

# e-ACS

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Electronic Application and Certification System

U S E R   G U I D E

MAY 2021  
Version 1.0

## Document Revisions

<b>Date</b>	<b>Version Number</b>	<b>Document Changes</b>
05/27/2021	1.0	Initial Draft

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# Introduction

## Scope and Purpose

The IC e-ACS or Electronic Application and Certification System is an online application developed by the Insurance Commission to digitize and adequately track and approve the requests for certification of Surety Bonds and Contractor's All Risk Insurance (CARI) Policies. It also promotes paperless transactions in the Suretyship section of the Insurance Commission (IC), where document requirements are uploaded, and certificates are issued online. Non-Life Insurance Companies make these requests to certify their issued bonds and policies as required by the Government Procurement Reform Act (RA No. 9184). The following are the certifications covered by this system:

- a. Bidder's Bond
- b. Performance Bond
- c. Warranty Bond
- d. Advance Payment or Downpayment Bond
- e. Retention Money Bond
- f. CARI Policy

The e-ACS is a web-based application which means it does not need an installer. It can be accessed online through web browsers. Once the requests are approved, the users can download the certificates. These certificates are digitally signed, which secures these from any modification. The certificate also features a QR code for validation. It has a verification system that ensures that a certificate is issued and approved by the commission.

Learning to use this application is easy, but it assumes that users have prior knowledge in issuing bonds and policies. They should also be familiar with the guidelines of the Insurance Commission in the Issuance of Certifications under RA No. 9184 (CL No. 2020-01), which is available in this [link](#).

This user guide presents an overview of the application's features. It gives step-by-step instructions for completing a variety of tasks.

## System Requirements

Please ensure that your computer meets the minimum system requirements to experience satisfactory performance.

<b>Web Browser (Version must be updated)</b>	Microsoft Edge, Google Chrome, Firefox, Safari
<b>RAM</b>	512 MB (2 GB recommended)
<b>Available Disk Space</b>	512 MB

## Process Overview

This application is generally composed of the following processes:

- 1. Account Registration** - Non-life insurance companies identify their authorized users and submit the registration form to the Suretyship Section of the Insurance Commission for review and account creation.
- 2. Sign-In** - Once the account is activated, users may now sign-in on the log-in page of e-ACS.
- 3. Account Update** - It includes changing an account's password and updating of profile. The account's profile must be correct as encoded by the administrator to ensure proper company tagging and accountability of the requests.
- 4. Company Details Update** - The users of each company can submit a request to update the details of their company, like a new Certificate Authority number and its validity.
- 5. Adding of Branch Code** - The users must encode their available branch codes, if any. These codes appear typically before the Bond/Policy Number, which the company uses as identifiers of their branch offices.
- 6. Adding of Authorized Requestor** - The users must encode their company's authorized requestors that appear on the request letter. These are usually the Department head, Bonds Manager, Assistant Vice President, Vice President, or higher.
- 7. Adding of Bond Code** - The users must request the Suretyship Unit to add their company's approved bond codes for validation.
- 8. Certification Request** - It is a step-by-step procedure inside the application through a form that the users must complete. It includes uploading scanned copies of the requirements. There are also two types of request, namely:
  - a. Surety Bond Certificate Request**
  - b. CARI Certificate Request**
- 9. Checking of Request Status** - The Suretyship section reviews the requests, provides comments, if any, and approves the requests. The users can view the status of their requests online through this application. Once approved, the users can download/print the certificates.
- 10. Certificate Verification** - The public can verify the authenticity of certificates by entering the Certificate number on the verification page of e-ACS. The public can also scan the QR code on the certificate to validate. It is a feature of the application to check if the certificates are approved and issued by the Insurance Commission.

## Account Registration

A registration form must be submitted to the Suretyship section of IC for the account creation for new users. It is necessary to ensure that only the authorized representatives of Non-life Insurance Companies can access the e-ACS.

**To submit a request for account creation**, please follow these steps:

- 1.** Download the Registration Form at this [link](#).
- 2.** Fill up the PDF fillable form.
- 3.** Send the filled-up form with the supporting documents attached in the email to the Suretyship section ([suretyship@insurance.gov.ph](mailto:suretyship@insurance.gov.ph)). The supporting documents are the following:
  - a.** Authorization Letter signed by Manager or Head
  - b.** Copy of Government-issued ID
- 4.** Wait for the Suretyship section to review your request. Once approved, you should receive an email indicating your account details.

 **NOTE**

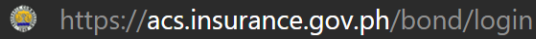
Please make sure that the form is filled-up completely and the supporting documents are attached. All the fields in the form are required.

## Sign-In

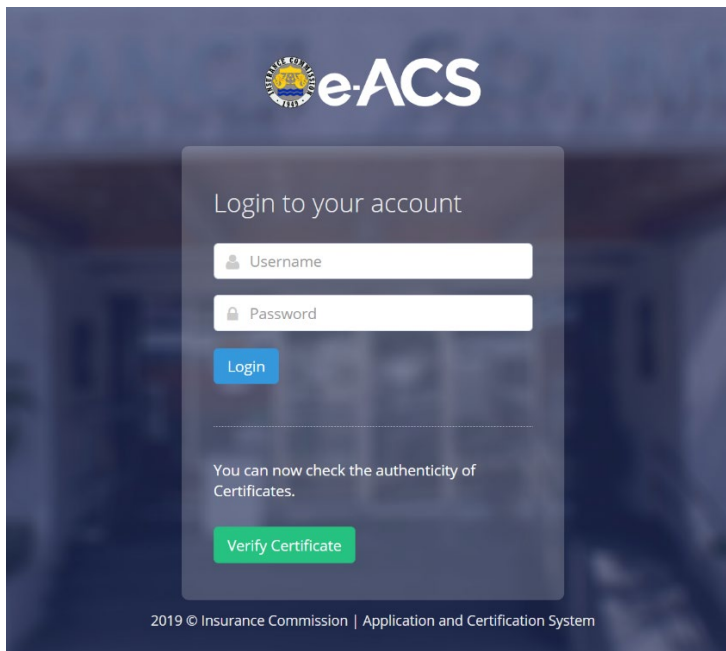
Once you received an email indicating your account details, your account is already activated. You are now ready to log in to your account.

**To log in, please follow these steps:**

1. Enter this link (<https://acs.insurance.gov.ph/bond/login>) into your browser to access the e-ACS.


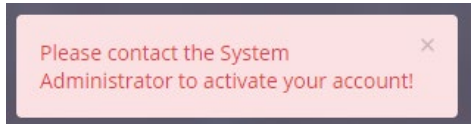


2. The log-in page welcomes you upon entering.



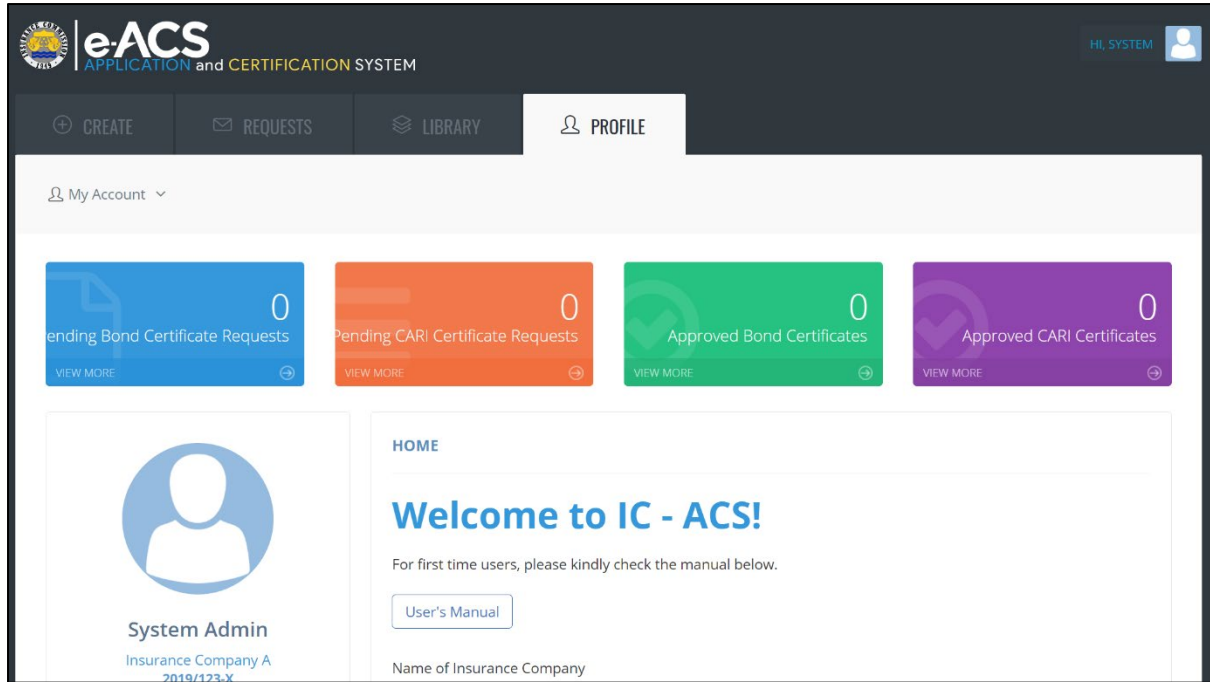
3. Enter your username and the default password provided in the email.
4. Click **Login**.

**The following prompts may appear upon clicking **Login**:**

Prompt	Meaning
	Either the username or password you entered is incorrect. Please check the account details provided to you in the email.
	Your account is not yet activated, and you must contact the Suretyship unit to check.

## Home Page and Dashboard

The main page that displays after logging in. It displays your account and company details and statistics of your transactions in e-ACS.




The screenshot shows the e-ACS dashboard interface. At the top, there is a navigation bar with 'CREATE', 'REQUESTS', 'LIBRARY', and 'PROFILE' tabs. Below this is a 'My Account' dropdown menu. The main dashboard area features four colored cards: 'Pending Bond Certificate Requests' (blue), 'Pending CARI Certificate Requests' (orange), 'Approved Bond Certificates' (green), and 'Approved CARI Certificates' (purple), each showing a count of 0 and a 'VIEW MORE' button. Below the cards is a profile section for 'System Admin' from 'Insurance Company A' with ID '2019/123-X'. To the right, a 'HOME' section displays a 'Welcome to IC - ACS!' message and a 'User's Manual' button. At the bottom of the home section, there is a 'Name of Insurance Company' field.

**The dashboard displays the total number of the following:**

- Pending Bond Certificate Requests
- Pending CARI Certificate Requests
- Approved Bond Certificates
- Approved CARI Certificates

**The home page also displays your current company details.**



The screenshot shows a form titled 'Welcome to IC - ACS!' with the instruction 'For first time users, please kindly check the manual below.' and a 'User's Manual' button. Below this are several input fields for company details:

- Name of Insurance Company: Insurance Company A
- State Lines: FIRE, MARINE, CASUALTY, SURETY, LIFE
- Certificate of Authority No.: 2019/123-X
- Date of Effectivity: 2019-10-01
- Date of Expiration: 2022-12-31

An 'Update' button is located at the bottom of the form.



It displays the following details:

- Company Name
- State Lines
- Certificate Authority No.
- Date of CA Effectivity
- Date of CA Expiration

 **NOTE**

Please ensure that your company details are correct and the CA No. is still valid. To update your company details, please refer to [Company Details Update](#) on page 12.

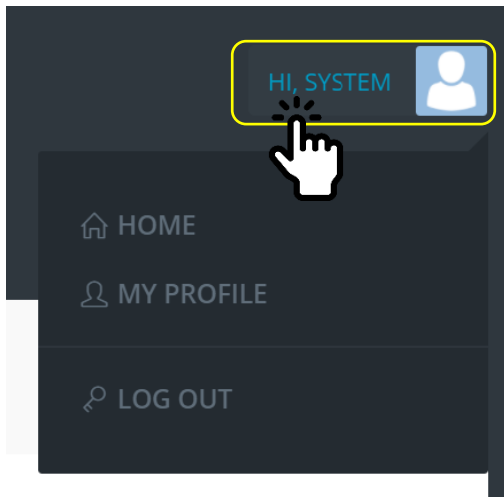
## Account Update

It includes changing an account's password and updating of profile. The account's profile must be correct as encoded by the administrator to ensure proper company tagging and accountability of the requests.

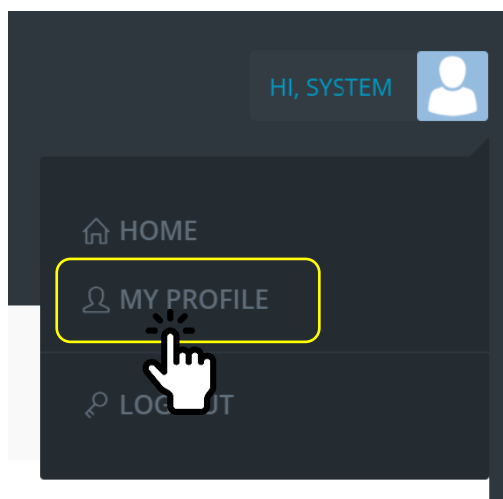
### Accessing your Profile

There are two ways to access your profile. Please follow these steps:

- 1.** Access your profile through your **Account Options**.
  - a.** On the upper right corner of the web page, click your **Account Name**.

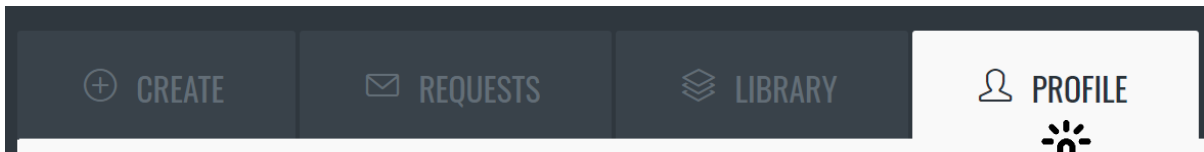


- b.** On the Dropdown options, Select **My Profile**.

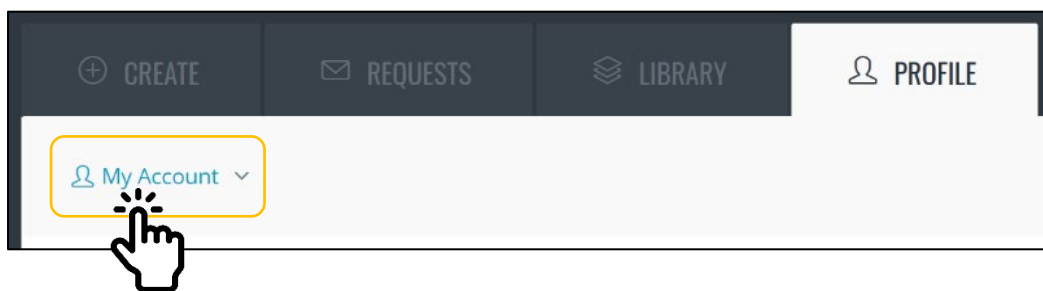


**2. Access your Profile through Menu Tabs.**

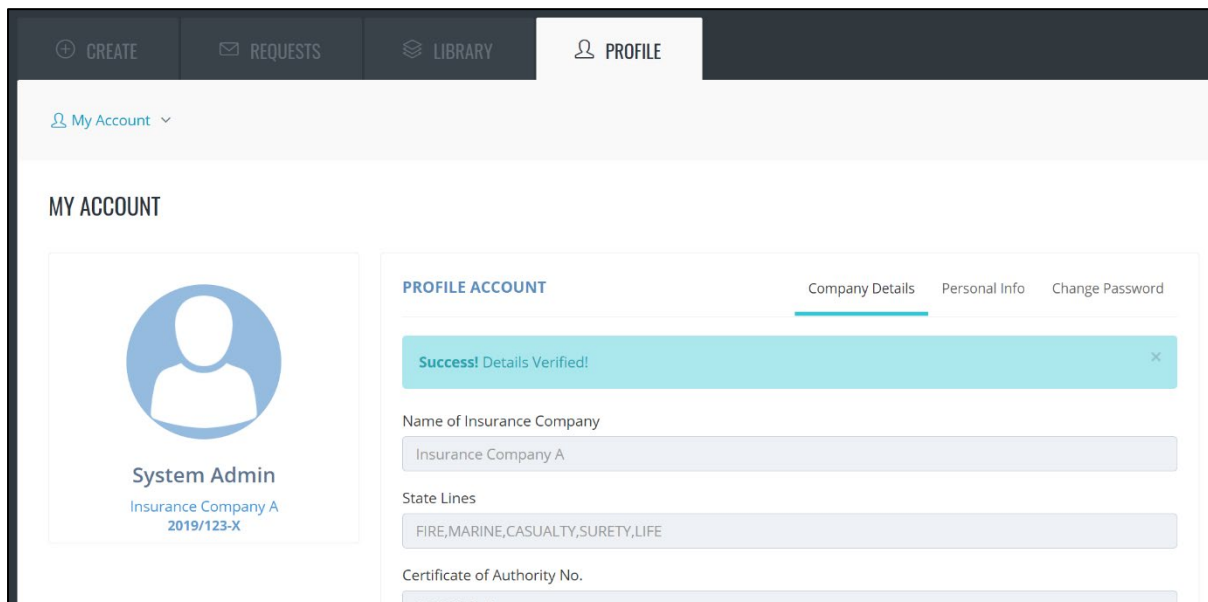
- a. Click the **Profile** Tab.



- b. Click **My Account**.



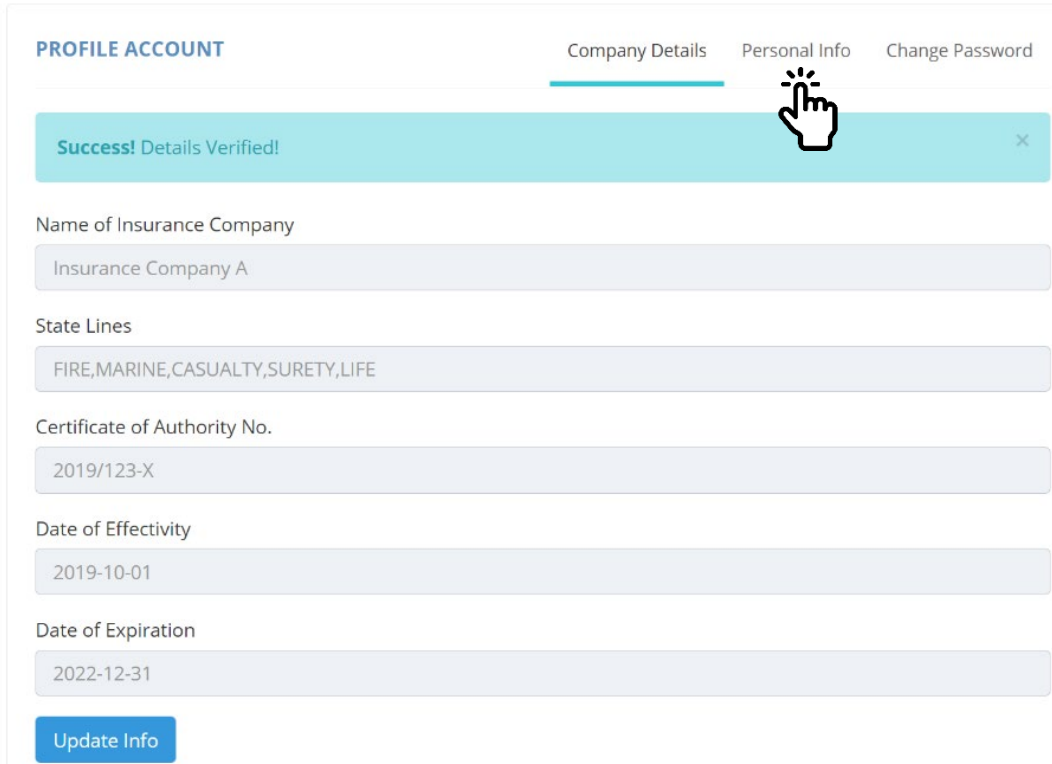
After following the steps above, you should now see your profile page.



## Updating your Account Details

To update your Account Details, please follow these steps:

1. View your Account Details by clicking the **Personal Info** Tab on your Profile page.



**PROFILE ACCOUNT**      Company Details    **Personal Info**    Change Password

**Success! Details Verified!** ✕

Name of Insurance Company  
Insurance Company A

State Lines  
FIRE, MARINE, CASUALTY, SURETY, LIFE

Certificate of Authority No.  
2019/123-X

Date of Effectivity  
2019-10-01

Date of Expiration  
2022-12-31

**Update Info**

2. Check your Account details as shown on the **Personal Info** tab to verify if correct.



**PROFILE ACCOUNT**      Company Details    **Personal Info**    Change Password

First Name  
System

Last Name  
Admin

Email Address  
jr.delacruz@testmail.com

**Update Info**

3. If there are any corrections, send an email request to the Suretyship Section to update.

 **NOTE**

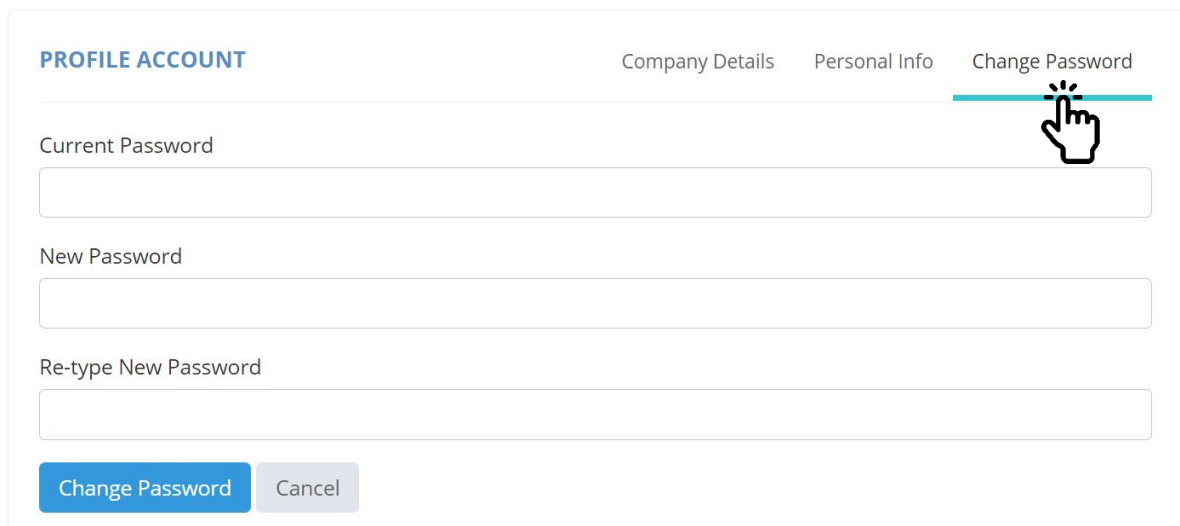
Currently, the e-ACS does not allow the updating of Account details online. This is to ensure proper accountability of created requests under your account. It also ensures that only a verified user with their registered name in the Suretyship Section can create legitimate requests under their company.

## Changing of Password

To secure your account, on your first log-in, please change your password immediately.

**To change your password, please follow these steps:**

1. On your Profile page, click the **Change Password** tab.



**PROFILE ACCOUNT** Company Details Personal Info **Change Password**

Current Password

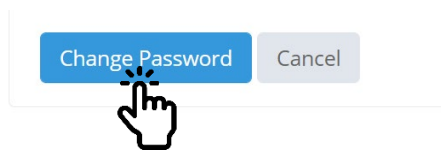
New Password

Re-type New Password

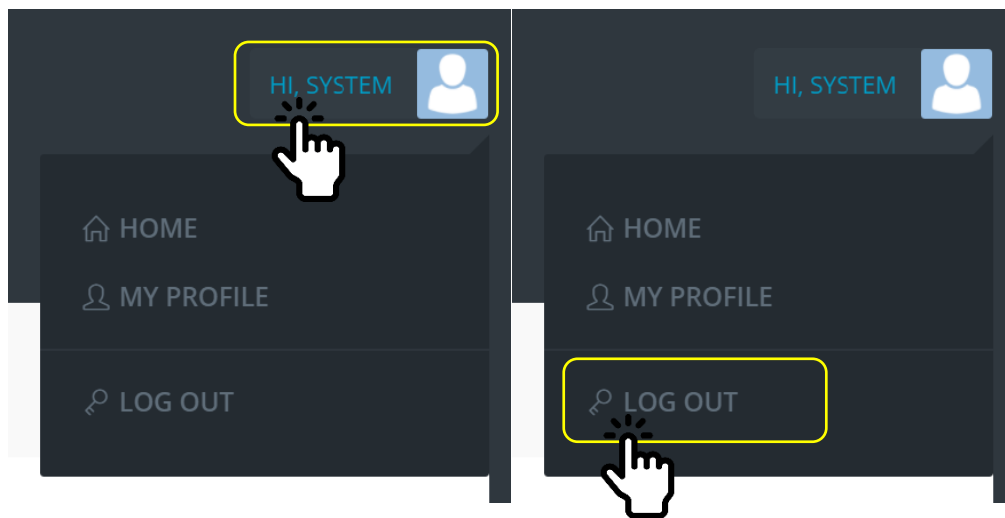
**Change Password** Cancel

2. Enter the default password provided in the email on the **Current Password** field.
3. Enter your **New Password**. Please follow the minimum password requirements below:
  - a. Minimum of 8 characters
  - b. With at least one upper case letter
  - c. With at least one lowercase letter

- d. With at least one number
  - e. With at least one special character
4. Re-type New Password.
  5. Click the **Change Password** button to update.



6. Click **Log-out**.



7. Then, Log in with your new password.

## Company Details Update

You must ensure that your company details are correct as it appears on the certificate. The Certificate Authority Number must be updated before it expires to ensure that you can still create a certification request.

### Checking your Company Details

There are two ways to check your company details.

1. View your company details through the **Home Page**.
  - a. Upon logging in, the home page displays your company details.

### Welcome to IC - ACS!

For first time users, please kindly check the manual below.

[User's Manual](#)

Name of Insurance Company  
Insurance Company A

State Lines  
FIRE,MARINE,CASUALTY,SURETY,LIFE

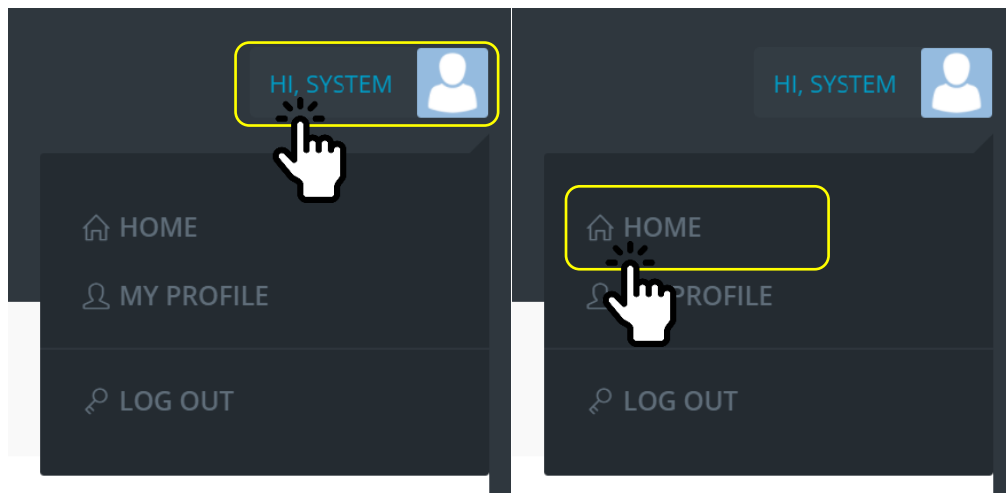
Certificate of Authority No.  
2019/123-X

Date of Effectivity  
2019-10-01

Date of Expiration  
2022-12-31

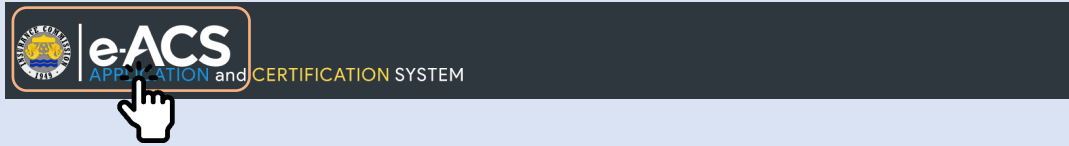
[Update](#)

- b. You can access the Home page by clicking **Home** on your Account options.

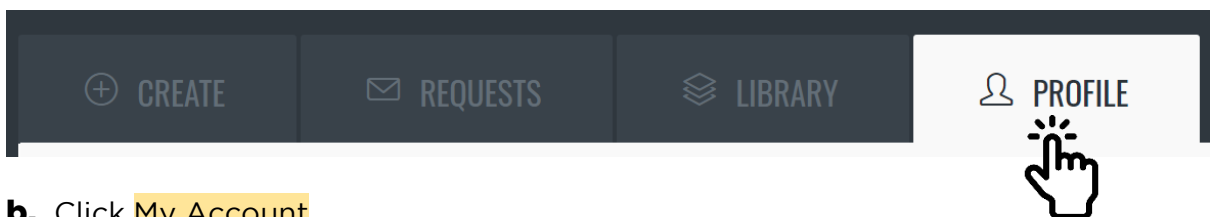


**TIP!**

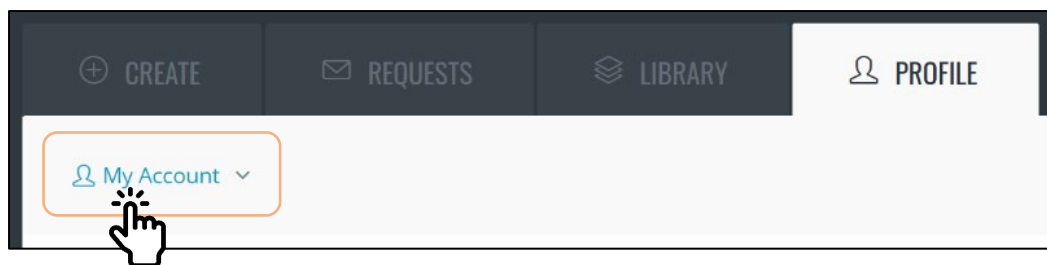
Home Page can be accessed easily by clicking the e-ACS logo at the upper left of the page as shown below.

**2. View your company details through the Profile Tab.**

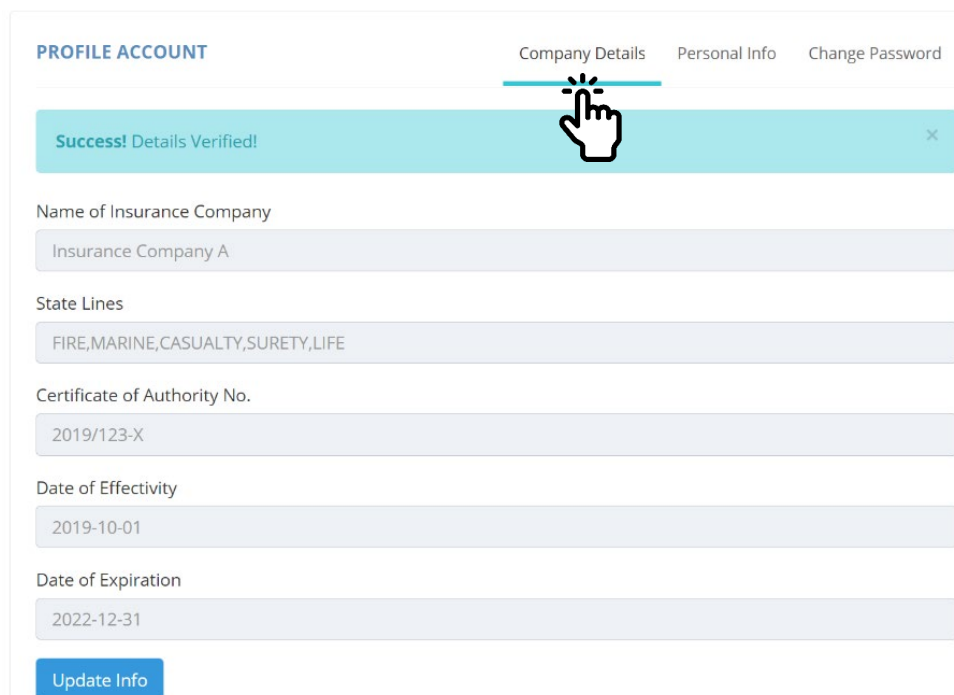
- a. Click the **Profile** Tab.



- b. Click **My Account**.



- c. Click the **Company Details** tab.

The 'PROFILE ACCOUNT' page with three sub-tabs: 'Company Details', 'Personal Info', and 'Change Password'. The 'Company Details' tab is selected and has a hand cursor pointing to it. A success message 'Success! Details Verified!' is displayed at the top. Below are several input fields with pre-filled text: 'Name of Insurance Company' (Insurance Company A), 'State Lines' (FIRE, MARINE, CASUALTY, SURETY, LIFE), 'Certificate of Authority No.' (2019/123-X), 'Date of Effectivity' (2019-10-01), and 'Date of Expiration' (2022-12-31). An 'Update Info' button is at the bottom.



## Updating Company Details

After checking your company details and you need to update it, follow the steps below.

 **NOTE**

A **status bar** is shown above your company details to indicate if it is approved or pending for verification. It also determines if you are allowed to create a certification request or not. Please refer to the different status below.

<p><b>Success!</b> Details Verified!</p>	<p>It means the your company details are <b>approved</b> and <b>verified</b>.</p> <p>You are <b>allowed</b> to create any certification requests.</p>
<p><b>Info!</b> Pending for Verification.</p>	<p>It means that there is a <b>pending</b> update request or your request is <b>rejected</b>. Please check the <i>Details Change Request</i> table (refer to page 48).</p> <p>You are <b>not allowed</b> to create any certification requests until the pending update request is approved.</p>

1. On the Company Details Tab, click the **Update Info** button.

**PROFILE ACCOUNT** Company Details Personal Info Change Password

---

**Success!** Details Verified! ×

Name of Insurance Company


State Lines

Certificate of Authority No.

Date of Effectivity

Date of Expiration

**Update Info**



2. On the displayed form, **select** and **edit** the fields you want to update.

**COMPANY DETAILS** ✕

---

Company Name \*

State Lines \*  
 FIRE  MARINE  CASUALTY  SURETY  LIFE

Certificate of Authority No. \*

Effectivity Date \*

Expiry Date \*

For your guidance, please take note of the following meaning of fields:

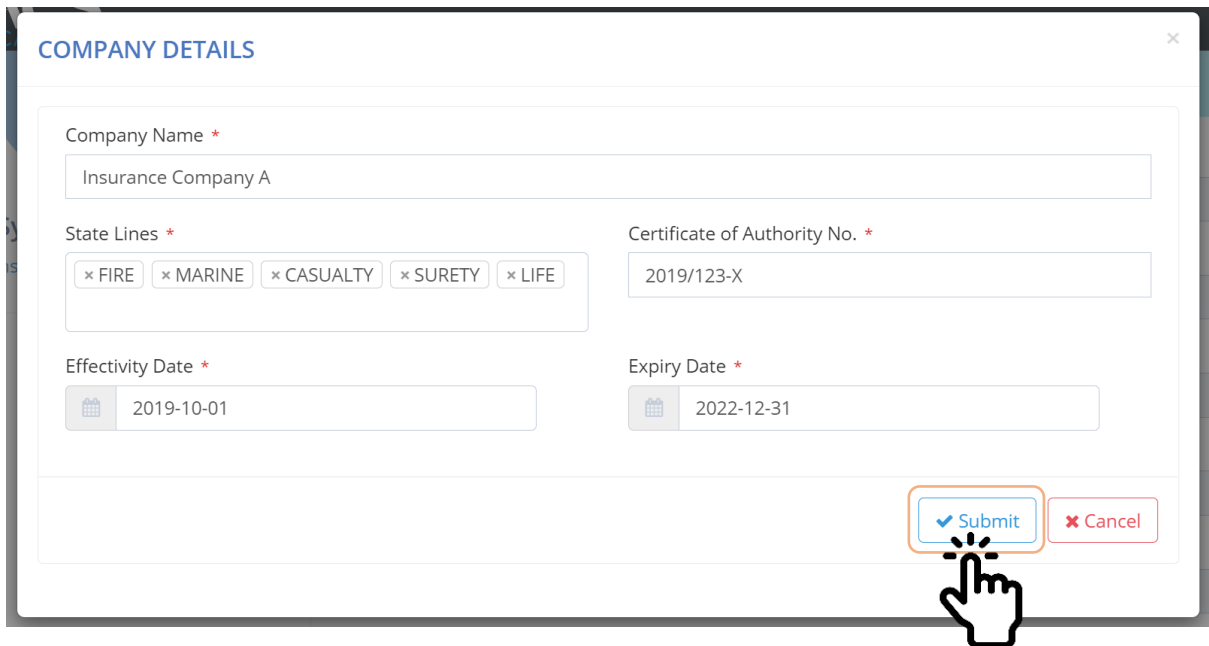
Field Name	Definition
<b>Company Name</b>	It is the official Name of your Insurance Company as approved and registered under the Licensing Division of Insurance Commission.
<b>State Lines</b>	<p>These are the declared lines of business that your insurance company deals with as indicated in your license to operate. It can be the following:</p> <ul style="list-style-type: none"> <li>- Fire</li> <li>- Marine</li> <li>- Casualty</li> <li>- Surety</li> <li>- Life</li> </ul> <p>Please select all that applies from the options.</p>
<b>Certificate of Authority (CA) No.</b>	It is the License number that the Licensing Division of Insurance Commission issued to your company.
<b>Effectivity Date</b>	It is the date when the CA is issued to your company.

<b>Expiry Date</b>	It is the date when the CA expires. Usually, the validity of the CA number is within three years.
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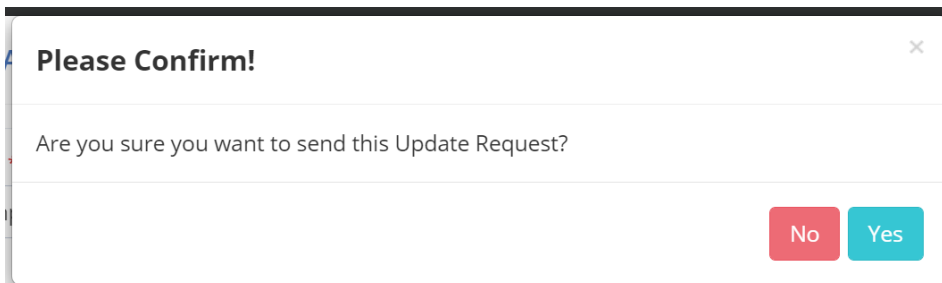
**⚠ CAUTION!**

Once the **update request** is submitted, you are **not allowed** to create any **Certification requests** until it is approved. Please ensure that you really want to submit a company details update request.

3. After editing, click the **Submit** button.



4. On the prompt, click **Yes** to confirm the request submission.



5. Notify that the status bar changed to **Pending for Verification**.

**Info!** Pending for Verification.

6. Wait for the Suretyship section to review your request. Check the status and remarks of your request on the **Details Change Request** table (refer to page 48).

## Company Branch Codes

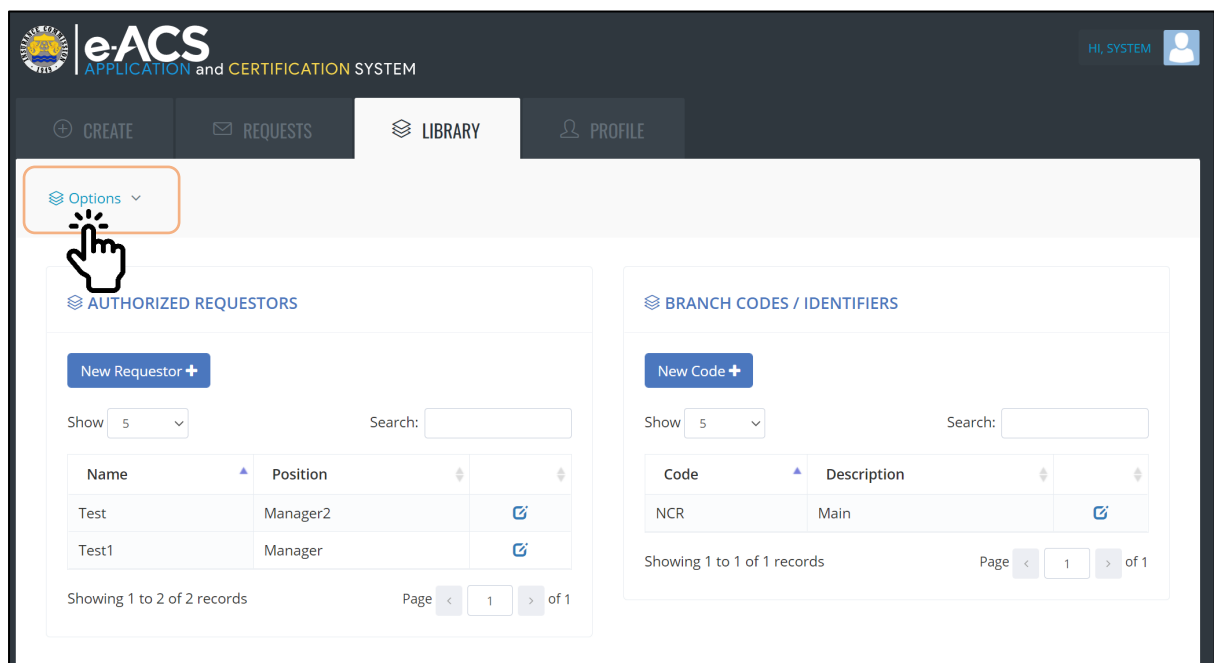
The available branch codes of your company usually appear before the Bond/Policy Number, which the company used as identifiers of their branch offices.

### Add a Branch Code

It was creating new branch codes that appear on the options when creating a new certification request.

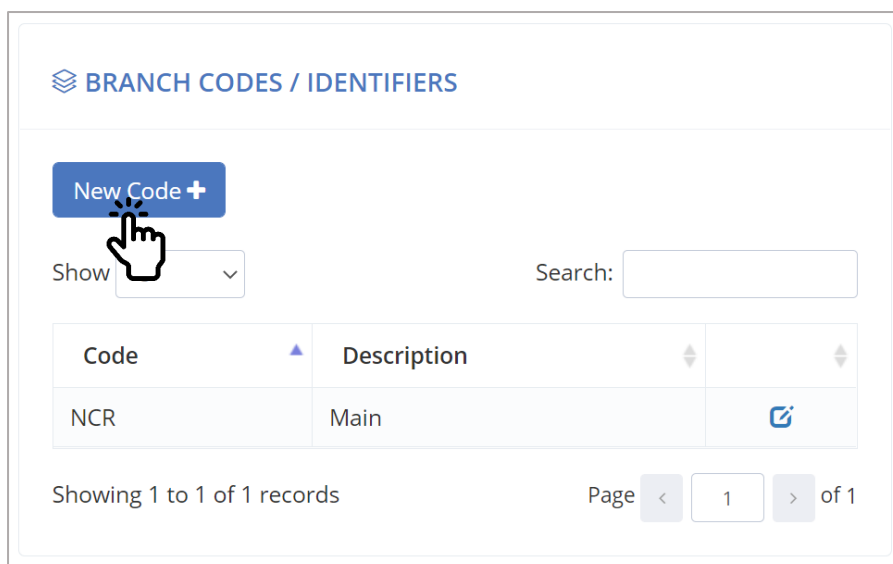
**To add branch codes, please follow these steps:**

1. On the **Library** tab, click **Options**.



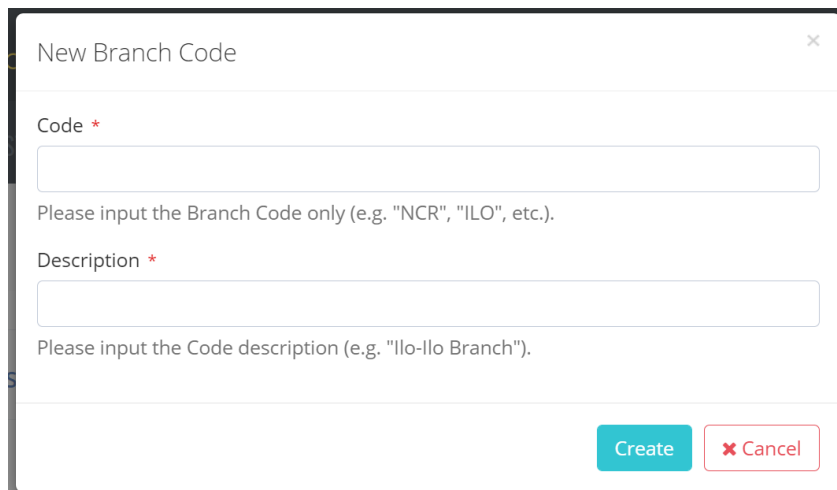
The screenshot shows the e-ACS Application and Certification System interface. The 'LIBRARY' tab is selected. A dropdown menu labeled 'Options' is open, with a hand cursor pointing to it. Below the dropdown, there are two main sections: 'AUTHORIZED REQUESTORS' and 'BRANCH CODES / IDENTIFIERS'. The 'AUTHORIZED REQUESTORS' section has a 'New Requestor +' button and a table with columns 'Name' and 'Position'. The 'BRANCH CODES / IDENTIFIERS' section has a 'New Code +' button and a table with columns 'Code' and 'Description'. Both sections include search bars and pagination controls.

2. Click the **New Code** button on the Branch Codes/Identifiers.



This is a close-up view of the 'BRANCH CODES / IDENTIFIERS' section. A hand cursor is pointing to the 'New Code +' button. Below the button is a 'Show' dropdown menu set to '5' and a search bar. A table with two columns, 'Code' and 'Description', contains one row with 'NCR' and 'Main'. A pagination control at the bottom shows 'Page 1 of 1'.

3. On the **New Branch Code form**, fill up the **Code**. The Branch code must be in all uppercase letters.
4. Fill up the **Description**, which should indicate the meaning of the code. It can be the name or place of the branch office.



New Branch Code

Code \*

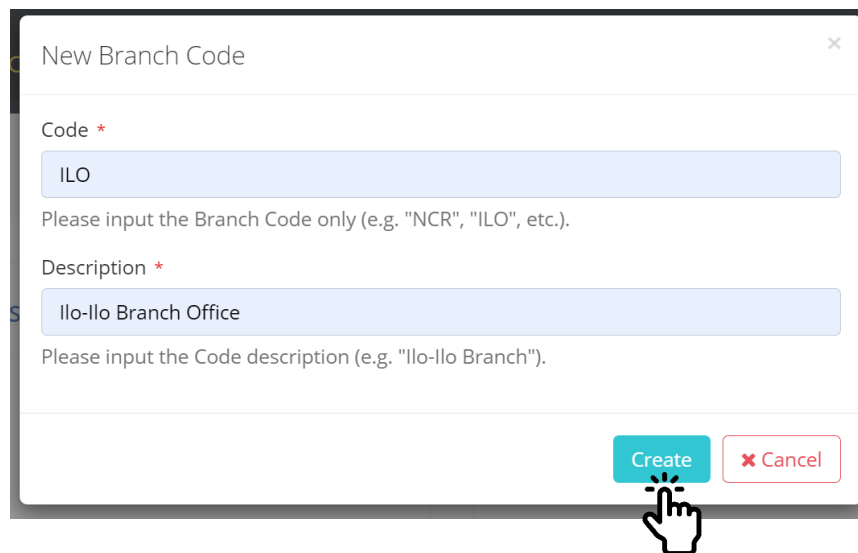
Please input the Branch Code only (e.g. "NCR", "ILO", etc.).

Description \*

Please input the Code description (e.g. "Ilo-Ilo Branch").

Create Cancel

5. Click the **Create** button. The new branch code must now be added to the table.



New Branch Code

Code \*

Please input the Branch Code only (e.g. "NCR", "ILO", etc.).

Description \*

Please input the Code description (e.g. "Ilo-Ilo Branch").


Create Cancel

## Edit a Branch Code

Update the code or description of the existing Branch Codes.

**To edit/update the Branch code, please follow these steps:**

1. Click the **Edit** icon of the specific branch code that you want to update.

Code	Description	
ILO	Ilo-Ilo Branch Office	
NCR	Main	

2. On the **Update Code form**, edit the details you want to update.

Update Code ×

Code \*

Please input the Branch Code only (e.g. "NCR", "ILO", etc.).

Description \*

Please input the Code description (e.g. "Ilo-Ilo Branch").

3. Click the **Update** button to reflect the changes.


Update Code ×

Code \*

Please input the Branch Code only (e.g. "NCR", "ILO", etc.).

Description \*

Please input the Code description (e.g. "Ilo-Ilo Branch").



## Company Authorized Requestors

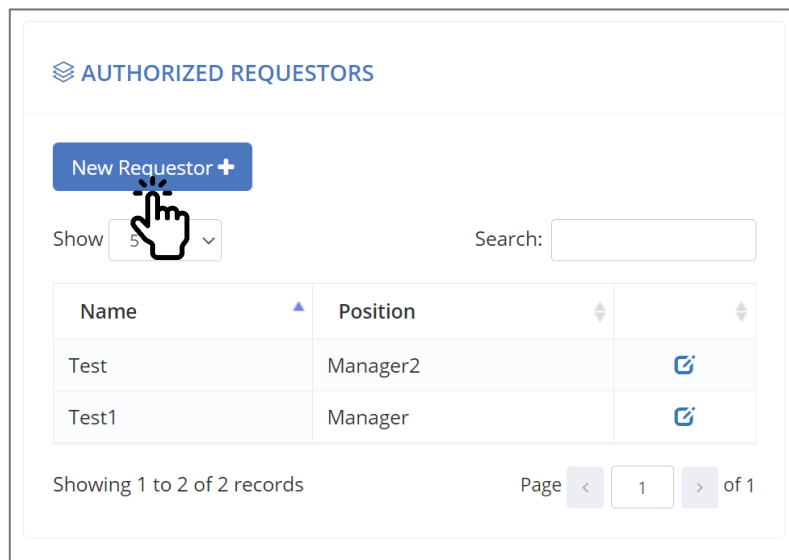
These are the signatories that appear on your request letters. Usually, they are the insurance company officers with the rank of Department Head, Bonds Manager, Assistant Vice President, Vice President or higher.

### Add an Authorized Requestor

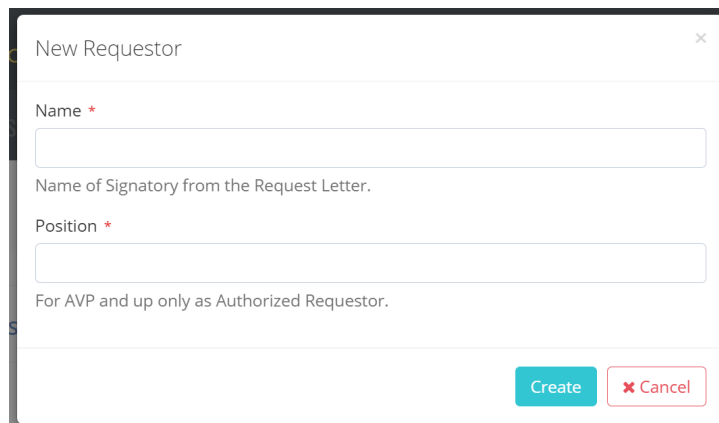
It was creating a new authorized requestor that appears on the options when creating a new certification request. It also appears on the approved certificate.

**To create a new Authorized Requestor, please follow these steps:**

1. On the same page of **Options** under the **Library tab**, click the **New Requestor** button.



2. On the **New Requestor form**, fill up the **Name** of your requestor. You may also include the prefix (Mr., Ms., Engr., and others) before the Full Name of your authorized requestor.
3. Fill up the **Position** of your officer. It can be a Department Head, Bonds Manager, Assistant Vice President, Vice President, or higher.

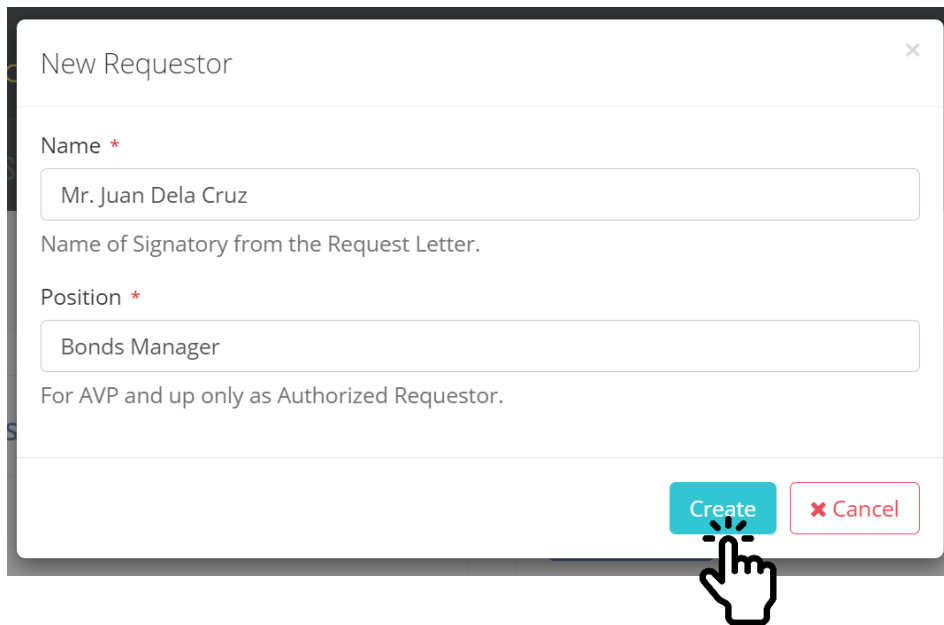


The 'New Requestor' form contains the following fields and elements:

- Name \***: Input field with placeholder text 'Name of Signatory from the Request Letter.'
- Position \***: Input field with placeholder text 'For AVP and up only as Authorized Requestor.'
- Create**: A blue button to submit the form.
- Cancel**: A red button to close the form.



- Click the **Create** button. The new requestor must now be added to the table.





## Edit a Requestor

Update the name/position of an existing requestor.

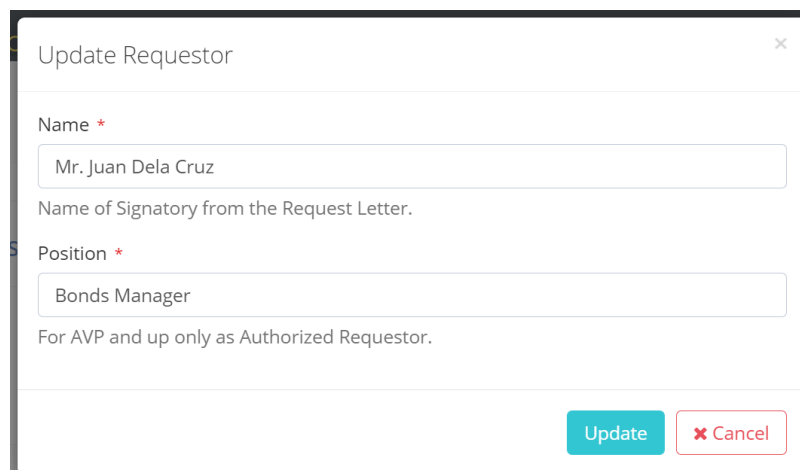
**To edit/update the Requestor, please follow these steps:**

- Click the **Edit** icon of the specific Requestor that you want to update.

Name	Position	
Mr. Juan Dela Cruz	Bonds Manager	



- On the **Update Requestor form**, edit the details you want to update.



3. Click the **Update** button to reflect the changes.

Update Requestor ✕

---

Name \*

Name of Signatory from the Request Letter.

Position \*

For AVP and up only as Authorized Requestor.

## Company Bond Codes

These are the codes corresponding to the type of Bond certification request. Bond codes of the same bond type may differ in each company depending on what the commission approved. The bond types are the following:

- a. Bidder's Bond
- b. Performance Bond
- c. Warranty Bond
- d. Advance Payment or Downpayment Bond
- e. Retention Money Bond

### Add a Bond Code

The addition of bond codes is requested by sending an email. It is to ensure that only the approved bond codes by the commission are encoded in the system.

**To send a request, please follow these steps:**

- 1.** Send an email request stating the bond type and code to the Suretyship section of the Insurance Commission ([suretyship@insurance.gov.ph](mailto:suretyship@insurance.gov.ph)).
- 2.** Attach the copies of the supporting documents of the approved bond codes to your email.
- 3.** Wait for the Suretyship section to review your request.
- 4.** Once approved, the administrator encodes the bond codes to your company account in the e-ACS.
- 5.** Wait for an email that confirms the successful encoding of the Bond codes.

## Certification Request

It is a step-by-step procedure inside the application through a form that the users must complete. It includes the uploading of scanned copies of the requirements. There are also two types of request, namely:

- a. Surety Bond Certificate Request
- b. CARI Certificate Request

### Surety Bond Certificate Request

It is a certification request of Surety Bond, a security issued by an insurance company to act as a surety that binds them with the Principal to guarantee the fulfillment of a Government Procurement Contract.

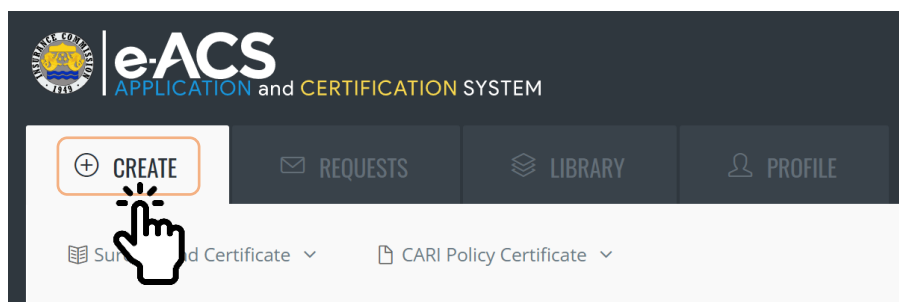
#### **CAUTION!**

Please ensure that the Bond number or Receipt number of your request does not have any pending or approved requests in the system.

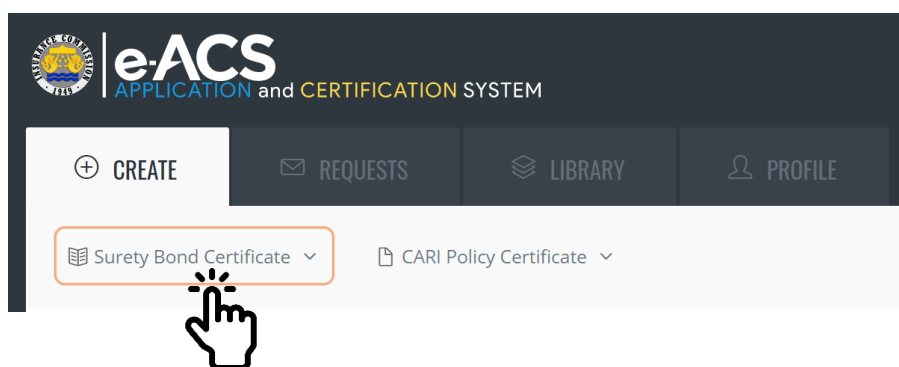
**Duplicate entries** of Surety Bonds or Receipts are strictly prohibited!

**To create a certification request under this type, please follow these steps:**

1. Click the **Create** tab.



2. Click the **Surety Bond Certificate**.



**3.** Check your company details and select your **Requestor**.

Confirm your Company details

Company Name *	Insurance Company A
Statelines *	FIRE,MARINE,CASUALTY,SURETY,LIFE
Certificate Authority No. *	2019/123-X
Effectivity Date *	2019-10-01
Expiry Date *	2022-12-31
Requestor *	<input type="text" value=""/>
Position *	<input type="text" value="Mr. Juan Dela Cruz"/>

Test  
Test1

[Continue >](#)

**4.** Click **Continue**.

Confirm your Company details

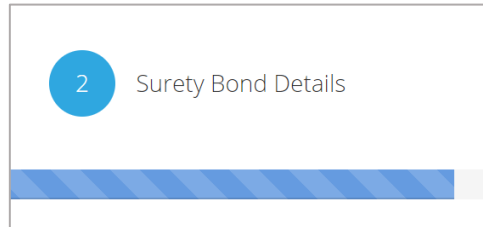
Company Name *	Insurance Company A
Statelines *	FIRE,MARINE,CASUALTY,SURETY,LIFE
Certificate Authority No. *	2019/123-X
Effectivity Date *	2019-10-01
Expiry Date *	2022-12-31
Requestor *	<input type="text" value="Mr. Juan Dela Cruz"/>
	Select your authorized Requestor...
Position *	Bonds Manager

[Continue >](#)

**⚠ CAUTION!**

Complete all the Bond details first, before uploading the attachments to avoid an error.

- 5.** Select the **Type of Bond (required)** of your request. It is based on the Bond issued.



Type of Bond \*

Branch Code

Bond Code \*

Bond No. \*

- Advance Payment Bond (Surety Bond)
- Bidder's Bond (Surety Bond)
- Performance Bond
- Performance Bond (Surety Bond)
- Performance Bond (This Bond is intended for Government Accounts)
- Retention Money Bond (Surety Bond)
- Surety Bond
- Warranty Bond (Surety Bond)

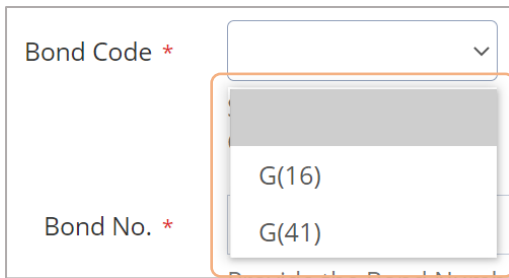
- 6.** Select the **Branch Code (optional)**, if any. It depends if there is a Branch code included on the Bond number.

Branch Code

Bond Code \*

- ILO
- NCR

- 7.** Select the **Bond Code (required)**. Please make sure that you select the correct Bond Code, and it must match with the selected Bond Type from Step 5.



**NOTE**

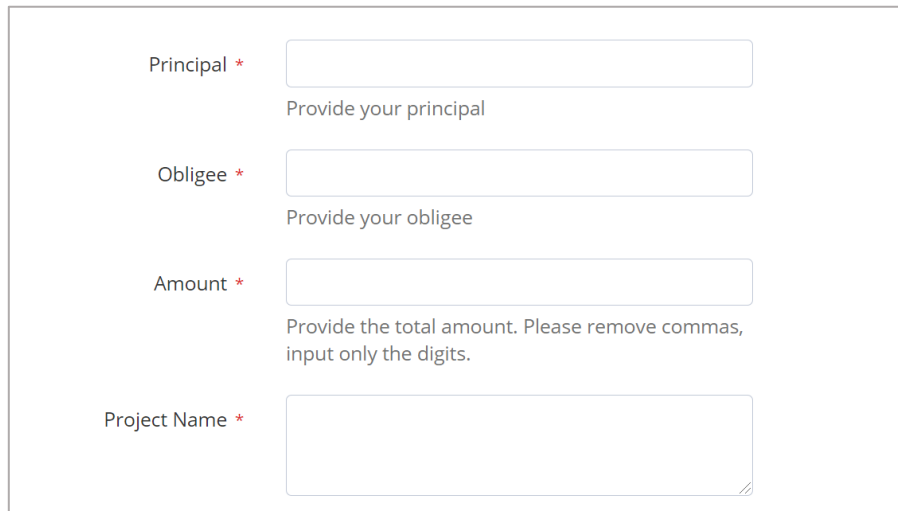
The number of **available options** may differ based from your encoded Branch Codes and Bond Codes under your company (refer to *Company Branch Codes* on page 18, and *Company Bond Codes* on page 24).

- 8.** Enter the **Bond Number (required)** based on the issued Bond of your request.
- 9.** Enter the **Endorsement Number (optional)**, if any. It depends on the issued Bond if there is an indicated endorsement number.
- 10.** Enter the **Official Receipt Number (required)** issued by the Insurance Commission. It consists of seven digits and one letter at the end. Include the leading zeros, if any.

Bond No. *	<input type="text"/>	Provide the Bond Number
Endorsement No.	<input type="text"/>	(Optional) Provide the Endorsement Number if necessary
OR No. *	<input type="text"/>	Provide the Receipt Number including leading zeros (e.g. 0012345A)

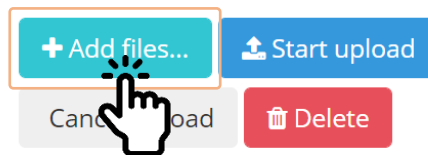
- 11.** Enter the Name of the **Principal (required)**. It is indicated on the issued Bond.
- 12.** Enter the **Obligee (required)**. It is indicated on the issued Bond and commonly referred to the Procuring Entities that required such certification.

- 13.** Enter the total **Amount (required)** in digits as indicated on the issued Bond. Remove the commas to avoid an error.
- 14.** Enter the **Project Name (required)**. It refers to the Contract Id/Contract Name indicated on the issued Bond.



The screenshot shows a form with four required fields, each with a red asterisk. The fields are: Principal, Obligee, Amount, and Project Name. Below each field is a text prompt: 'Provide your principal', 'Provide your obligee', 'Provide the total amount. Please remove commas, input only the digits.', and a blank space for the Project Name.

- 15.** Select the files to upload by clicking the **Add Files** button. The files must be a picture or pdf only.

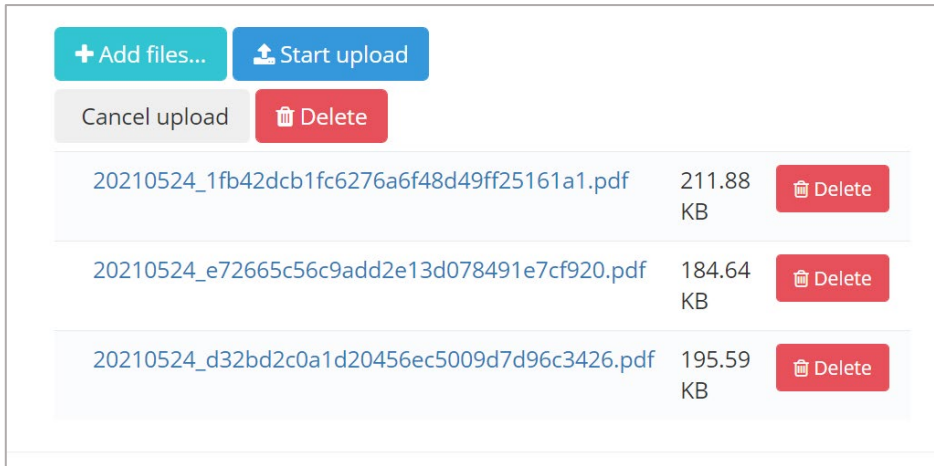
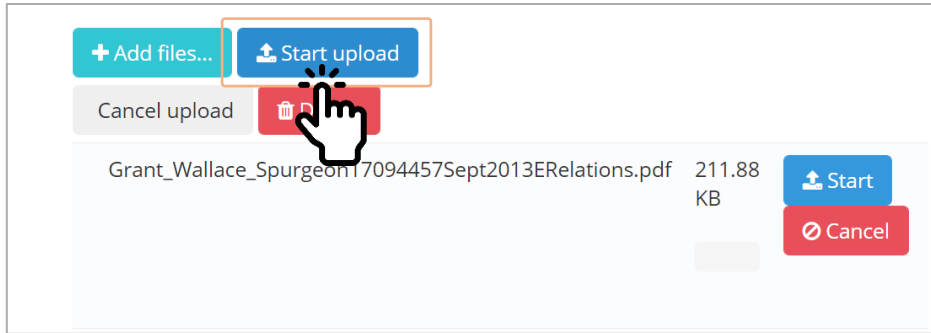


The scanned copies of the following are required to upload:

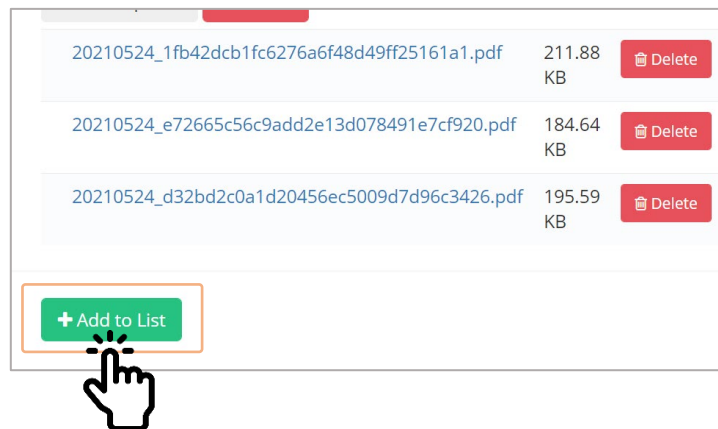
- a.** Request letter for the issuance of certification on bonds, signed by the Authorized Requestor (must match Step 3).
- b.** Duplicate original or Certified True Copy of the Surety Bond (Document capture using a camera is not accepted).
- c.** Proof of payment (Official Receipt or Order of payment with the number series of OR)

- 16.** Click the **Start upload** button to upload the files completely.

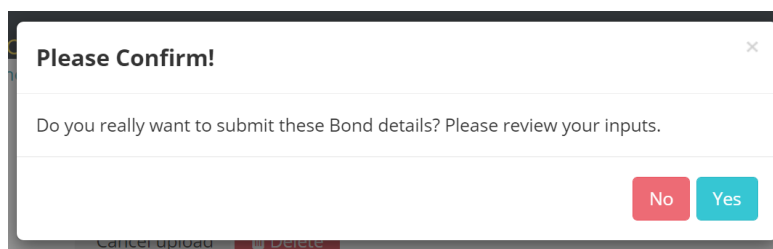




**17.** Once the files are uploaded, click the **Add to List** button to include the Bond in the list.



**18.** Click **Yes** to confirm.



**19.** The Bond must now appear in the list.

+ Add to List

Bond Certificate Number	Policy Number	Principal	Obligee	Amount	Receipt	Project Name	
G013002-21000002	NCR/G(16)-123456	Juan Dela Cruz	DPWH	1000000.00	0012345G	Project A	<span style="border: 1px solid #ccc; padding: 2px 5px; font-size: 0.8em;">Delete</span>

< Back
Continue >

**20. Repeat** Steps 5 to 18 to add the other Bonds in the request. All of the Bonds included in your request letter must be encoded and added to the list.

 **TIP!**

**Multiple Bonds** can be added in one Certification Request, just use the **Add to List** button to include all of the Bonds in your request letter.

**21.** Click **Continue**.



**22.** Check and Confirm your Certification Request based on the provided summary.

Confirm the Request Details

---

Company

Company Name: Insurance Company A

Statelines: FIRE, MARINE, CASUALTY, SURETY, LIFE

Certificate of Authority No.: 2019/123-X

Effectivity Date: 2019-10-01

Expiry Date: 2022-12-31

Authorized Requestor: Mr. Juan Dela Cruz

Position: Bonds Manager

Request

---

Reference No.: BR018-250521004902

Requested by: System Admin

Certificate Number/s: G013002-21000002

---

< Back **Submit ✓**

**23.** Click the **Submit** button to confirm.

Request

---


Reference No.: BR018-250521004902

Requested by: System Admin

Certificate Number/s: G013002-21000002

---

< Back **Submit ✓**



## CARI Policy Certificate Request

It is a certification request of the Contractor's All Risk Insurance (CARI) Policy. This standard insurance policy provides coverage for property damage and third-party injury or damage claims.

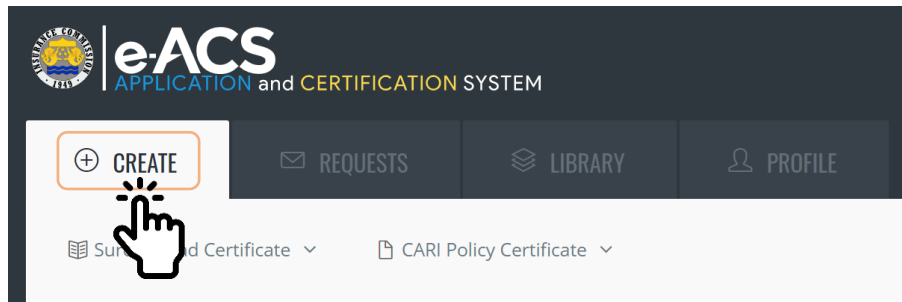
### **CAUTION!**

Please ensure that the CARI Policy number or Receipt number of your request does not have any pending or approved requests in the system.

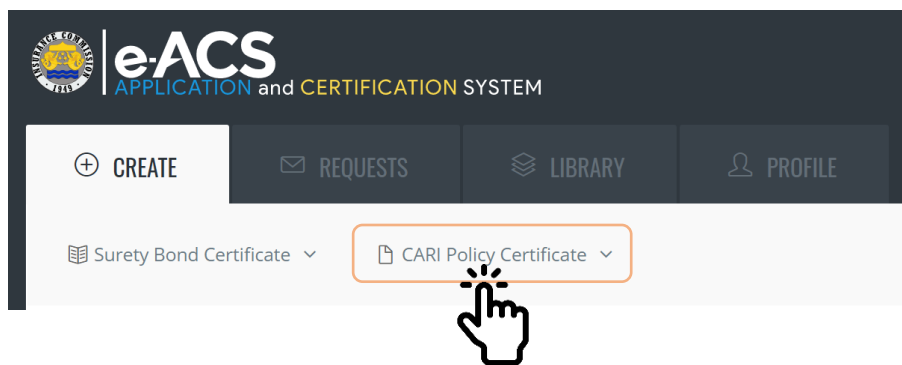
**Duplicate entries** of CARI Policies or Receipts are strictly prohibited!

**To create a certification request under this type, please follow these steps:**

1. Click the **Create** tab.



2. Click the **CARI Policy Certificate**.



3. Check your company details and select your **Requestor**.



Confirm your Company details

Company Name *	Insurance Company A
Statelines *	FIRE,MARINE,CASUALTY,SURETY,LIFE
Certificate Authority No. *	2019/123-X
Effectivity Date *	2019-10-01
Expiry Date *	2022-12-31
Requestor *	<input type="text"/>
Position *	<input type="text"/>

Mr. Juan Dela Cruz  
Test  
Test1


[Continue >](#)

**4.** Click **Continue**.

Confirm your Company details

Company Name *	Insurance Company A
Statelines *	FIRE,MARINE,CASUALTY,SURETY,LIFE
Certificate Authority No. *	2019/123-X
Effectivity Date *	2019-10-01
Expiry Date *	2022-12-31
Requestor *	Mr. Juan Dela Cruz <small>Select your authorized Requestor...</small>
Position *	Bonds Manager


**Continue >**

**! CAUTION!**

Complete all the CARI Policy details first, before uploading the attachments to avoid an error.

**5.** Select the **Branch Code (optional)**, if any. It depends if there is a Branch code included on the Policy number.

2 CARI Policy Details



Branch Code	<input type="text" value=""/>
Bond Code *	<input type="text" value="ILO"/> <input type="text" value="NCR"/>

 **NOTE**

The number of **available options** may differ based from your encoded Branch Codes under your company (refer to *Company Branch Codes* on page 18).

- 6.** Enter the **Policy Number (required)** based on the issued Policy of your request.
- 7.** Enter the **Endorsement Number (optional)**, if any. It depends on the issued Policy if there is an indicated endorsement number.
- 8.** Enter the **Official Receipt Number (required)** issued by the Insurance Commission. It consists of seven digits and one letter at the end. Include the leading zeros, if any.

Policy No. *	<input type="text"/>	Provide the CAR - Policy Number
Endorsement No.	<input type="text"/>	(Optional) Provide the Endorsement Number if necessary
OR No. *	<input type="text"/>	Provide the Receipt Number including leading zeros (e.g. 0012345A)

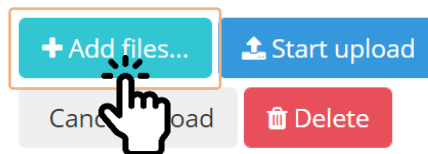
- 9.** Enter the **Insured Name (required)**. It is indicated on the issued Policy.
- 10.** Enter the total **Amount (required)** in digits as indicated on the issued Policy. Remove the commas to avoid an error.
- 11.** Enter the **Project Name (required)**. It refers to the Contract Id/Contract Name indicated on the issued Policy.

Insured Name \*   
Provide the name of Insured

Amount \*   
Provide the total amount of project

Project Name \*

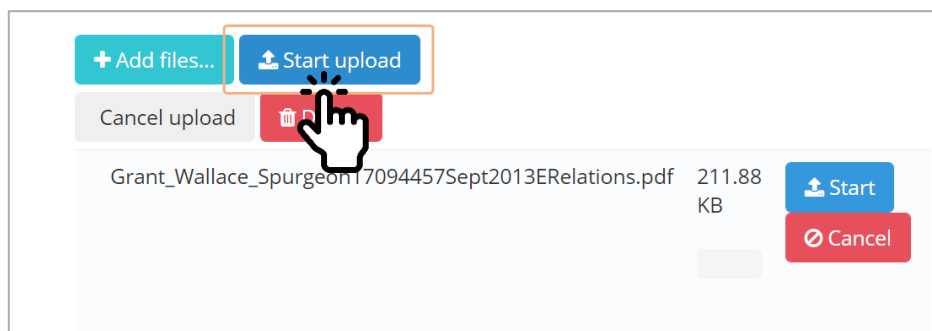
- 12.** Select the files to upload by clicking the **Add Files** button. The files must be a picture or pdf only.

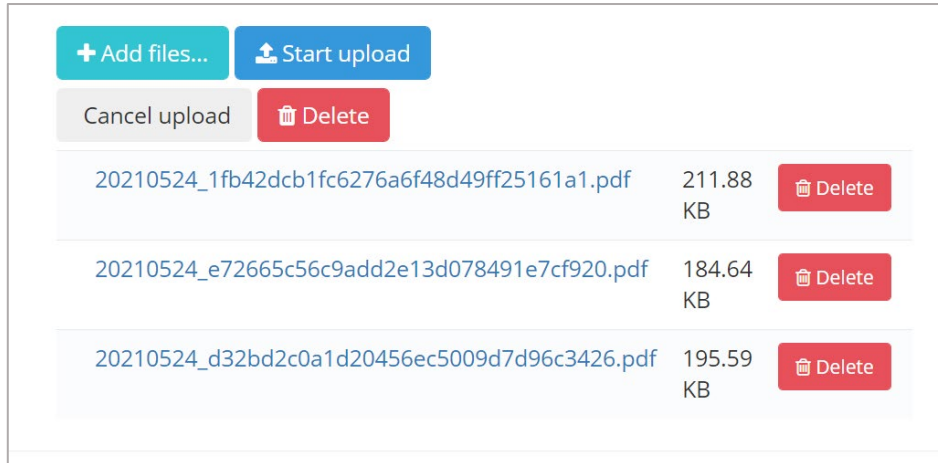


The scanned copies of the following are required to upload:

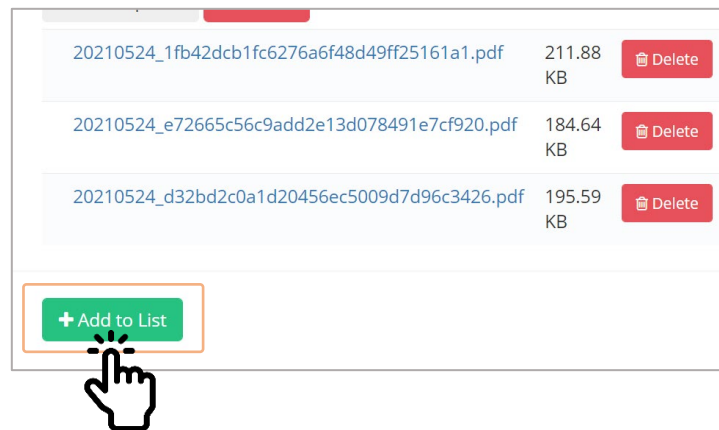
- d.** Request letter for the issuance of certification on CARI policies, signed by the Authorized Requestor (must match Step 3).
- e.** Duplicate original or Certified True Copy of the CARI Policy (Document capture using a camera is not accepted).
- f.** Proof of payment (Official Receipt or Order of payment with the number series of OR)

- 13.** Click the **Start upload** button to upload the files completely.

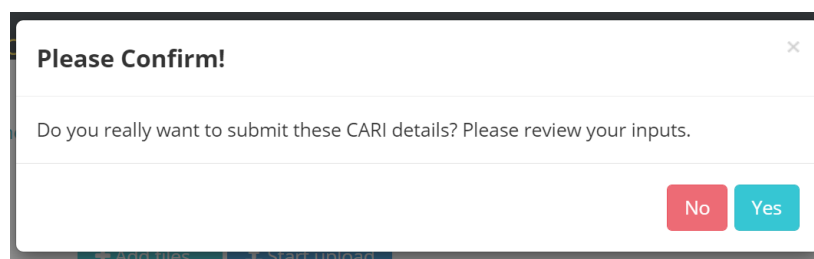




- 14.** Once the files are uploaded, click the **Add to List** button to include the Policy in the list.



- 15.** Click **Yes** to confirm.



- 16.** The CARI Policy must now appear in the list.

CARI Certificate Number	Policy Number	Insured Name	Amount	Receipt	Project Name	
CARI002-21000004	NCR/CAR-123456	Juan dela Cruz	1000000.00	0012345V	Project B	Delete

- 17. Repeat** Steps 5 to 15 to add the other Policies in the request. All of the Policies included in your request letter must be encoded and added to the list.



 **TIP!**

**Multiple Policies** can be added in one Certification Request, just use the **Add to List** button to include all the CARI Policies in your request letter.

**18.** Click **Continue**.



**19.** Check and Confirm your Certification Request based on the provided summary.

### Confirm the Request Details

Company

Company Name:	Insurance Company A
Statelines:	FIRE,MARINE,CASUALTY,SURETY,LIFE
Certificate of Authority No.:	2019/123-X
Effectivity Date:	2019-10-01
Expiry Date:	2022-12-31
Authorized Requestor:	Mr. Juan Dela Cruz
Position:	Bonds Manager

Request

---

Reference No.: CR018-250521131512

Requested by: System Admin

Certificate Number/s: CARI002-21000004

---

< Back   **Submit ✓**

**20.** Click the **Submit** button to confirm.

Request

---


Reference No.: CR018-250521131512

Requested by: System Admin

Certificate Number/s: CARI002-21000004

---

< Back   **Submit ✓**



## Checking of Request Status

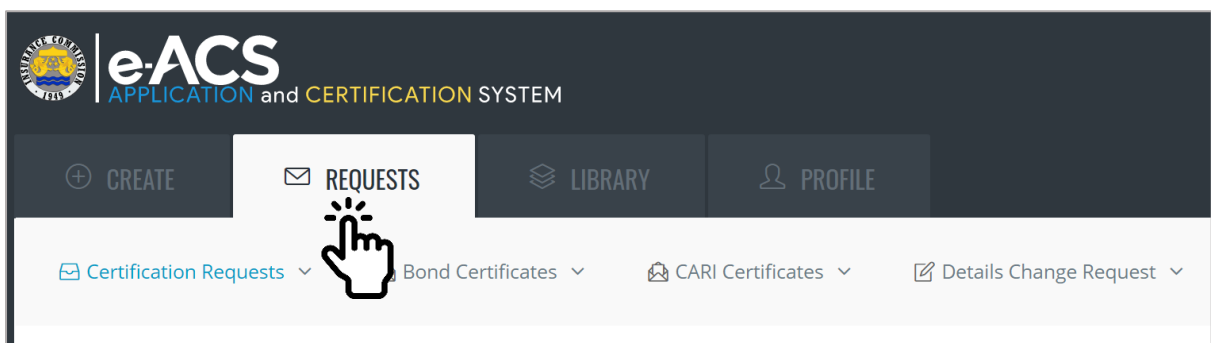
After creating requests, the Suretyship section reviews the requests, provides comments, if any, and approves the requests. The users can view the status of their requests online through e-ACS. Once approved, the users can now download/print the certificates.

### Summary of Certification Requests

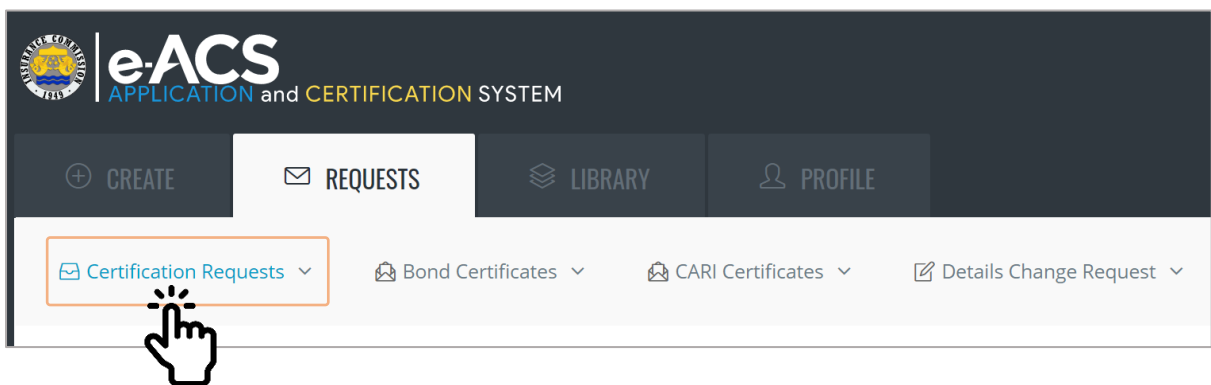
It lists the reference numbers of all of your Surety Bond and CARI Policy Certification Requests with the Certificate numbers tagged on it.

**To view the table of your requests, please follow these steps:**

1. Click the **Requests** tab.



2. Click the **Certification Requests**.



3. The first table displayed your **Bond Certification Requests**. You can use the **Search Bar** to find the Reference numbers and Certificate Numbers.

Reference Number	Bond Certificate Numbers	Requested By	Date Added
BR018-250521004902	G013002-21000002	System Admin	2021-05-25 01:22
BR018-141220161540	G013002-20000001	System Admin	2020-12-14 16:16:17
BR018-110321124042	G040002-21000001	System Admin	2021-03-11 12:41:15
BR018-081020163837	G13B002-20000001, G13B002-20000002	System Admin	2020-10-08 16:42:33
BR018-061020101531	G13B002-20000001	System Admin	2020-10-06 10:16:51
BR018-020221132810	G002002-21000001	System Admin	2021-02-02 13:29:22

Showing 1 to 6 of 6 records

4. The table below displayed your **CARI Certification Requests**. You can also use the **Search Bar** to find the Reference numbers and Certificate Numbers.

**CARI CERTIFICATION REQUESTS | INSURANCE COMPANY A**

Show

Search:

Reference Number	CARI Certificate Numbers	Requested By	Date Added
CR018-020221161526	CARI002-21000002	System Admin	2021-02-02 16:16:45

Showing 1 to 1 of 1 records

« < 1 > »

## Bond Certificate Request Status

It is where you can check the status of each Bond certification request. It also tracks all of your previous requests, including the rejected ones.

**To view your Bond Certification Request status, please follow these steps:**

1. Click the **Bond Certificates** from the Requests Tab.

**e-ACS**  
APPLICATION and CERTIFICATION SYSTEM

CREATE REQUESTS LIBRARY PROFILE

Certification Requests **Bond Certificates** CARI Certificates Details Change Request

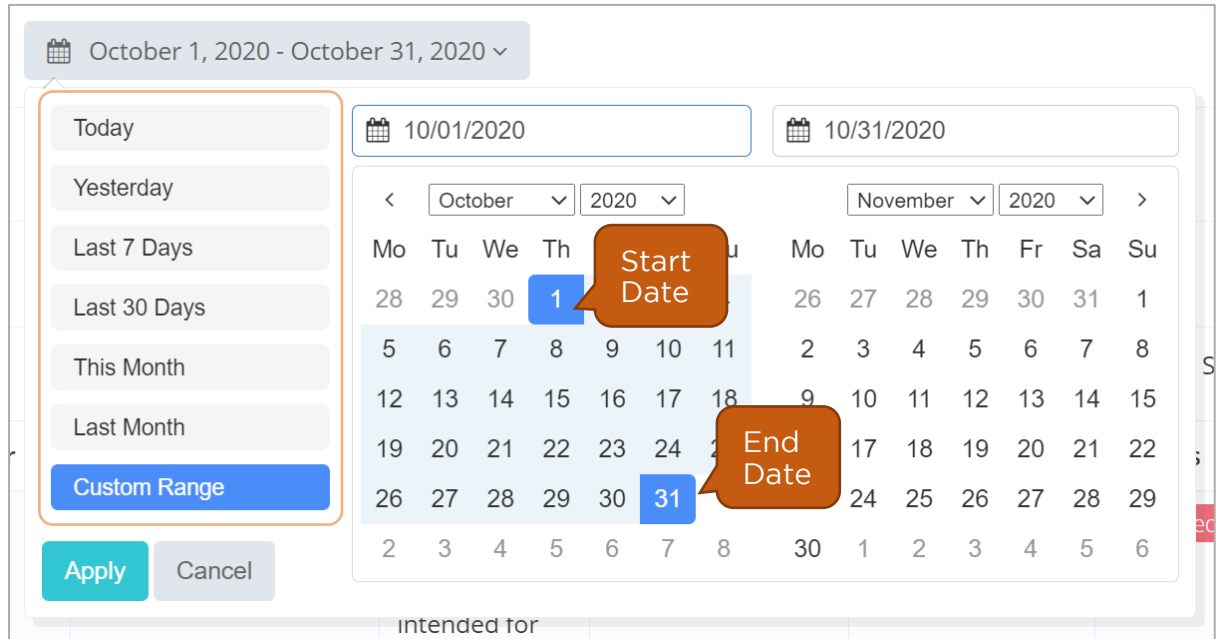
2. Select the **Date Added Range** on when your request is created.

**BOND CERTIFICATES | INSURANCE COMPANY A**

Date Added:

Status:

3. Select from the following range options. You can also select a **Custom Range** where the first selected Date represents the **Start Date**, and then the next selected Date represents the **End Date**.



October 1, 2020 - October 31, 2020

Today  
Yesterday  
Last 7 Days  
Last 30 Days  
This Month  
Last Month  
**Custom Range**

10/01/2020 10/31/2020

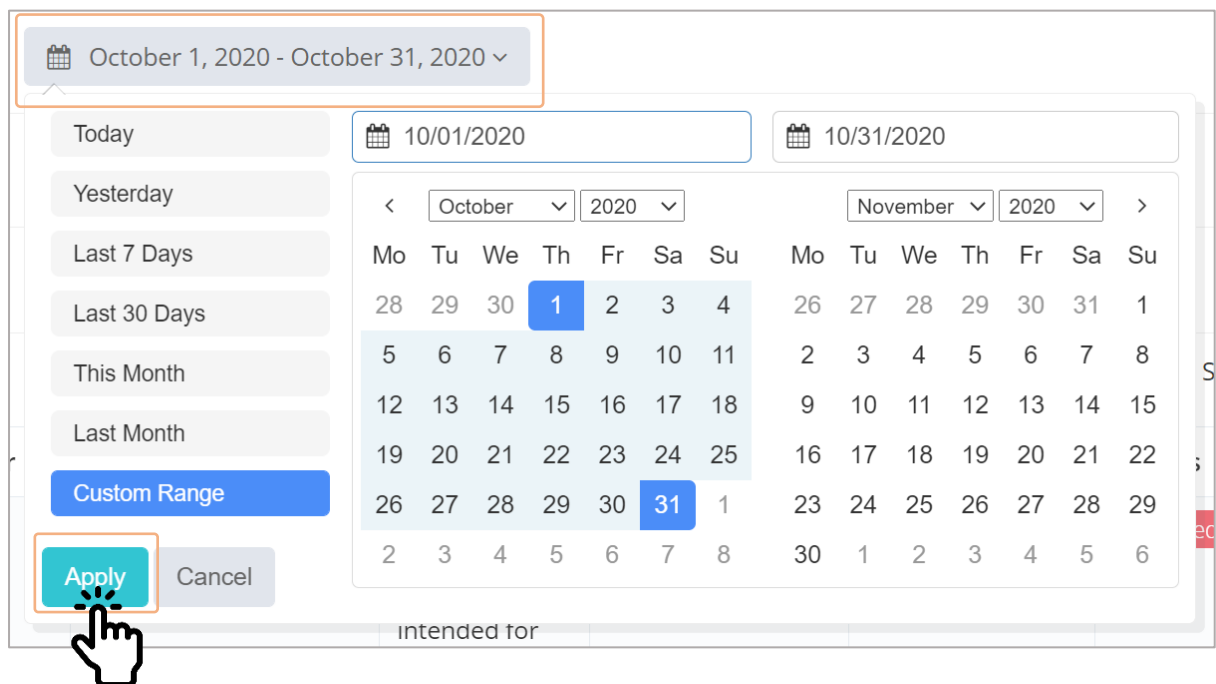
< October 2020 > November 2020 >

Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	<b>1</b>	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	<b>31</b>	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6

Apply Cancel

intended for

4. Check the Selected Range, and then click **Apply**.



October 1, 2020 - October 31, 2020

Today  
Yesterday  
Last 7 Days  
Last 30 Days  
This Month  
Last Month  
**Custom Range**

10/01/2020 10/31/2020


< October 2020 > November 2020 >

Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
28	29	30	<b>1</b>	2	3	4	26	27	28	29	30	31	1
5	6	7	8	9	10	11	2	3	4	5	6	7	8
12	13	14	15	16	17	18	9	10	11	12	13	14	15
19	20	21	22	23	24	25	16	17	18	19	20	21	22
26	27	28	29	30	<b>31</b>	1	23	24	25	26	27	28	29
2	3	4	5	6	7	8	30	1	2	3	4	5	6

Apply Cancel

intended for

5. Select the **Status** you want to check.


Status: All 


- Pending
- Forwarded
- Approved
- Printed
- Rejected
- All

 **NOTE**


The default Date Range selection is **Today** and the default Status selection is **Pending**.

6. Click the **Apply Filters** button to update the table.


Date Added: May 25, 2021 - May 25, 2021 

Status: Pending 

**Apply Filters** **Reset Filters**



7. Check the status of your requests on the **Status** column.

Show 10 

Search:

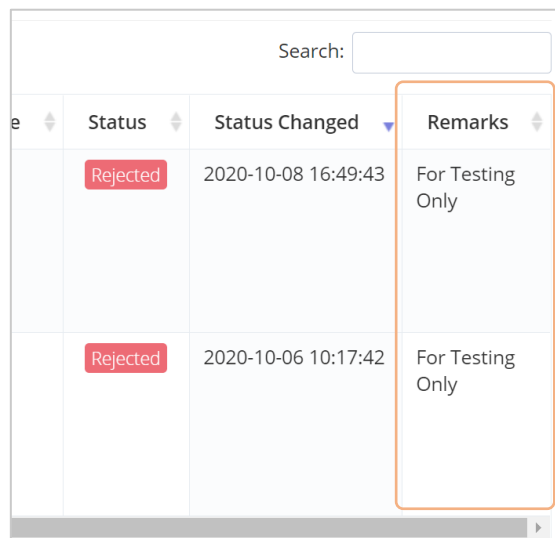
icate Number	Reference Number	Bond Type	Policy Number	Project Name	Status	Status Changed	Remarks
20000002	BR018-081020163837	Performance Bond (This Bond is intended for Government Accounts)	NCR/G(16)-565785	fgsfg	Rejected	2020-10-08 16:49:43	For Testing Only
20000001	BR018-061020101531	Performance Bond (This Bond is intended for Government Accounts)	NCR/G(16)-354634	aefda	Rejected	2020-10-06 10:17:42	For Testing Only

Please check the meaning of each **Status** below.

Status	Meaning
<b>Pending</b>	Your bond certification request is pending for review of the Suretyship section.
<b>Forwarded</b>	Your bond certification request is already forwarded for approval of the head of the Suretyship section.

<b>Approved</b>	Your bond certification request is already approved, and you can now download/print the certificate.
<b>Printed</b>	The bond certificate is already printed or downloaded.
<b>Rejected</b>	Your request for certification of a specific bond is rejected. You must read the remarks from the Suretyship section to determine your following actions.

- Check the **Remarks** column to view the comments of the Suretyship Section on each request.



	Status	Status Changed	Remarks
	<b>Rejected</b>	2020-10-08 16:49:43	For Testing Only
	<b>Rejected</b>	2020-10-06 10:17:42	For Testing Only

 **NOTE**

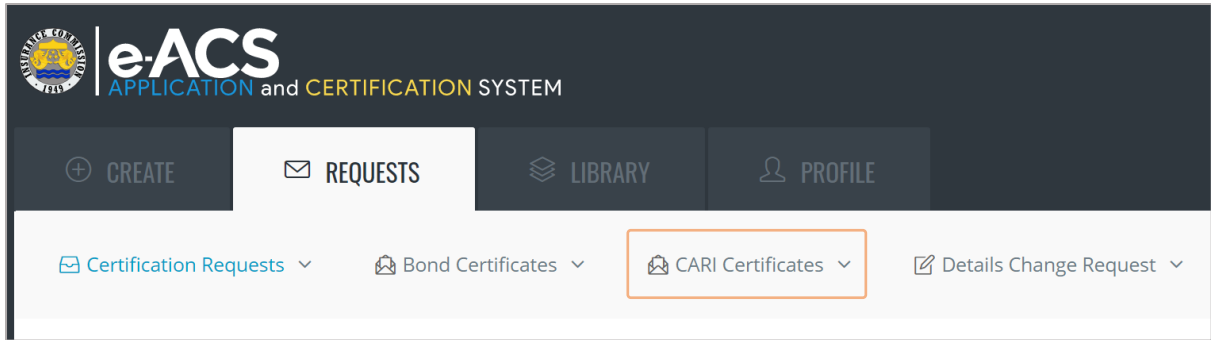
If your request is **rejected**, you need to create a **new certification request** for that specific Bond. Please ensure that the corrections from the comments of the Suretyship section are applied in your new request.

## CARI Policy Certificate Request Status

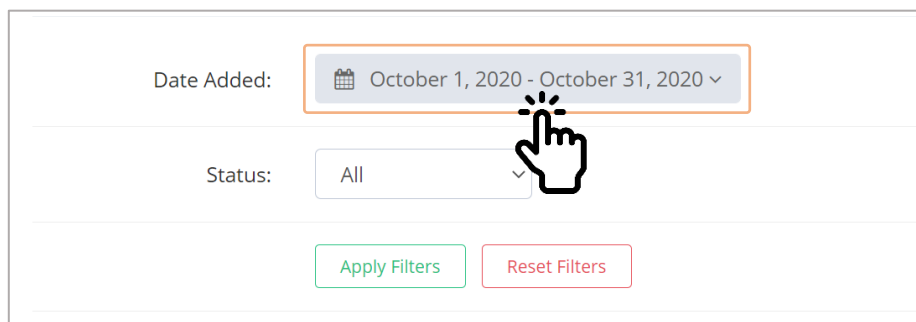
It is where you can check the status of each CARI Policy certification request. It also tracks all of your previous requests, including the rejected ones.

**To view your CARI Policy Certification Request status, please follow these steps:**

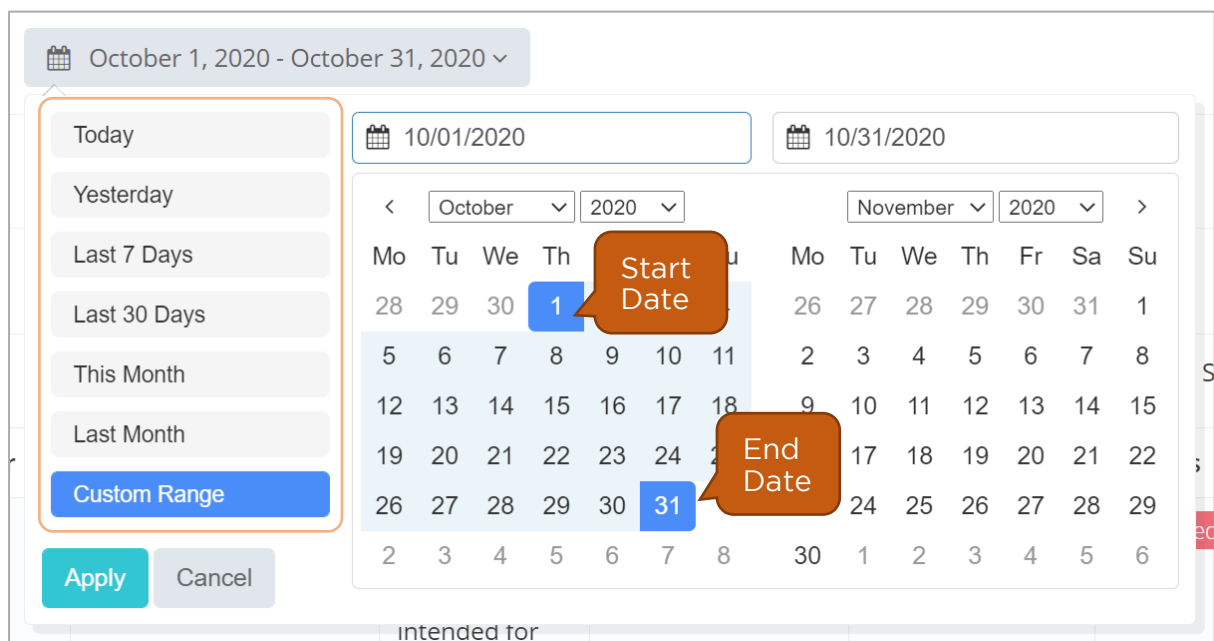
- Click the **CARI Certificates** from the Requests Tab.



2. Select the **Date Added Range** on when your request is created.

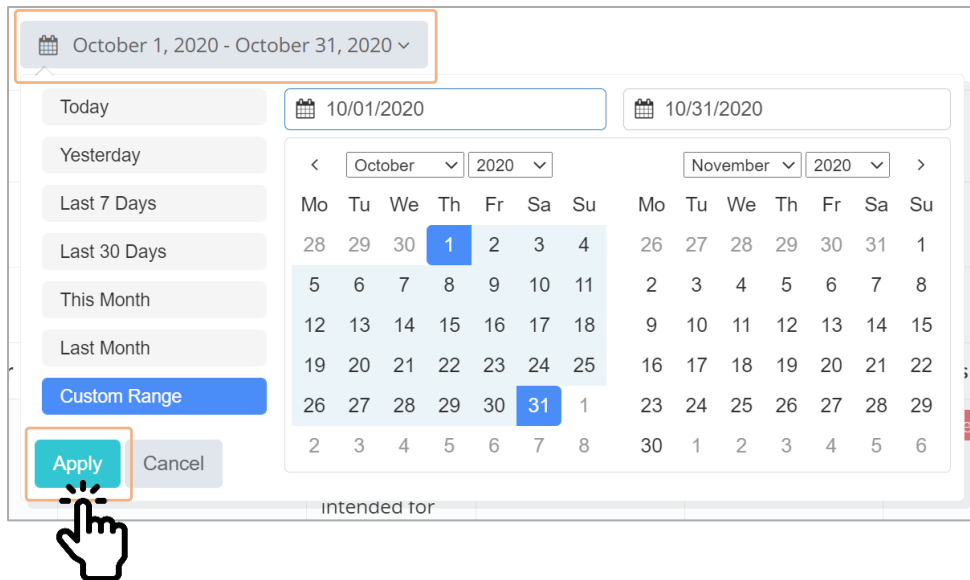


3. Select from the following range options. You can also select a **Custom Range** where the first selected Date represents the **Start Date**, and then the next selected Date represents the **End Date**.

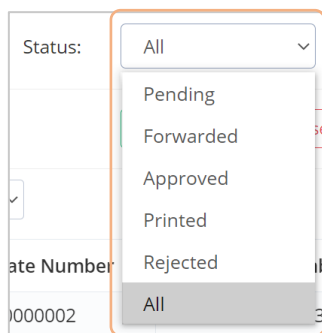


4. Check the Selected Range, and then click **Apply**.





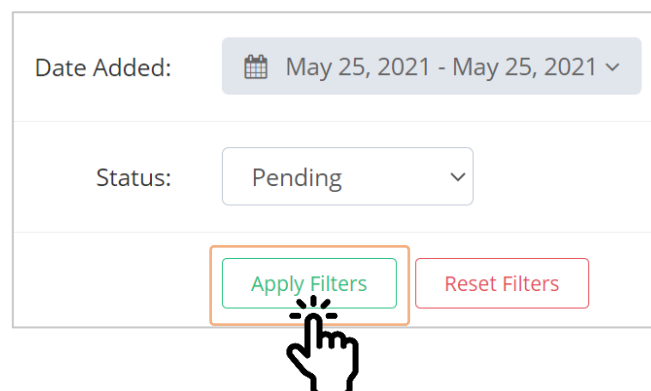
5. Select the **Status** you want to check.



 **NOTE**

The default Date Range selection is **Today** and the default Status selection is **Pending**.

6. Click the **Apply Filters** button to update the table.



7. Check the status of your requests on the **Status** column.

CARI Certificate Number	Reference Number	Policy Number	Project Name	Status	Status Changed	Remarks
+ CARI039-21005028	CR128-250521164133	CAR-49047	CONTRACT ID # 21K00196 - CONSTRUCTION OF MULTI PURPOSE BUILDING AT BRGY. PUNUD, MADALUM, LANA DEL SUR	Pending	2021-05-25 17:07:17	
+ CARI039-21005029	CR128-250521164133	CAR-49046	CONTRACT ID # 21K00197 - CONSTRUCTION OF MULTI PURPOSE BUILDING AT BRGY. TONGANTONGAN, MADALUM, LANA DEL SUR	Pending	2021-05-25 17:07:17	

Please check the meaning of each **Status** below.

Status	Meaning
Pending	Your policy certification request is pending for review of the Suretyship section.
Forwarded	Your policy certification request is already forwarded for approval of the head of the Suretyship section.
Approved	Your policy certification request is already approved, and you can now download/print the certificate.
Printed	The policy certificate is already printed or downloaded.
Rejected	Your request for certification of a specific policy is rejected. You must read the remarks from the Suretyship section to determine your following actions.

- Check the **Remarks** column to view the comments of the Suretyship Section on each request.

Search:

Status	Status Changed	Remarks
Rejected	2020-10-08 16:49:43	For Testing Only
Rejected	2020-10-06 10:17:42	For Testing Only

 **NOTE**

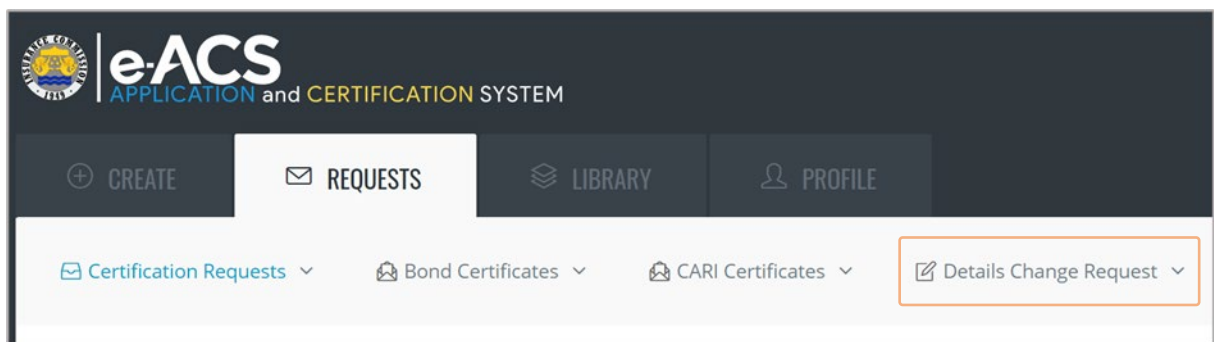
If your request is **rejected**, you need to create a **new certification request** for that specific CARI Policy. Please ensure that the corrections from the comments of the Suretyship section are applied in your new request.

## Details Change Request Status

It is where you can view the status of your Company details update request. You should have no pending requests for you to be able to create new certification requests.

**To check the status of your update requests, please follow these steps:**

1. Click the **Details Change Request** on the Requests tab.



2. Check the **Status** of your update requests from the Status column of the table.

Reference Number	CA No.	Statelines	Expiry Date	Status	Remarks
UR21002000004	2019/123-X	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Approved	
UR21002000003	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Rejected	incomplete details
UR21002000002	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Rejected	corrections must be made in original bond
UR21002000001	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Approved	Already verified from the Licensing Division.

 **NOTE**

Please make sure to check the **Status** of your **recent update request**, which is the first row of the table. You may also check the date the status changed by clicking the '+' icon before the Reference number.

Reference Number	CA No.
+ UR21002000004	2019/123-X

Reference Number	CA No.
UR21002000004	2019/123-X
<b>Effectivity Date:</b> 2019-10-01	
<b>Requested By:</b> System Admin	
<b>Date Requested:</b> 2021-05-24 18:34:01	
<b>Status Changed:</b> 2021-05-24 18:53:06	

- Check the **Remarks** of the Suretyship section regarding your request. Do the necessary corrections as suggested by the Suretyship section.

Reference Number	CA No.	Statelines	Expiry Date	Status	Remarks
+ UR21002000004	2019/123-X	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Approved	
+ UR21002000003	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Rejected	incomplete details
+ UR21002000002	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Rejected	corrections must be made in original bond
+ UR21002000001	2019/123-W	FIRE,MARINE,CASUALTY,SURETY,LIFE	2022-12-31	Approved	Already verified from the Licensing Division.

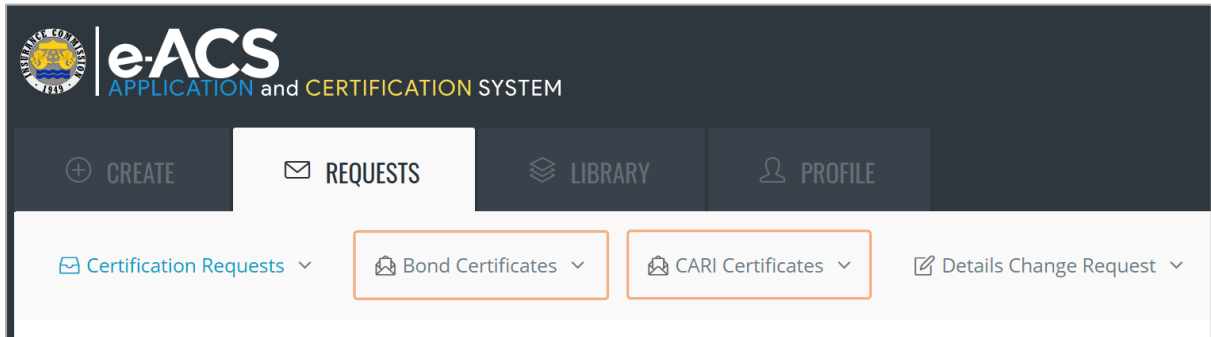
- If the request is **Rejected**, create a **new Company Details update request** (refer to *Updating Company Details* on page 14).
- Once the update request is **Approved**, you can now create certification requests.

## Downloading the Approved Certification

Once your bond/policy certification request is approved, you can now download the certificates.

**To download the certificates, please follow these steps:**

1. Click the **Bond Certificates/CARI Certificates** from the Requests Tab.



2. Scroll down on the bottom of the page to a separate table for all the **Approved Certificates**.

**For the Approved Bond Certificates:**



APPROVED BOND CERTIFICATES						
Date Added: <span>May 1, 2021 - May 31, 2021</span>						
Show	10	Search: <input type="text"/>				
Bond Certificate Number	Reference Number	Bond Type	Policy Number	Project Name	Status Changed	Remarks
<a href="#">G042039-21005563</a>	BR131-240521144023	Retention Money Bond (Surety Bond)	G(42)-043100	CONTRACT ID NO. 20GA0056 - CONSTRUCTION OF ROAD SLOPE PROTECTION ALONG AKLAN WEST ROAD (KALIBO-NABAS) K0244+540-K0244+700, K0245+000-K0245+080, K0245+160-K0245+200	2021-05-25 15:48:38	
<a href="#">G13A039-21007252</a>	BR131-240521144023	Performance Bond (Surety Bond)	G(13)A-057990	CONTRACT ID NO. 21GI0004 - PERFORMANCE	2021-05-25 15:46:06	

**For the Approved CARI Certificates:**

APPROVED CARI CERTIFICATES |

Date Added: May 1, 2021 - May 31, 2021

Show 10 Search:


CARI Certificate Number	Reference Number	Policy Number	Project Name	Status Changed	Remarks	
CARI039-21005012	CR128-240521144835	CAR-48880	CONTRACT ID: 21HI0087 - CONSTRUCTION / REHABILITATION OF MULTI-PURPOSE BUILDING / STAGE (TAG-UBI INTEGRATED SCHOOL), BRGY. TAG-UBI, COMPOSTELA, CEBU	2021-05-25 15:59:33		 Print
CARI039-21005013	CR128-240521144835	CAR-48882	CONTRACT ID: 21HI0128 - CONCRETING OF	2021-05-25 15:59:31		 Print

3. The **Print** button can be found on the rightmost part of the table. If you cannot see it, **scroll the table to the right** to make the **Print** button appears.

(MUNICIPAL HALL), BARANGAY POBLACION, MATANAO, DAVAO DEL SUR
--

Showing 1 to 10 of 990 records

« < 1 2 5 > »



4. Click the **Print** button to **Download/Print** the certificate.

BRGY., PAKNA-AN, MANDAUE CITY, CEBU	G(40)-017993	CONTRACT ID NO.: 21LD0072 CONSTRUCTION OF MULTI-PURPOSE BUILDING (MUNICIPAL HALL), BARANGAY POBLACION, MATANAO, DAVAO DEL SUR	2021-05-25 15:38:25	 Print
-------------------------------------	--------------	---	---------------------	---



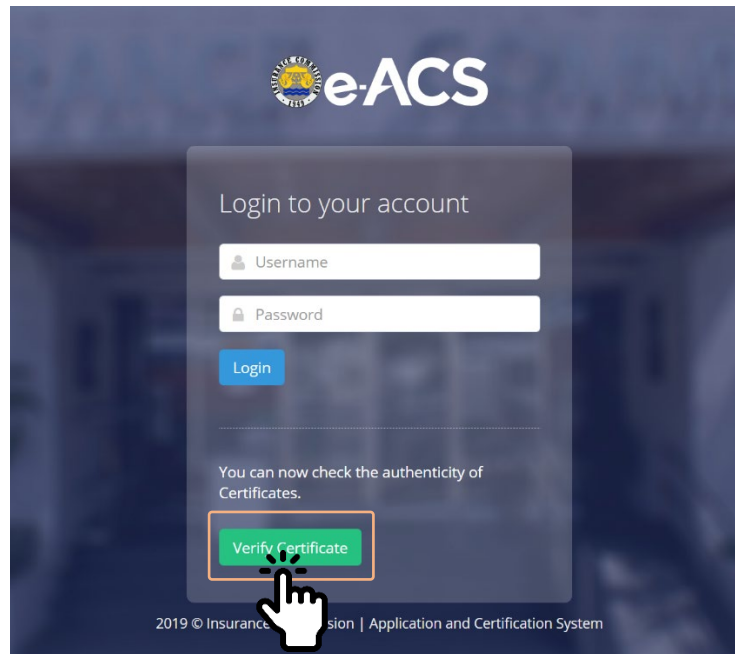
5. Your browser should now start downloading the certificate.

## Certificate Verification

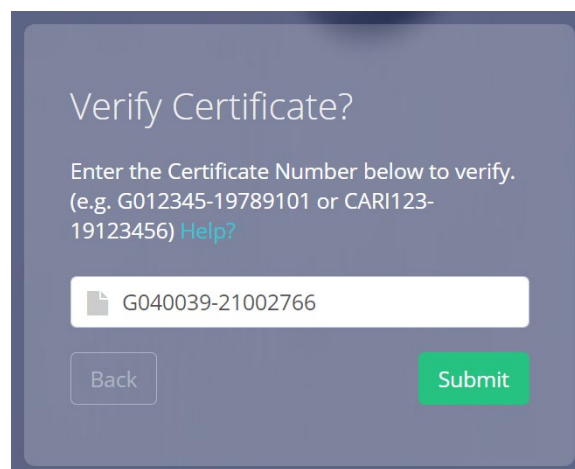
The public can verify the authenticity of certificates through e-ACS. It also supports a QR code on the certificate to validate. It is a feature of the application to check if the certificates are already approved and legitimate.

**There are two ways to check the validity of certificates. Please follow these steps:**

- 1.** Use the **Verify Certificate** button on the log-in page.
  - a.** On the log-in page of e-ACS, click the **Verify Certificate** button.



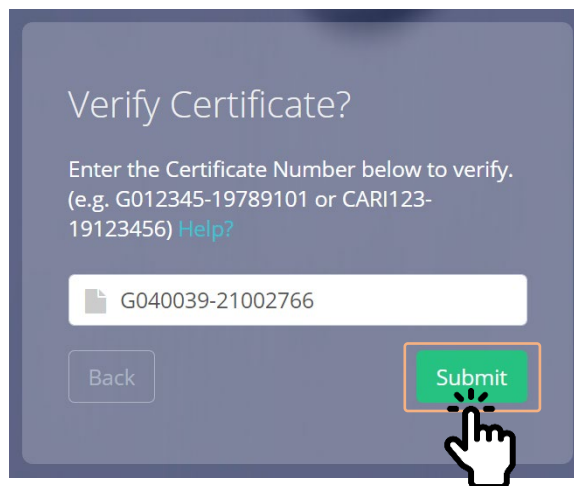
- b.** Enter the **Certificate Number**.



The Certificate Number can be found below the QR code of certificate. Please refer to the guide below.



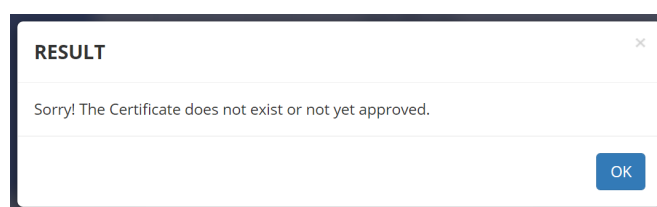
- c. Click the **Submit** button to verify.



The image shows a screenshot of a web form titled "Verify Certificate?". The form asks the user to "Enter the Certificate Number below to verify." and provides an example: "(e.g. G012345-19789101 or CARI123-19123456) [Help?](#)". Below the text is a text input field containing "G040039-21002766". At the bottom of the form, there are two buttons: "Back" and "Submit". A hand cursor is pointing at the "Submit" button, which is highlighted with a red border.

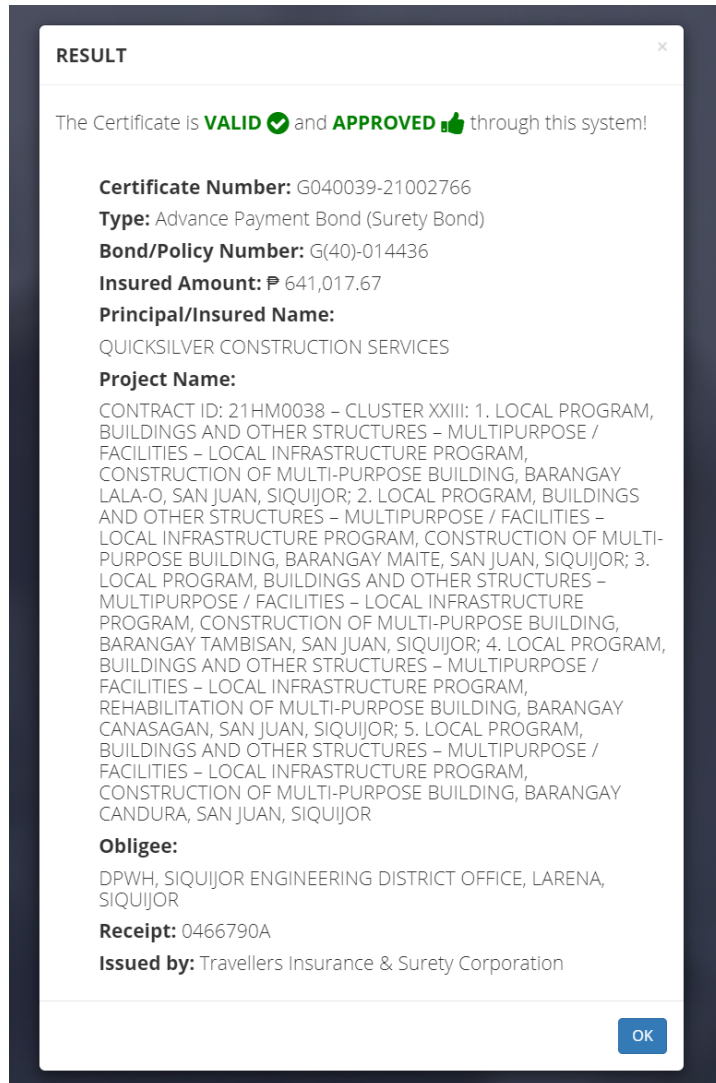
- d. If the certificate is **Valid** and **Approved**, the result displays the basic details of the Bond/Policy.

This is the result when the certificate is **Invalid** or **Not yet Approved**.





This is the sample result if the certificate is **Valid** and **Approved**.



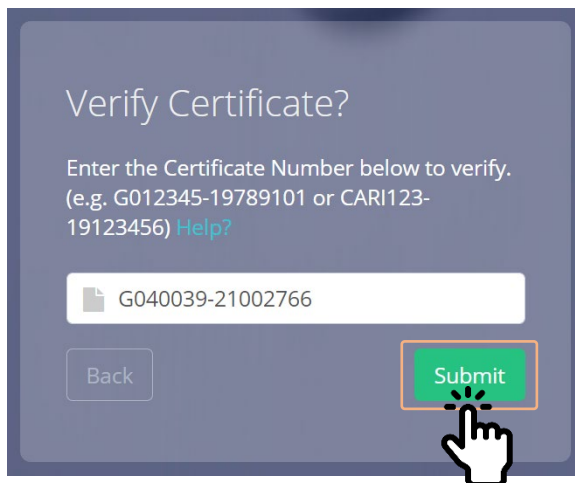
- 2.** Scan the **QR code** of the certificate to validate.
  - a.** Open the QR code scanner of your phone.
  - b.** Scan the QR code of the certificate.



- c.** Access the URL from the scanned QR code.



- d.** Click the Submit button to validate.



- e.** Check the result if the certificate is **Valid** and **Approved**.

## Troubleshooting

For other concerns not stated below, please email them to [suretyship@insurance.gov.ph](mailto:suretyship@insurance.gov.ph) and [isdivision@insurance.gov.ph](mailto:isdivision@insurance.gov.ph).

- 1.** The log-in page is not accessible.
  - Please check your internet connection.
  - Please also note that the IC e-ACS is only available from Monday to Friday from 7am to 6pm.
  - If still not accessible, email your concerns on [isdivision@insurance.gov.ph](mailto:isdivision@insurance.gov.ph)
- 2.** Incorrect Username or password.
  - Please make sure that you have entered your correct Username and password.
  - If still cannot log-in, email your concern to Suretyship section.
- 3.** Cannot create certification requests.
  - Please check if you do not have any pending request on updating your company details. Please check the *Details Change Request Status* on page 48.
  - Please check your Certificate Authority No., if still valid. Check the Date of Expiration on your Company Details (refer to *Checking your Company Details* on page 12).
  - Check if your browser is updated and does not block any javascript.
- 4.** There are no options shown from the Requestor/Branch Code/Bond Code.
  - Check if your browser is updated and does not block any javascript.
  - Check if you have already encoded your Authorized Requestors (refer to page 21).
- 5.** The Position is blank when the Requestor is selected.
  - Check if your browser is updated and does not block any javascript.
  - Check if you correctly encoded your Authorized Requestors (refer to page 21).
- 6.** When creating a Certification Request, the Bond/Policy cannot add to the list.
  - Check if the Bond or Policy number already has an existing pending request. There should only be one approved Bond/Policy number. Duplicate Approved Certificates are prohibited.

- Check if the Receipt already exists. It should be unique for each Bond/Policy certification.
  - Check your Project Name if it contains any special characters that are prohibited by the system. Please make sure to use the correct Ñ or ñ.
  - Check if there are any commas from the total amount field. If any, remove those commas.
  - Check if the files are uploaded successfully, and the Add to list button is clicked.
  - Try to refresh the page.
- 7.** Cannot upload the files in the creation of requests.
- Check if your files are in .jpeg/.png/.pdf file formats. You cannot upload files with other file formats.
  - Check if your browser is updated and does not block any javascript.
- 8.** The list disappears when the browser refreshes.
- The Reference number changes once you refresh the browser. That's why all of the certification requests on that reference number disappear. Please make sure to finish the steps and successfully submit your request before refreshing or reloading your browser.
  - Once the browser is idle for 30 minutes, your session token expires, and your unsubmitted request might be lost.
- 9.** Cannot found the Print button to download the certificates.
- The button might be hidden from the table. Horizontally scroll the table to the right so that you may view the Print button on the rightmost column of the table.
- 10.** The Project Name is too long, and on the certificate, it overlaps the other details.
- It is a particular case, and you need to email the Suretyship section to request the certificate with the adjusted font size.

## Appendices

### Terms of Service

Welcome to the Insurance Commission Application and Certification System (IC - ACS). Your use of this service means that you agree to the terms and conditions as defined below. The IC may update or modify the TOS from time to time without notifying you, therefore, your continued use of the Service after such modification will constitute your acceptance.

#### **DESCRIPTION OF SERVICE**

The aim of this Service is to properly track the requests for Bonds and CARI Certification, and promote a paperless transaction in Suretyship Section of Insurance Commission.

#### **PASSWORD PROTECTION**

All applicants visiting the IC - ACS pass through the Log-in authentication process. You are advised to keep your password confidential at all times by not writing or divulging it to anyone. Change password frequently, or change it immediately once the password has been compromised.

#### **AVAILABILITY OF SERVICE**

While IC - ACS is available twenty-four (24) hours a day, seven (7) days a week, service may not be available at certain times due to designated service periods, maintenance, computer, telecommunication, electrical or network failure and/or any other reasons beyond the control of IC.

#### **REGISTRATION OBLIGATIONS**

In consideration of your use of this Service, you agree to (a) provide true and complete information about yourself as prompted in Sign-up form and (b) maintain and promptly update the email address to keep it true and complete. Registrants agree NOT to do any of the following purposes which are expressly prohibited: Posting incomplete, untrue or inaccurate information; Deleting or revising any information posted by any other person or entity; Disclosing to or sharing own password with any third parties or using own password for any unauthorized purpose; Printing, downloading, duplicating or copying and using any personally identifiable information about other users; Impersonating any person or entity or falsely stating or otherwise misrepresenting your affiliation with a person or entity; Violating or attempting to violate the security of this site, including accessing data not intended for them or logging into a server or account which they are not authorized to access, probing or testing the vulnerability of a system or network, attempting to interfere with service to any user, host or network. Violations of this security may result in civil or criminal liability. Using this site in order to transmit, distribute or store materials in violation of any applicable law or regulation, or in any matter that will infringe the copyright. Using any device, software or routine to interfere or attempt to interfere with the proper working of any activity being conducted on this site.

#### **PASSWORD USAGE**

Completing the sign-up form is mandatory in order to create your own User ID and Password. You are responsible for maintaining the confidentiality of the password and account and are fully responsible for all activities that occur under your

password or account. You agree to (a) immediately notify the IC of any unauthorized use of your Password or account or any other breach of security, and (b) ensure that you exit from your account at the end of each session. It is your responsibility to ensure that only you have access to your information by keeping your User ID and Password secure. As such, you subscribe the following: I agree not to let anyone know my Password. I agree to assume full responsibility for all transactions made in my account through the use of my User ID and Password. It is understood that the Password is known only to me and as such, any transaction effected using my Password shall be conversely presumed to be done by me or authorized by me. I further agree to undertake to change my Password from time to time as I deem necessary and should I feel that my Password has been compromised, I shall immediately change my Password through the IC - ACS Profile Tab.

### **DISCLAIMER OF WARRANTIES**

Registrants acknowledge and agree that they are solely responsible for the content of and accuracy of the information placed by them on this site. The IC does not represent or guarantee the truthfulness, accuracy or reliability of any information posted by the registrants. The IC, however, reserves the right to the following: Request the applicants to submit the hardcopy of IC - ACS registration requirements in order to verify the authenticity of the posted information in case the applicants are pre-qualified by the IC. Remove any information which is abusive, illegal or disruptive.(paragraph previously under Registration Obligations) The IC does not warrant that this site will operate error-free or that its server is free of computer viruses or other harmful mechanisms. The website content is provided on an "AS-IS" basis without any warranties of any kind. IC, to the fullest extent permitted by law, disclaims all warranties, whether express or implied, including the warranty of merchantability, fitness for particular purpose and non-infringement. IC makes no warranties about the accuracy, reliability, completeness, or timeliness of the website content, services, software, text, graphics, and links. (paragraph previously under Security Policy) You acknowledge and agree that IC may preserve Content and may also disclose Content if required to do so by law or in the good faith believes that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce the Terms and Conditions; (c) respond to claims that any Content violates the rights of third-parties; or (d) protect the rights, property, or personal safety of the IC, its users, and the public.

### **VIOLATIONS**

In any case of any fraudulent, misdeclaration of the applicant in the use of these Service, the IC may expel the applicant and prevent his/her further access to the IC - ACS, at any time for breaching the terms and conditions of this Service or for violating the applicable laws. Please report any violations of the TOS to [isdivision@insurance.gov.ph](mailto:isdivision@insurance.gov.ph).

I HEREBY AGREE TO BE GOVERNED BY THE TERMS AND CONDITIONS OF THE IC Application and Certification System AGREEMENT. I HEREBY ALSO ACKNOWLEDGE TO HAVE READ AND FULLY UNDERSTOOD THE SAID TERMS AND CONDITIONS

## Privacy Policy

### Statement of Policy

Effective Date: July 23, 2019

The Insurance Commission (IC) is committed to protect and respect your personal data privacy in compliance with the Data Privacy Act of 2012.

### IC – ACS Privacy Notice

#### Personal Information

We collect the following personal information from you when you sign up and register for an account:

- Full name
- Email address
- Company Information
- Face/photo

#### Use

The information gathered from this system will be treated as highly confidential and will be utilized solely for documentation and processing purposes within the system and IC and is not shared with any outside parties. The IC may use your email address to send an e-mail regarding your status or updates about this service. We may also use your data for statistics, summaries, research, and studies for the development of new markets and standards.

#### Disclosure of Data

The IC may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Insurance Commission.
- To prevent or investigate possible wrongdoing in connection with the Service.
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

#### Security of Data

Only authorized IC personnel has access to this personal information, the exchange of which will be facilitated through email and hard copy.

The security of your data is important to us but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

#### Access and Correction

You have the right to ask for a copy of any personal information we hold about you, as well as to ask for it to be corrected if you think it is wrong. To do so, please contact [isdivision@insurance.gov.ph](mailto:isdivision@insurance.gov.ph).

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