



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



**PRESS RELEASE**  
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**IC RELEASES TWO (2) CIRCULAR LETTERS TO  
FACILITATE IMMEDIATE PROCESSING OF CLAIMS  
RELATED TO TYPHOONS “ROLLY” AND “ULYSSES”**

Insurance Commissioner Dennis Funa has recently signed two (2) Circular Letters to enjoin its regulated entities to adopt and implement claims management policies that will facilitate immediate processing of insurance, reinsurance, mutual benefit association (MBA), pre-need, and health maintenance organization (HMO) claims that are related to Typhoons “Rolly and “Ulysses”.

It will be recalled that Super Typhoon Rolly, with the international name “Goni”, made landfall in Catanduanes on 31 October 2020; and was noted as the strongest tropical cyclone observed worldwide thus far in 2020 and one of the most intense tropical cyclones on record. It will also be recalled that Super Typhoon Rolly was reported to have caused approximately ₱5.6 billion of infrastructure damage, along with ₱1.1 billion of agricultural damage in affected areas in the Philippines; and has claimed the lives of at least twenty (20) people.

Typhoon Ulysses, a Category-4 equivalent typhoon with the international name “Vamco”, made its first landfall on Patnanungan, Quezon Province on 11 November 2020. It was reported that Typhoon “Ulysses” has claimed the lives of at least sixty-nine (69) people as of 16 November 2020; and caused approximately ₱6.38 billion of infrastructure damage so far.

“This Commission recognizes that the damage and/or loss to life and property resulting from the onslaught of Typhoons Rolly and Ulysses may give rise to claims against insurance and reinsurance companies, mutual benefit associations (MBAs), pre-need companies, and/or health maintenance organizations (HMOs),” said Commissioner Funa.

“Consequently, there is a need to prescribe guidelines that will aid in the facilitation of the immediate processing and/or payment of such claims against said regulated entities that are related to Typhoons Rolly and Ulysses,” Commissioner Funa added.

The two (2) Circular Letters provide that all insurance and reinsurance companies, MBAs, pre-need companies and HMOs are enjoined to adopt and implement claims management policies relative to the processing and/or payment of claims that are related to Typhoons Rolly and Ulysses.

Such policies shall have the following objectives, to wit: (a) Relaxation and streamlining of existing company procedures and mechanisms that will facilitate immediate processing and/or payment of claims related to said typhoons; (b) Relaxation of the notice of claim period and the period for completion of claim requirements; and (3) Enhancement of services that will improve overall customer claims experience.

“It is our hope that the two (2) Circular Letters will aid our fellow Filipinos to ease the burden of recovering from these devastating typhoons and that, in the spirit of *bayanihan*, our regulated entities will follow the direction provided by this Commission,” remarked Commissioner Funa.



**ATTY. ALWYN FRANZ P. VILLARUEL**

Media Relations Officer

[afp.villaruel@insurance.gov.ph](mailto:afp.villaruel@insurance.gov.ph)