



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



ADMINISTRATIVE ADVISORY No. 2021-AA-015

26 March 2021

With only four (4) remaining skeleton workforce personnel at the Administrative Division, and as part of strict agency measures to ensure the health and safety of its personnel and the public, please be informed of the following temporary adjustments on the following services:

1. **There will be No TRANSACTIONS at the CASHIER SECTION until 08 April 2021.** The public is encouraged to use the LANDBANK ePayment System through the [Link.BizPortal](#) for payments of the following fees and charges:
 - I. **Agent's Computerized Examination (ACE) Fee**
 - II. **Filing Fee – Annual Statement (AS)/Audited Financial Statements (AFS)**
 - a. Filing Fee – HMO
 - b. Filing Fee – I RI Brokers
 - c. Filing Fee – Insurance
 - d. Filing Fee – MBA Micro-MBA
 - e. Filing Fee – Pre-Need
 - III. **Filing Fee – Product Approval**
 - IV. **Penalty**
 - a. Penalty – Late Filing
 - b. Penalty – Late Payment
 - V. **Supervision Fees**

The IC-LANDBANK ePayment System User Guide for Expanded Transactions may be accessed through this link: <https://www.insurance.gov.ph/wp-content/uploads/2020/08/ePayment-System-User-Guide-Version-July-2020-FINAL.pdf>.

2. Operating hours at the **RECORDS SECTION** shall be from **9:00 AM to 12:00 NN only, Mondays to Fridays.**

Processing of various requests shall be on an adjusted schedule, including those related to Freedom of Information (FOI), release of outgoing documents/correspondences through mail/courier, email and company pigeon holes, and other related requirements, whether from divisions/units of the Insurance Commission (IC), other government agencies, regulated entities, or the public.

3. Under the **SUPPLY SECTION**, requests for supplies and materials, including Purchase Requests (PRs) must be sent to ira.vergara@insurance.gov.ph. **Issuance of common-used supplies and materials on stock at the Supply Room shall be every Tuesdays, 1:30 PM – 3:00 PM.** All other Purchase Requests shall be processed on an extended period.

4. Under the **GENERAL SERVICES SECTION**, requests for inspection and repair must be sent to admindivision@insurance.gov.ph. **Service vehicles shall be available by 12 April 2021, as all IC Drivers are on mandatory self-quarantine.**

Said adjustments shall be continuously implemented unless otherwise earlier modified and/or superseded, or until such time that the number of skeleton workforce personnel of the Administrative Division is returned to normal.

Those who have already confirmed their appointments with the Insurance Commission Appointment Reservation System (ICare) through <https://web.insurance.gov.ph/icare/login>, but are affected by above-enumerated service adjustments (i.e., Document Pick-up, Inquiry, Payments), are advised to request another schedule.

For inquiries and other concerns, we may be contacted at Telephone Number 85238461 local 116 (Cashier Section) and local 123 (Records Section), or through email at admindivision@insurance.gov.ph and tranqsespejon2015@gmail.com.

We apologize for any inconveniences caused and request your understanding as the health and safety our personnel and clientele remains our foremost priority.

Thank you.


REVELYN R. MOJICA
IC Division Manager
Administrative Division