

GSIS LAGUNA ADVISORY

To all our Valued Members and Pensioners:

Beginning May 26, 2020, GSIS Laguna Branch Office will resume its operations at a reduced work schedule from **Monday to Thursday**, from **9:00 AM to 2:00PM** only. Friday will be allotted for disinfection of the building and office premises while employees will be on a work-from-home arrangement.

Following strict adherence to social distancing and for the safety of everyone, the following shall be observed:

1. Wearing of Face masks, Temperature check, use of hand washing station and footbath is mandatory.
2. Pensioners are encouraged to stay at home and request for APIR ONLINE on the pensioner's birth month at email address gssouthluzon@gsis.gov.ph.
3. Filing of loans may be done either thru Kiosk or ONLINE at email address gssouthluzon@gsis.gov.ph. Forms are downloadable from our website: www.gsis.gov.ph
4. All documents for submission shall be deposited directly into the **DROP BOX** located at the building entrance. Please indicate your complete mailing address and contact information (cellphone number / email address) in all documents to be submitted.
5. You will be notified of the following via your contact information:
 - a) Lacking documentary requirement/s, should there be any.
 - b) Date when your claims proceeds, should there be any, shall be e-credited to your UMID account.
6. All GFAL Top-Up Loan checks filed before March 15, 2020 will be credited to the borrowers' UMID card or temporary eCard **upon request** thru the following procedures:
 - a) If interested, a pro-forma notification letter with a confirmation reply slip will be sent to email address.
 - b) Accomplish and submit together with required documents.
(NOTE: The pro-forma notification with accompanying confirmation reply slip, duly accomplished shall constitute the member's authorization to deposit the check to his/her servicing bank, with applicable bank charges for the account of the member)
 - c) Photo of UMID eCard (*front only*). In case UMID ecard is not available, a photo of his/her two (2) valid IDs;
 - d) Photo of member holding the Notification and Confirmation form, duly accomplished.
7. Appointment date for GFAL checks to be released. We will inform you thru text message as to the **DATE** and **TIME** (9-10am / 10-11am /11-12am / 1-2PM) when you will be visiting the office to receive your check. This is also to ensure that we are compliant with the prescribed social distancing.

8. The resumption of the acceptance of GFAL application will be announced at a later date.
9. Mass processing of refund under the Moratorium of Loan Payments due March, April and May 2020 will be undertaken.

GSIS will defer the collection of loan amortization due for the months of **March, April and May 2020**. The payment/deduction of loan amortization (principal and interest) will resume on **June 1, 2020** and the same must be remitted on or before **July 10, 2020**.

10. Payment of Insurance Premiums through Bank Facilities:
 - a) Direct Deposit to Land Bank of the Philippines (DD-LDP)
 - b) Automatic Debit Arrangement (ADA) between clients and its depository/partner bank
11. Effective immediately, the following processes may be availed on an appointment basis (i.e. Member must send email request through the following email address. GSIS will notify member or pensioner through email of the date and time of the scheduled visit to GSIS.)

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| eCard Releases | rtravelas@gsis.gov.ph |
| eCard Enrollment | srbermudez@gsis.gov.ph |
| Check Releases | ezmorada@gsis.gov.ph |

12. Please wait for the confirmation number that will be emailed by the concerned personnel. The confirmation number will be presented to the guard on duty to allow entry at the office.
13. Only clients with confirmed schedule or appointment will be accommodated. Strictly NO WALK-INS.
14. For clients with confirmed schedule, kindly bring the following:
 - a. Pen/Ballpen (Bring your own pen policy)
 - b. Two (2) valid government issued IDs with date of birth and picture
 - c. Photocopies of your two (2) valid government issued IDs

For further details, visit the GSIS Website www.gsis.gov.ph or email queries through the following:

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| Billing and Collection Concerns | dmdeleon@gsis.gov.ph |
| Internal Reconciliation Concerns | mrggveridiano@gsis.gov.ph |
| Agency Reconciliation Concerns | mrmragandap@gsis.gov.ph |
| Claims Application and Follow up | adtalmendras@gsis.gov.ph |
| General Insurance/Special Business Unit | ersaludes@gsis.gov.ph |
| Loans Granting and Follow up | rtravelas@gsis.gov.ph |

We will issue an updated advisory if there will be any changes in the above schedule.

Thank you.