



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



## **PUBLIC ADVISORY**

04 April 2021

Pursuant to the extension of the Enhanced Community Quarantine (ECQ) in the National Capital Region+ from 05 to 11 April 2021, please be advised that the Insurance Commission (IC) Head Office shall still observe work from home and skeleton workforce arrangement schemes.

As instructed by the Insurance Commissioner, and in accordance with the Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines, as amended, and Civil Service Commission (CSC) Memorandum Circular No. 10, series of 2020, **the following unit/division rendering frontline services shall have one (1) Officer of the Day as skeleton workforce for the period 05 to 08 April 2021:**

1. Public Assistance and Mediation Division
2. Conservatorship Receivership and Liquidation Division
3. Licensing Division
4. *Administrative Division – Cashier Section\**
5. *Administrative Division – Records Section\**
6. Life/MBAs/Trust Division
7. Non-Life Division
8. Health Maintenance Organizations (HMO) Division
9. Pre-Need Division
10. Suretyship Unit

**(2)** In connection with Administrative Advisory No. 2021-AA-016 dated 03 April 2021, and due to limited remaining skeleton workforce personnel that can physically report at the Administrative Division, may we reiterate the following:

1. Acceptance of payments through walk-in transactions at the **CASHIER SECTION** shall resume on **Monday, 05 April 2021, from 9:00 AM to 2:00 PM only**. To ensure safety of everyone concerned, the public is highly 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 Fee

2. Operating hours at the **RECORDS SECTION** shall be from **9:00 AM to 12:00 NN only until Thursday, 08 April 2021.**

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.

Access to the [Insurance Commission Appointment Reservation \(ICare\) System](#) shall be available upon completion of system maintenance by 4:00 PM, 04 April 2021.

We request your understanding as the health and safety IC personnel and its clientele remains our foremost priority.

Thank you.

  
**REVELYN R. MOJICA**  
IC Division Manager  
Administrative Division

Noted by:

  
**ATTY. ERICKSON H. BALMES**  
Deputy Insurance Commissioner  
Management Support Services Group