



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



ADVISORY NO. 25 - 2020
30 July 2020

TO : All Insurance/Reinsurance Companies, Insurance and Reinsurance Brokers, Mutual Benefit Associations, Trusts for Charitable Uses, Pre-Need Companies, Health Maintenance Organizations and other Regulated Entities, and all other Stakeholders

SUBJECT : Insurance Commission Appointment Reservation (ICare) System

The Insurance Commission shall be implementing the **ICARE SYSTEM** effective 10 August 2020.

A web-based application, the **ICARE SYSTEM** allows clients to schedule an appointment for various transactions based on allocated slots, on a *first-come, first-served basis*. This is in line with the intensified measures being adopted in preventing the spread of COVID-19 by managing the flow of clients and reducing waiting time. Initially, the following transactions shall be managed by the **ICARE SYSTEM**:

1. Checking of Company Pigeon Hole/Document Pick-up
2. Filing of Complaint
3. Filing of Reportorial Requirements
4. Inquiry
5. Payment

Walk-in transactions are highly discouraged. For all other official transactions, we enjoin all stakeholders to exhaust alternative means, i.e., through online conferences and consultations.

You may access the system through this link <https://web.insurance.gov.ph/icare/login> or visit the IC Website to make an appointment. A copy of the **ICARE SYSTEM USER GUIDE** shall be available at the IC Website.

For your information and guidance.


DENNIS B. FUNA
Insurance Commissioner

