eMail) <p>1. Receive and evaluate the MRF</p> <p>2. Create/log transaction in the TMS; release acknowledgement</p>	<p>1.Juliet Bantiding 2.Cristy Orellanida 3.Joy Martinez</p>	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p>

receipt; then forward TMS to Individual Reconciliation Unit			
<ul style="list-style-type: none"> Filing of MRF for Accounts Reconciliation through drop box, postal and courier services** <ol style="list-style-type: none"> Receive and evaluate the (MRF) Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit 	<ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao 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> 	<ol style="list-style-type: none"> Donna Faith B. Bouffard Lyn Mae N. Prudente Hani Emily F. Tadina Alegail T. Cruz Ruffel Oliver U. Montante Chona R. Verallo 	Reconciliation Processor	Davao Branch Office
<ul style="list-style-type: none"> Releasing of SOA after Reconciliation <ol style="list-style-type: none"> Release queuing number Release SOA; and discuss with member if clarification is needed 	<ol style="list-style-type: none"> Charmaine Sabes Juliet Bantiding Cristy Orellanida 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p>

13. 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. Charmaine Sabes 1. Juliet Bantiding 2. Cristy Orellanida 3. Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao 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. Juliet Bantiding 2. Cristy Orellanida 3. Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p>
<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. Juliet Bantiding 2. Cristy Orellanida 3. Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao 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.	1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba	Claims Processors	Davao Branch Office
2. Update members' record and route back to Branch / Department concerned for accounts reconciliation	Barbara Manalac	Membership Handler	Membership Department, Pasay City
3. Reconcile accounts and route to Claims Unit for processing	1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo	Reconciliation Processor	Davao Branch Office
4. Process claim if with adjustment and endorse to TL for review	1. Jonaline B. Kimble 2. Francisco B. Paner III 3. Fatima Inderah D. Disomimba	Claims Processors	Davao Branch Office
5. Review and endorse to DC for approval	Jesus Val Marcial	Claims Team Leader	Davao Branch Office
6. Approve and route back to TL /DC FSD for posting of claim for e-crediting	Edwin S. Alconera	FSD- Division Chief Branch Manager	Davao Branch Office

7. Post claim adjustment	Edwin S. Alconera	Claims Team Leader FSD- Division Chief	Davao 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 Ma. Benita O. Escobido	IT and Treasury Unit in-charge	GSIS Pasay Davao Branch Office

14. Request for Refund

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of MRF for Refund <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 	<ol style="list-style-type: none"> Charmaine Sabes Juliet Bantiding Cristy Orellanida Joy Martinez 	Frontline Services Personnel Frontline Services Personnel Frontline Services Personnel	Davao Branch Office Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Filing of MRF for Refund through Electronic Mail (eMail) <ol style="list-style-type: none"> Receive and evaluate the MRF Create/log transaction in the TMS; release acknowledgement 	<ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez 	Frontline Services Personnel Frontline Services Personnel	Davao Branch Office Davao Branch Office

<p>receipt; then forward TMS to Individual Reconciliation Unit</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. Juliet Bantiding 2. Cristy Orellanida 3. Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao 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 3. Review, sign refund document and endorse to FSD-Division Chief 	<ol style="list-style-type: none"> 1. Donna Faith B. Bouffard 2. Lyn Mae N. Prudente 3. Hani Emily F. Tadina 4. Alegail T. Cruz 5. Ruffel Oliver U. Montante 6. Chona R. Verallo <p>Elizabeth Alingalan</p> <p>Mary Jean L. Mapanao</p>	<p>Reconciliation Processors</p> <p>BCRD Team Leader Claims Processors</p> <p>BCRD-Division Chief</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>

4. Review and bank file	Edwin s. Alconera	FSD- Division Chief	Davao 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 Ma. Benita Escobido	IT and Treasury Unit in-charge	GSIS Pasay Davao Branch Office

15. 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. Charmaine Sabes	Frontline Services Personnel	Davao Branch Office
2. Prepare, print and release SOT	1.Roxanne Maria Ong 2.Mellyn Remoreras 3.Joy Alma Velez	Billing and Collection Unit Personnel	Davao Branch Office
3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)	Ma. Socorro M. Esponilla	Cashier	Davao Branch Office
4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency	Ma. Socorro M. Esponilla	Cashier	Davao Branch Office
<ul style="list-style-type: none"> Processing of Individual Loan Over-The-Counter Payment 			
1. Release queuing number	1. Charmaine Sabes	Frontline Services Personnel	Davao Branch Office
2. Prepare, sign, and release SOA/ Bill	1.Roxanne Maria Ong 2.Mellyn Remoreras 3.Joy Alma Velez	Billing and Collection	Davao Branch Office

<p>3. Receive, validate Agency payment and remittance documents. Issue Official Receipt (OR)</p> <p>4. Release Official receipt (OR) and signed supporting documents needed by the Remitting Agency</p>	<p>1.Eddie Quijano 2.Charles Cadiente</p> <p>Ma. Socorro Esponilla</p> <p>Ma. Socorro Esponilla</p>	<p>Unit Personnel</p> <p>Special Business Unit personnel</p> <p>Cashier</p> <p>Cashier</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
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16. 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 <p>1. Release queuing number</p> <p>2. Receive, review machine-validated copies of OnColl Payment slips /LDDAP-ADA</p> <p>3. Issue Official receipt (OR); release it and the signed supporting documents needed by the Remitting Agency</p>	<p>1. Charmaine Sabes</p> <p>1. Ma. Socorro Esponilla</p> <p>Ma. Socorro Esponilla</p>	<p>Frontline Services Personnel</p> <p>Cashier</p> <p>Cashier</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
<ul style="list-style-type: none"> Processing of Individual Payment and Official Receipt Issuance for EPSP PCS Payments <p>1. Release queuing number</p>	<p>1. Charmaine Sabes</p>		<p>Davao Branch Office</p>

2. Receive, review machine-validated transaction slip. Verify payment from the validated EOD Report	Ma. Socorro Esponilla	Frontline Services Personnel Cashier	Davao Branch Office
3. Issue OR and release it.	Ma. Socorro Esponilla	Cashier	Davao Branch Office

17. 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 			
1. Release queuing number	1. Charmaine Sabes	Frontline Services Personnel	Davao Branch Office
2. Receive and evaluate the MRF and supporting documents. If incomplete, return the request and inform client to complete the requirements	1. Eddie Quijano	Frontline Services Personnel	Davao Branch Office
3. Create/log transaction in the TMS; release acknowledgement receipt; then forward TMS to Individual Reconciliation Unit	Eddie Quijano	Frontline Services Personnel	Davao Branch Office
<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 			
1. Get application from drop box; and log in the Transaction Monitoring System; forward to HARD or BCRD-IRU processor for validation	1. Juliet Bantiding 2. Cristy Orellanida 3. Joy Martinez	Central Receiver of Handling Branch	Davao Branch Office
2. Validate the request and account. Call the member if necessary or in case of deficiency. Reconcile Account.	Elizabeth Alingalan	BCRD-IRU processor	Davao Branch Office

<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. Reconcile Account. 	1.Juliet Bantiding 2.Cristy Orellanida 3.Joy Martinez Elizabeth Alingalan	Central Receiver of Handling Branch BCRD-IRU processor	Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Processing of Request for Housing Account Reconciliation <ol style="list-style-type: none"> Reconcile Account. Notify member through text or call when SOA is ready for release. 	Elizabeth Alingalan Elizabeth Alingalan	BCRD-IRU processor BCRD-IRU processor	Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Releasing of Housing Statement of Account (SOA) <ol style="list-style-type: none"> Release queuing number Release SOA. 	1. Charmaine Sabes 1.Juliet Bantiding 2.Cristy Orellanida	Frontline Services Personnel Frontline Services Personnel	Davao Branch Office Davao Branch Office

18. Request for Housing Final Statement of Account

Step	Name	Designation	Office
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<ul style="list-style-type: none"> Filing of Members Request Form (MRF) for Housing Final Statement of Account <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 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"> Charmaine Sabes <ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez <ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez 	<p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p> <p>Frontline Services Personnel</p>	<p>Davao Branch Office</p> <p>Davao Branch Office</p> <p>Davao Branch Office</p>
<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"> Get application from drop box; 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"> Juliet Bantiding Cristy Orellanida Joy Martinez <p>Elizabeth Alingalan</p>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Davao Branch Office</p> <p>Davao 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"> Receive mail or email; acknowledge receipt and log in the Transaction Monitoring System; forward to HARD or 	<ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez 	<p>Central Receiver of Handling Branch</p>	<p>Davao Branch Office</p>

<p>BCRD-IRU processor for validation</p> <p>2. Validate the request and account. Call the member if necessary or in case of deficiency. Process the Final Statement of Account once requirements are complete.</p>	Elizabeth Alingalan	BCRD-IRU processor	Davao Branch Office
<ul style="list-style-type: none"> Processing of Housing Final Statement of Account <p>1. Reconcile Account.</p> <p>2. Notify member through text or call if there is a balance and account is not fully paid yet or if the FSOA has been endorsed to the department in charge of Title Releasing.</p>	Elizabeth Allingalan	BCRD-IRU processor	Davao Branch Office
	Elizabeth Allingalan	BCRD-IRU processor	Davao Branch Office

19. Releasing of Title

Step	Name	Designation	Office
<ul style="list-style-type: none"> Filing of Request for Release of TCT <p>1. Release queuing number</p>	Charmaine Sabes	Frontline Services Personnel	Davao 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 <p>1. Validate the request and account. Call the member if necessary or in case of deficiency.</p> <p>2. Validate the request and account. Call the member if necessary or in case of deficiency.</p>	<p>1. Juliet Bantiding</p> <p>2. Cristy Orellanida</p> <p>3. Joy Martinez</p> <p>Elizabeth Alingalan</p>	<p>Central Receiver of Handling Branch</p> <p>BCRD-IRU processor</p>	<p>Davao Branch Office</p> <p>Davao 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"> 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. Validate the request and account. Call the member if necessary or in case of deficiency. 	<ol style="list-style-type: none"> Juliet Bantiding Cristy Orellanida Joy Martinez Elizabeth Alingalan	Central Receiver of Handling Branch BCRD-IRU processor	Email Address of the branches available at the GSIS website Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Evaluate Notice to Claim, Transfer Certificate of Title, and other documents. <ol style="list-style-type: none"> Evaluate Notice to Claim, Transfer Certificate of Title, and other documents. Conduct Counseling Receive interview sheet. 	Eddie Quijano Eddie Quijano Eddie Quijano	Title Releasing Officer Title Releasing Officer Title Releasing Officer	Davao Branch Office Davao Branch Office Davao Branch Office
<ul style="list-style-type: none"> Releasing of TCT <ol style="list-style-type: none"> Receive and review the notarized DAS/ROM. Release TCT. Take photo as proof of release. 	Eddie Quijano Eddie Quijano Eddie Quijano	Title Releasing Officer Title Releasing Officer Title Releasing Officer	Davao Branch Office Davao Branch Office Davao Branch Office

List of Person Responsible for **GSIS DAVAO BRANCH OFFICE:**

1. FILING OF COMMENCEMENT OF PENSION/ OVER THE COUNTER LOAN (PENSION LOAN ONLY)

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO
2. Filing of Commencement of Pension / OTC Loan (Pension Loan Only)	1. Juliet Bantiding 2. Joy Martinez 3. Cristy Ann Orellanida 4. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO

2. FILING OF CLAIMS AND OTHER REQUESTS

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO
2. Receive application documents; log in Transaction Monitoring System (TMS); release acknowledgement receipt;	1. Juliet Bantiding 2. Joy Martinez 3. Cristy Ann Orellanida 4. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO
3. Scan/ attach documents to TMS and route to Claims Unit	1. Juliet Bantiding 2. Joy Martinez 3. Cristy Ann Orellanida 4. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO

3. FILING OF CLAIMS AND OTHER REQUESTS THROUGH ELECTRONIC MAIL (EMAIL)

STEP	NAME	DESIGNATION	OFFICE
1. 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	1. Juliet Bantiding 2. Cristy Ann Orellanida email address: <i>gsisdavao@gsis.gov.ph</i>	Members Assistance Officer	MAU-Davao BO
4. Scan/ attach documents to TMS and route to Claims Unit.	1. Juliet Bantiding 2. Cristy Ann Orellanida	Members Assistance Officer	MAU-Davao BO

4. ISSUANCE and RELEASING OF CERTIFICATION FOR PENSIONERS

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO
2. Issuance of Certification for Pensioners	1. Cesar Allan Aurelio	Frontline Services Personnel	LESU-Davao BO
3. Releasing of Certification for Pensioners	1. Juliet Bantiding 2. Joy Martinez 3. Cristy Ann Orellanida 4. Charmaine Sabes	Frontline Services Personnel	MAU-Davao BO

List of Person Responsible for GSIS DAVAOCITY BRANCH OFFICE:

1. RELEASING OF CHECK

STEP	NAME	DESIGNATION	Office
1. Release of Queuing Number	1. Charmaine Sabes	MAU	Mindanao Operations Group
2. Call the queuing number, receive and validate the accomplished CDRF together with the photocopy of IDs	1. Francis B. Reginaldo	Treasury Personnel	Mindanao Operations Group
3. Countercheck with the Original IDs	1. Francis B Reginaldo 2. Ma Socorro M.Esponilla 3. Maria Benita O.Escobido	Treasury Personnel	Mindanao Operations Group
4. Take photo of the checked claimant	1. Francis B Reginaldo 2. Ma Socorro M.Esponilla	Treasury Personnel	Mindanao Operations Group
5. Release Check	1. Francis B Reginaldo 2. Ma Socorro M. Esponilla	Treasury Personnel	Mindanao Operations Group

2. CASHIERING

STEP	NAME	DESIGNATION	OFFICE
1. Release of Queuing Number	1. Charmaine Sabes	MAU	Mindanao Operations Group
1. Receive, validate payment supporting documents. Issue Official Receipt (OR)	1.Ma Socorro Esponilla 2.Francis B. Reginaldo	Treasury Personnel	Mindanao Operations Group
2. Release Official receipt (OR) and signed supporting documents needed by the payee.	1.Ma Socorro Esponilla 2.Francis B. Reginaldo	Treasury Personnel	Mindanao Operations Group