



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



Advisory No.:	RS-2021-004
Classification:	Regulatory and Supervisory Advisory
Date:	15 August 2021

INSURANCE COMMISSION ADVISORY

TO : ALL REGULATED ENTITIES CONCERNED
SUBJECT : SERVICES AND TRANSACTIONS OF THE LICENSING DIVISION FROM 16 TO 20 AUGUST 2021

Considering that all assigned skeleton workforce of the Licensing Division were required to undergo mandatory self-quarantine until 26 August 2021 and to ensure the health and safety of the personnel and the public and with due observance of the guidelines on alternative working arrangements issued by the Civil Service Commission, **please be informed that all face-to-face transactions in the Licensing Division is suspended beginning 16 August until 20 August 2021.**

All documents to be submitted to the Licensing Division must be coursed through the Records Section based on the adjusted temporary working hours and all other urgent concerns may be sent via email through jla.millare@insurance.gov.ph.

This suspension does not cover the conduct of the Online Agents' Computerized Examinations which will continue based on the given schedules. Pursuant to Circular Letter No. 2021-15 dated 08 March 2021, Online ACE examination fee must be paid not later than three (3) working days before the scheduled examination date.

All requests for Order of Payment for the Online ACE are required to be emailed at icace.online@insurance.gov.ph together with the list of examinees with their respective schedules and a copy of the cheque using the following subject format: "REQUEST FOR PAYMENT ONLINE ACE <COMPANY NAME> <DATE OF EXAM>". Incomplete submissions will not be processed.

While payment of examinations fees can still be made through the Cashier Section during the adjusted temporary working hours, insurance companies are hereby

encouraged to use the Landbank ePayment System through <https://www.lbp-eservices.com/egps/portal/index.jsp>

Proof of payment for the Online ACE, together with the list of paid examinees, are required to be emailed at icace.online@insurance.gov.ph using the following subject format: "PROOF OF PAYMENT ONLINE ACE <COMPANY NAME> <DATE OF EXAM>". Incomplete submissions will not be processed.

Further advisory/ies will be issued as may be necessary.

Thank you for your continuing understanding and cooperation.


15 August 2021
5:00 pm
DENNIS B. FUNA
Insurance Commissioner