



Republic of the Philippines  
Department of Finance  
**INSURANCE COMMISSION**  
1071 United Nations Avenue  
Manila



Circular Letter (CL) No.:	<b>2020-77</b>
Date:	<b>7 July 2020</b>
Supplements:	<b>CL No. 2019-54, d. 3 October 2019; CL No. 2019-49, d. 12 September 2019; CL No. 2018-72, d. 28 December 2018</b>

### CIRCULAR LETTER

**TO :** ALL INSURANCE / REINSURANCE COMPANIES DOING BUSINESS IN THE PHILIPPINES

**SUBJECT :** SUPPLEMENTAL GUIDELINES ON ANNUAL REPORTING OF BUSINESS PROCESS OUTSOURCING (BPO) ACTIVITIES UNDER SECTION 1 OF CIRCULAR LETTER NO. 2019-49, AS AMENDED BY SECTION 1 OF CIRCULAR LETTER NO. 2019-54

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**WHEREAS**, this Commission issued Circular Letter No. 2018-72 on 28 December 2018 providing for *Guidelines on Business Process Outsourcing (BPO) Activities of Insurers/Reinsurers*;

**WHEREAS**, this Commission issued Circular Letter No. 2019-49 on 12 September 2019 providing for *Supplemental Guidelines on Business Process Outsourcing (BPO) Activities of Insurers/Reinsurers*;

**WHEREAS**, this Commission issued Circular Letter No. 2019-54 on 3 October 2019 on *Amendments to Circular Letter No. 2019-49 on the Supplemental Guidelines on Business Process Outsourcing (BPO) Activities of Insurers/Reinsurers*;

**WHEREAS**, under Section 1 of Circular Letter No. 2019-54, this Commission removed the process of pre-approval of outsourcing agreements/contracts and instead only required the annual reporting of the same as part of the regular or special examination into the affairs and methods of doing business of insurers/reinsurers in accordance with Section 253 of the Insurance Code of the Philippines, as amended by Republic Act No. 10607; and