Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

Advisory No. 055, s. 2026
September 28, 2026
In compliance with DepEd Order (DO) No. 8, s. 2013
this advisory is issued not for endorsement per DO 28, s. 2001,
but only for the information of DepEd officials,
personnel/staff, as well as the concerned public.

ONLINE FILING OF LIFE AND RETIREMENT CLAIMS THROUGH THE GSIS TOUCH MOBILE APPLICATION

In line with the continuing digital transformation initiatives of the Government Service Insurance System (GSIS), and pursuant to GSIS Memorandum Circular No. 076, s. 2026, all concerned employees and GSIS members are hereby advised of the full implementation of the online filing and approval of Life and Retirement Claims through the GSIS Touch mobile application.

The GSIS Touch mobile application has been enhanced to facilitate the convenient and efficient filing and processing of qualified Life and Retirement Claims without the need for members to personally visit GSIS offices. This initiative seeks to streamline the claims application process, promote paperless transactions, reduce processing time, and enhance the overall service experience of GSIS members.

Accordingly, all concerned employees are encouraged to:

a. Register and utilize the GSIS Touch mobile application for the online filing of qualified Life and Retirement Claims;
b. Ensure that their GSIS Touch accounts and personal information are updated, as necessary, to facilitate the processing of transactions through the application;
c. Comply with the prescribed online procedures and documentary requirements for the filing of their respective claims;
d. Coordinate with the designated Agency Authorized Officer (AAO) for appropriate guidance and assistance in adopting and completing the online filing process; and
e. Disseminate this information to other qualified GSIS members who may benefit from the online filing facility.

Claims applications filed by members through the GSIS Touch app requiring agency approval may be reviewed and approved by the AAO/HOA through the GSIS Certification Website: http://cert.gsis.gov.ph/

All concerned are enjoined to actively support and adopt the GSIS Touch online filing facility to promote the faster, more accessible, and more convenient delivery of GSIS services.

00020596

For information and guidance.

SEP 29 2026

ROMEO M. ALIP, PhD, CESO V
Schools Division Superintendent

Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
Email Address: pampanga@deped.gov.ph
Website: www.depedpampanga.ph



Orientation for Heads of Agencies and Authorized Endorsing Officers

Membership Department – Luzon Group

GSIS

gfal ginhawa for all!

BAGONG PILIPINAS

FILING AND APPROVAL OF CLAIMS OF INACTIVE MEMBERS THROUGH

THE GSIS TOUCH MOBILE APPLICATION

GSIS Memorandum Circular No. 068 Series of 2025 *(PPG 419-25)*

COVERAGE

The policy shall cover **inactive** GSIS members, with **active bank account** registered with the GSIS who wish to file, for the first time, their **retirement/separation** and/or **life claim** benefits under **RA 8291** using the **GSIS Touch,** and who are living at the time of payment of benefit(s).

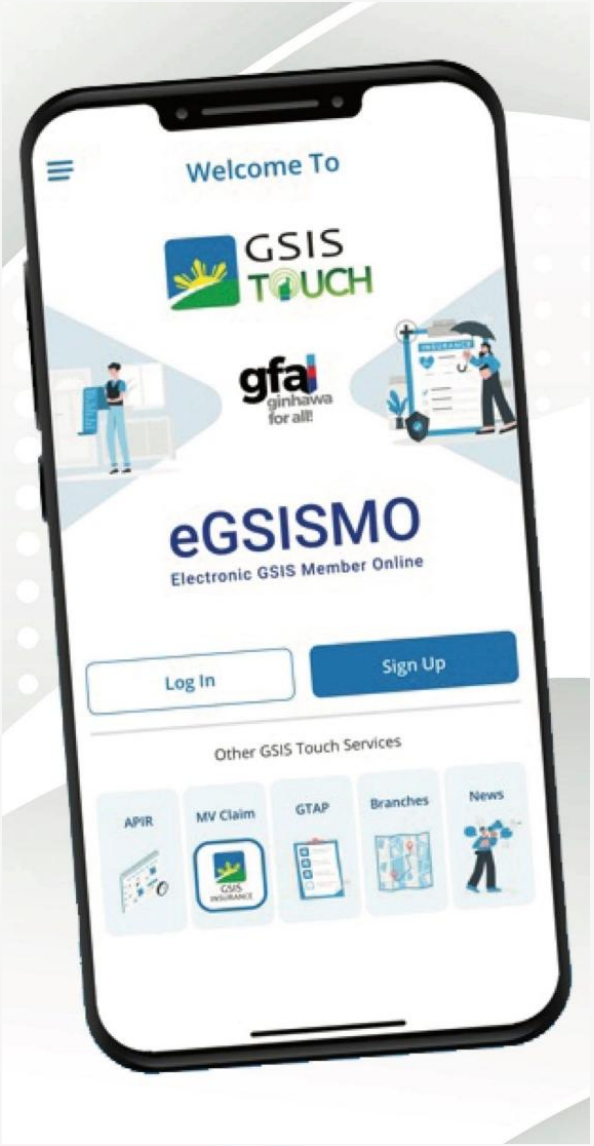


GENERAL POLICIES

Registration and Access

Member must have the latest GSIS Touch and complete the registration process to access their record and transact with GSIS, as well as the enrollment process to obtain their **Digital ID** and **bank account.**

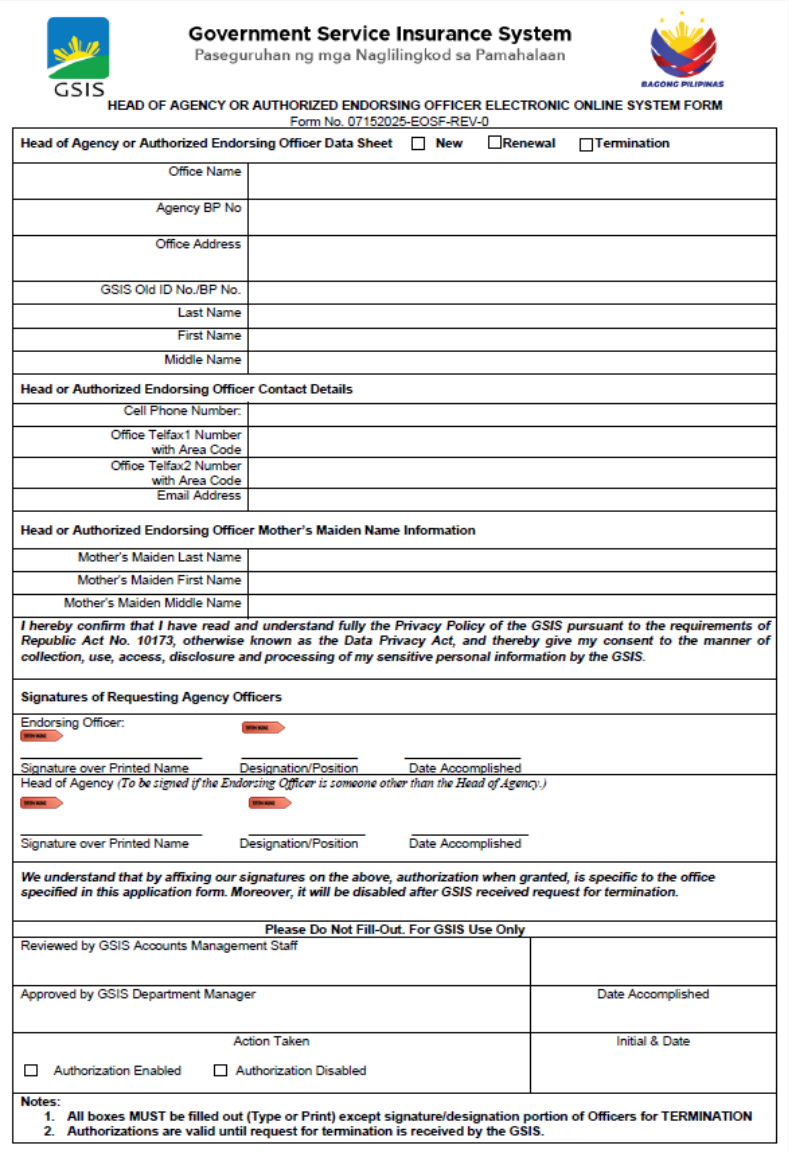




GENERAL POLICIES

Electronic Endorsement of the Application

The Head of the Agency (HOA) or the Authorized Endorsing Officer (AEO) responsible for the electronic claim application approval must be **enrolled** and **registered** in the GSIS GWAPS (account creation will be based on the submitted Electronic Online System form).



Government Service Insurance System
Paseguruhan ng mga Naglilingkod sa Pamahalaan

HEAD OF AGENCY OR AUTHORIZED ENDORSING OFFICER ELECTRONIC ONLINE SYSTEM FORM
Form No. 07152025-EOSF-REV-0

Head of Agency or Authorized Endorsing Officer Data Sheet ☐ New ☐ Renewal ☐ Termination

Office Name	
Agency BP No	
Office Address	
GSIS Old ID No./BP No.	
Last Name	
First Name	
Middle Name	

Head or Authorized Endorsing Officer Contact Details

Cell Phone Number:	
Office Telfax1 Number with Area Code	
Office Telfax2 Number with Area Code	
Email Address	

Head or Authorized Endorsing Officer Mother's Maiden Name Information

Mother's Maiden Last Name	
Mother's Maiden First Name	
Mother's Maiden Middle Name	

I hereby confirm that I have read and understand fully the Privacy Policy of the GSIS pursuant to the requirements of Republic Act No. 10173, otherwise known as the Data Privacy Act, and thereby give my consent to the manner of collection, use, access, disclosure and processing of my sensitive personal information by the GSIS.

Signatures of Requesting Agency Officers

Endorsing Officer:

Signature over Printed Name | Designation/Position | Date Accomplished

Head of Agency *(To be signed if the Endorsing Officer is someone other than the Head of Agency.)*

Signature over Printed Name | Designation/Position | Date Accomplished

We understand that by affixing our signatures on the above, authorization when granted, is specific to the office specified in this application form. Moreover, it will be disabled after GSIS received request for termination.

Please Do Not Fill-Out. For GSIS Use Only

Reviewed by GSIS Accounts Management Staff	
Approved by GSIS Department Manager	Date Accomplished
Action Taken ☐ Authorization Enabled ☐ Authorization Disabled	Initial & Date

Notes:
1. **All boxes MUST be filled out (Type or Print) except signature/designation portion of Officers for TERMINATION**
2. **Authorizations are valid until request for termination is received by the GSIS.**

GENERAL POLICIES | OVERVIEW

1

Agency Authorized Officer (AAO) uploads Form D in WebMSP with attached Service Record and LWOP Certification for initial processing of claims

2

Upon successful updating, transaction will be forwarded to the Office/Unit concerned for reconciliation of accounts.

3

Once accounts are fully reconciled, member will be notified through email and SMS for the claim filing.



4

During filing, the member will confirm details in the Electronic Claim Form (ECF) and upload a notarized Declaration of Pendency/ Non-Pendency of Case (DPNPC) form

5

The Head of Agency (HOA) or the Authorized Endorsing Officer (AEO) will be notified via SMS/email of the claim application, and is given 7 calendar days to review it and act on it

6

Upon approval of claim, member will be advised to complete facial authentication within 45 calendar days

7

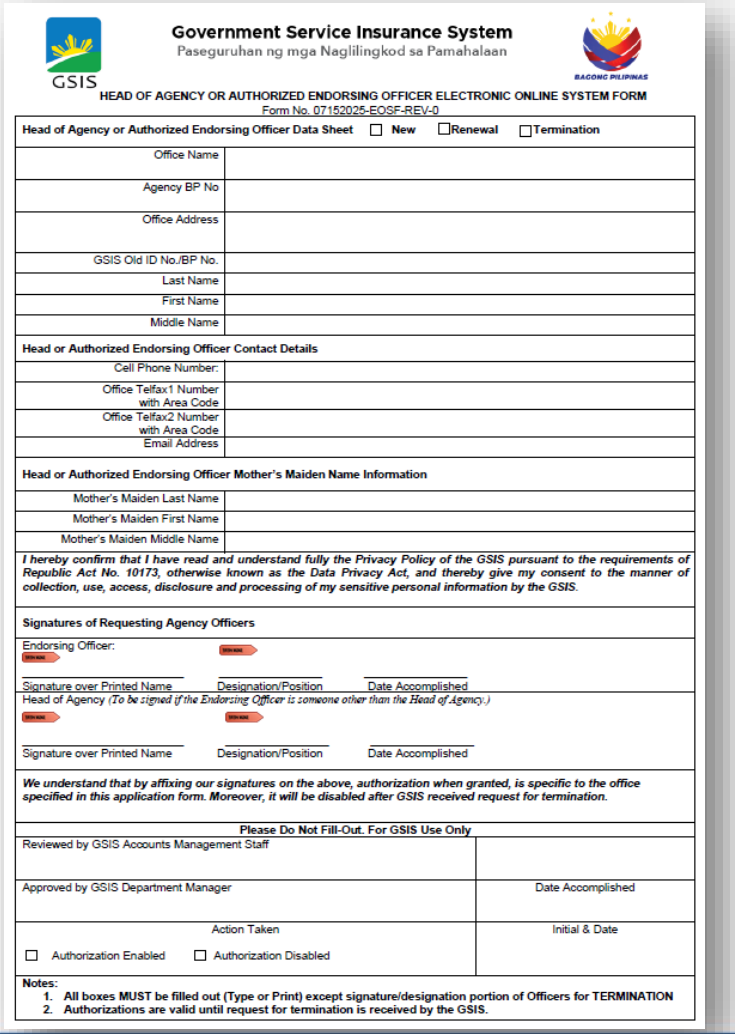
Once facial authentication is completed, the proceeds will be disbursed to member's registered bank account

HEAD OF AGENCY AND AUTHORIZED ENDORSING OFFICER

ACCOUNT CREATION AND REGISTRATION

HOA/AEO REGISTRATION

Upon submission of a duly filled-out enrollment form of the HOA/AEO (as indicated in the latest AIS), creation of HOA/AEO account will commence



Government Service Insurance System
Paseguruhan ng mga Naglilingkod sa Pamahalaan

HEAD OF AGENCY OR AUTHORIZED ENDORSING OFFICER ELECTRONIC ONLINE SYSTEM FORM
Form No. 07152025-EOSF-REV-0

Head of Agency or Authorized Endorsing Officer Data Sheet ☐ New ☐ Renewal ☐ Termination

Office Name	
Agency BP No	
Office Address	
GSIS Old ID No./BP No.	
Last Name	
First Name	
Middle Name	

Head or Authorized Endorsing Officer Contact Details

Cell Phone Number:	
Office Telfax1 Number with Area Code	
Office Telfax2 Number with Area Code	
Email Address	

Head or Authorized Endorsing Officer Mother's Maiden Name Information

Mother's Maiden Last Name	
Mother's Maiden First Name	
Mother's Maiden Middle Name	

I hereby confirm that I have read and understand fully the Privacy Policy of the GSIS pursuant to the requirements of Republic Act No. 10173, otherwise known as the Data Privacy Act, and thereby give my consent to the manner of collection, use, access, disclosure and processing of my sensitive personal information by the GSIS.

Signatures of Requesting Agency Officers

Endorsing Officer:

Signature over Printed Name | Designation/Position | Date Accomplished

Head of Agency *(To be signed if the Endorsing Officer is someone other than the Head of Agency.)*

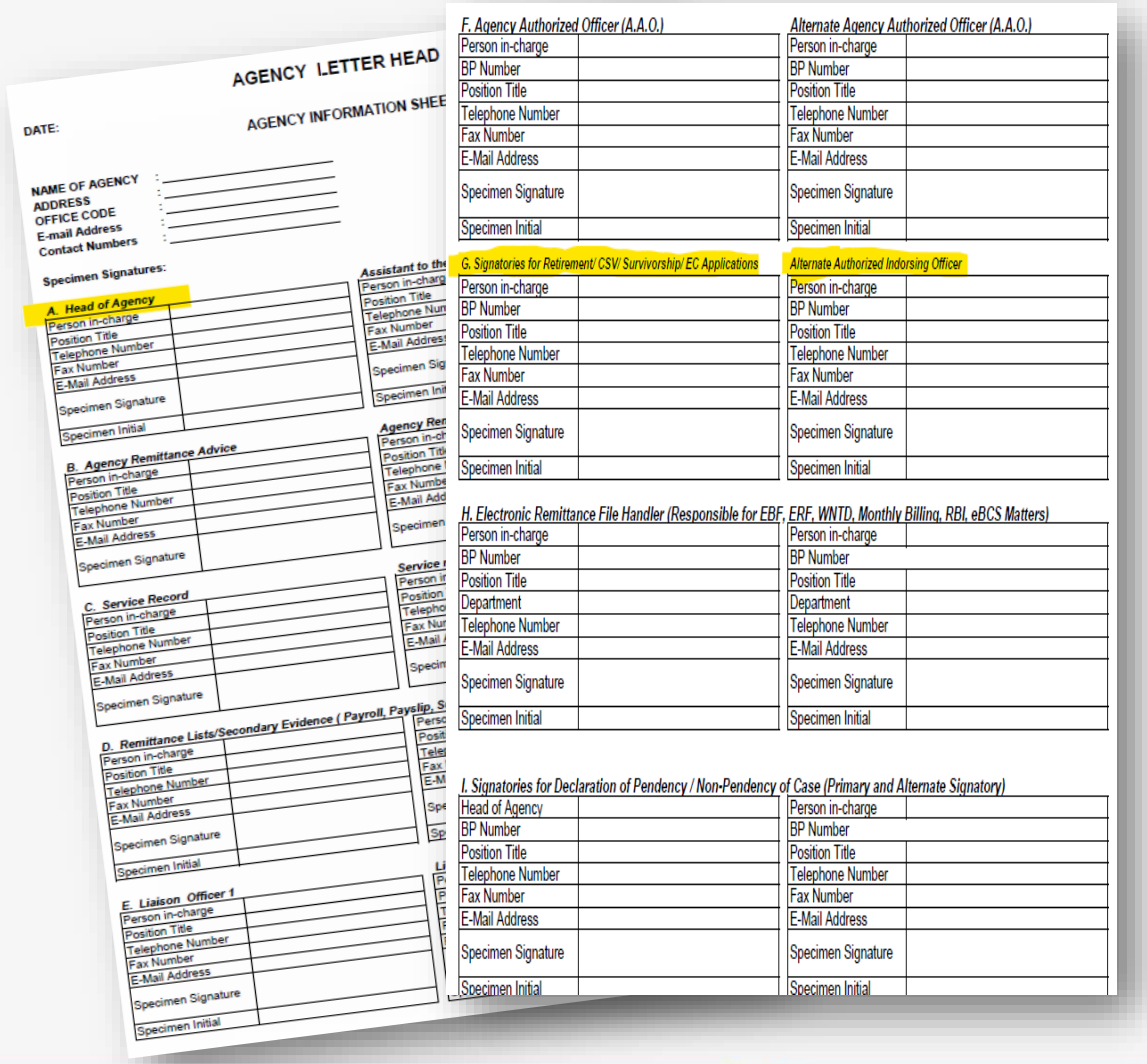
Signature over Printed Name | Designation/Position | Date Accomplished

We understand that by affixing our signatures on the above, authorization when granted, is specific to the office specified in this application form. Moreover, it will be disabled after GSIS received request for termination.

Please Do Not Fill-Out. For GSIS Use Only

Reviewed by GSIS Accounts Management Staff	
Approved by GSIS Department Manager	Date Accomplished
Action Taken ☐ Authorization Enabled ☐ Authorization Disabled	Initial & Date

Notes:
1. **All boxes MUST be filled out (Type or Print) except signature/designation portion of Officers for TERMINATION**
2. **Authorizations are valid until request for termination is received by the GSIS.**



AGENCY LETTER HEAD

DATE:

AGENCY INFORMATION SHEE

NAME OF AGENCY :
ADDRESS :
OFFICE CODE :
E-mail Address :
Contact Numbers :

Specimen Signatures:

A. Head of Agency
Person in-charge
Position Title
Telephone Number
Fax Number
E-Mail Address
Specimen Signature
Specimen Initial

B. Agency Remittance Advice
Person in-charge
Position Title
Telephone Number
Fax Number
E-Mail Address
Specimen Signature

C. Service Record
Person in-charge
Position Title
Telephone Number
Fax Number
E-Mail Address
Specimen Signature

D. Remittance Lists/Secondary Evidence (Payroll, Payslip, S
Person in-charge
Position Title
Telephone Number
Fax Number
E-Mail Address
Specimen Signature
Specimen Initial

E. Liaison Officer 1
Person in-charge
Position Title
Telephone Number
Fax Number
E-Mail Address
Specimen Signature
Specimen Initial

F. Agency Authorized Officer (A.A.O.)

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Alternate Agency Authorized Officer (A.A.O.)

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

G. Signatories for Retirement/ CSV/ Survivorship/ EC Applications

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Alternate Authorized Indorsing Officer

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

H. Electronic Remittance File Handler (Responsible for EBF, ERF, WNTD, Monthly Billing, RBI, eBCS Matters)

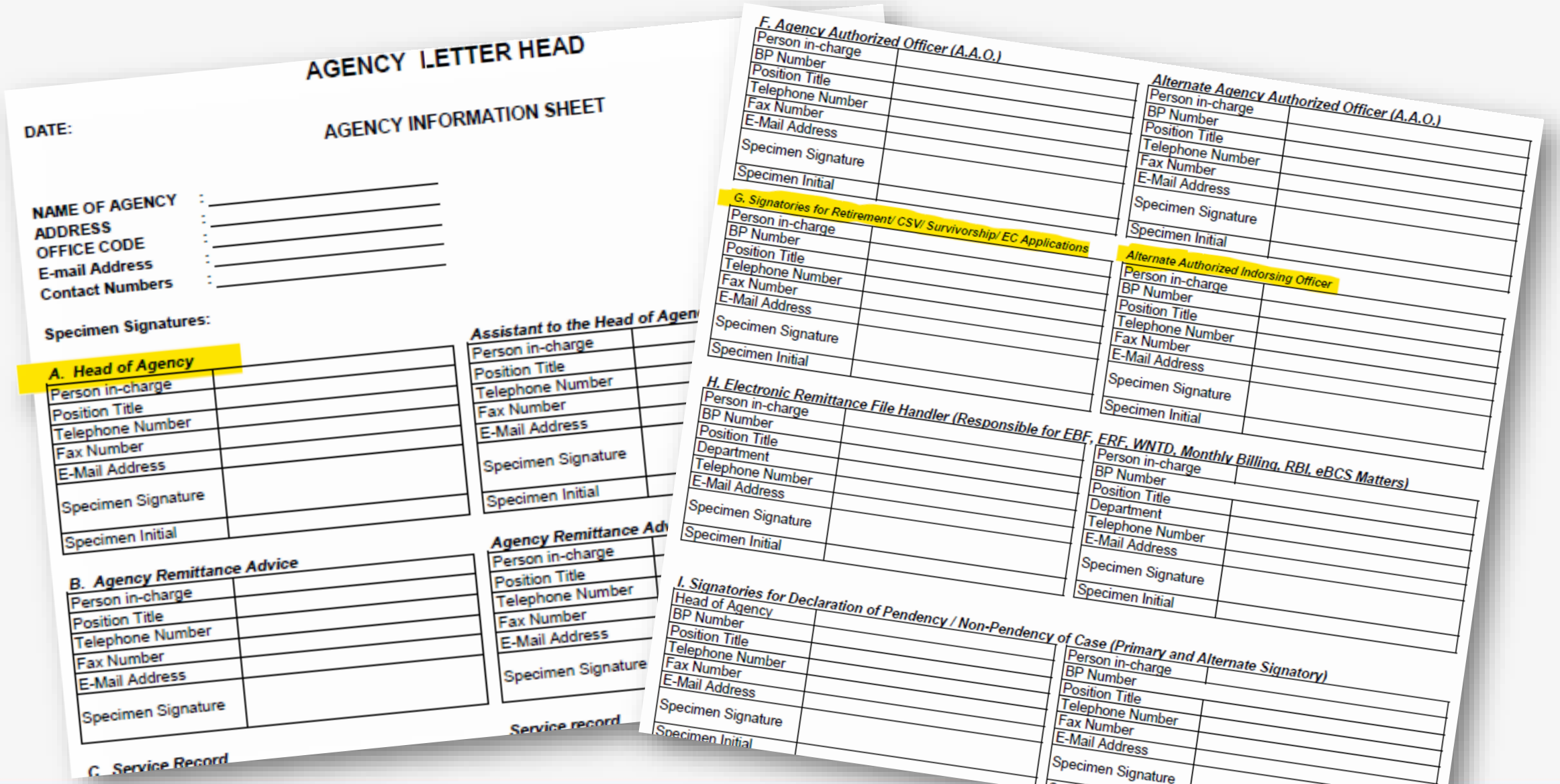
Person in-charge	
BP Number	
Position Title	
Department	
Telephone Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Person in-charge	
BP Number	
Position Title	
Department	
Telephone Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

I. Signatories for Declaration of Pendency / Non-Pendency of Case (Primary and Alternate Signatory)

Head of Agency	Person in-charge
BP Number	BP Number
Position Title	Position Title
Telephone Number	Telephone Number
Fax Number	Fax Number
E-Mail Address	E-Mail Address
Specimen Signature	Specimen Signature
Specimen Initial	Specimen Initial

HOA/AEO REGISTRATION



AGENCY LETTER HEAD

DATE:

AGENCY INFORMATION SHEET

NAME OF AGENCY :
ADDRESS :
OFFICE CODE :
E-mail Address :
Contact Numbers :

Specimen Signatures:

A. Head of Agency

Person in-charge	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Assistant to the Head of Agen

Person in-charge	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

B. Agency Remittance Advice

Person in-charge	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	

Agency Remittance Ad

Person in-charge	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	

Service record

C. Service Record

F. Agency Authorized Officer (A.A.O.)

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Alternate Agency Authorized Officer (A.A.O.)

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

G. Signatories for Retirement/ CSV/ Survivorship/ EC Applications

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Alternate Authorized Indorsing Officer

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

H. Electronic Remittance File Handler (Responsible for EBF, ERF, WNTD, Monthly Billing, RBI, eBCS Matters)

Person in-charge	
BP Number	
Position Title	
Department	
Telephone Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

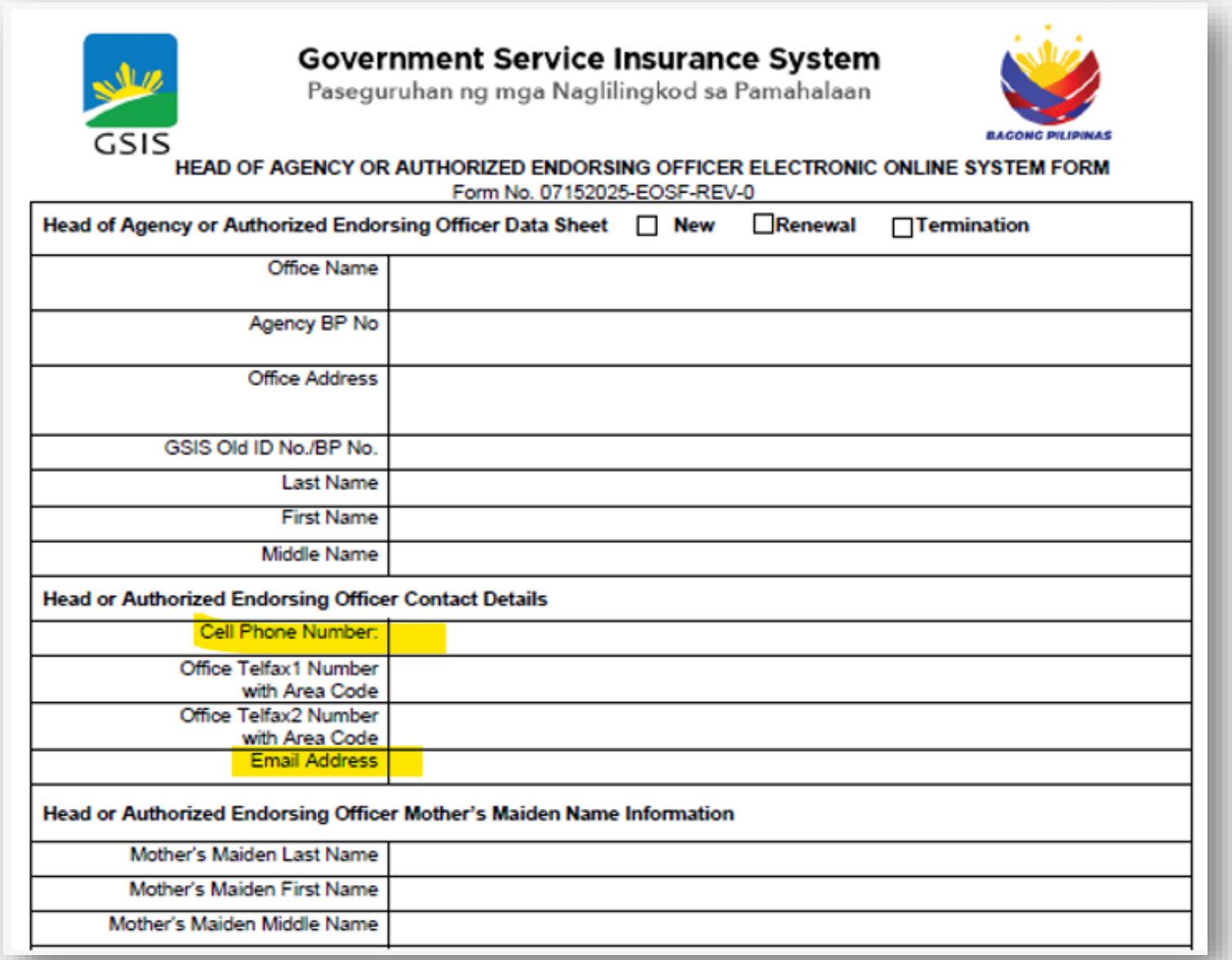
I. Signatories for Declaration of Pendency / Non-Pendency of Case (Primary and Alternate Signatory)

Head of Agency	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

Person in-charge	
BP Number	
Position Title	
Telephone Number	
Fax Number	
E-Mail Address	
Specimen Signature	
Specimen Initial	

HOA/AEO REGISTRATION

Registration link and notifications on pending claim applications will be sent to the HOA/AEO's mobile number and/or email address (**contact details should be active and accessible**)



Government Service Insurance System
Paseguruhan ng mga Naglilingkod sa Pamahalaan

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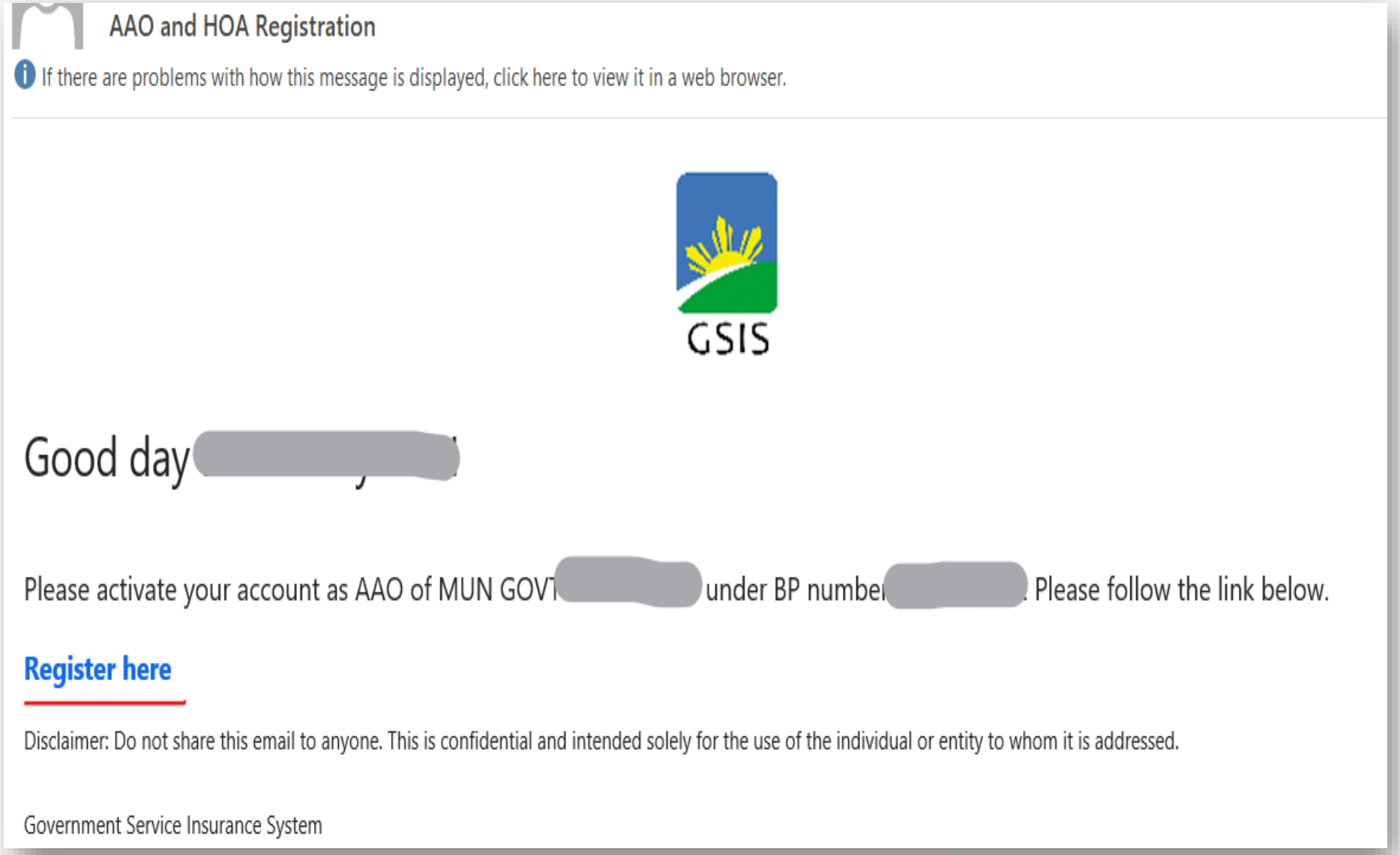
Agency BP No	
Office Address	
GSIS Old ID No./BP No.	
Last Name	
First Name	
Middle Name	
Head or Authorized Endorsing Officer Contact Details	
Cell Phone Number:	
Office Telfax1 Number with Area Code	
Office Telfax2 Number with Area Code	
Email Address	
Head or Authorized Endorsing Officer Mother's Maiden Name Information	
Mother's Maiden Last Name	
Mother's Maiden First Name	
Mother's Maiden Middle Name	

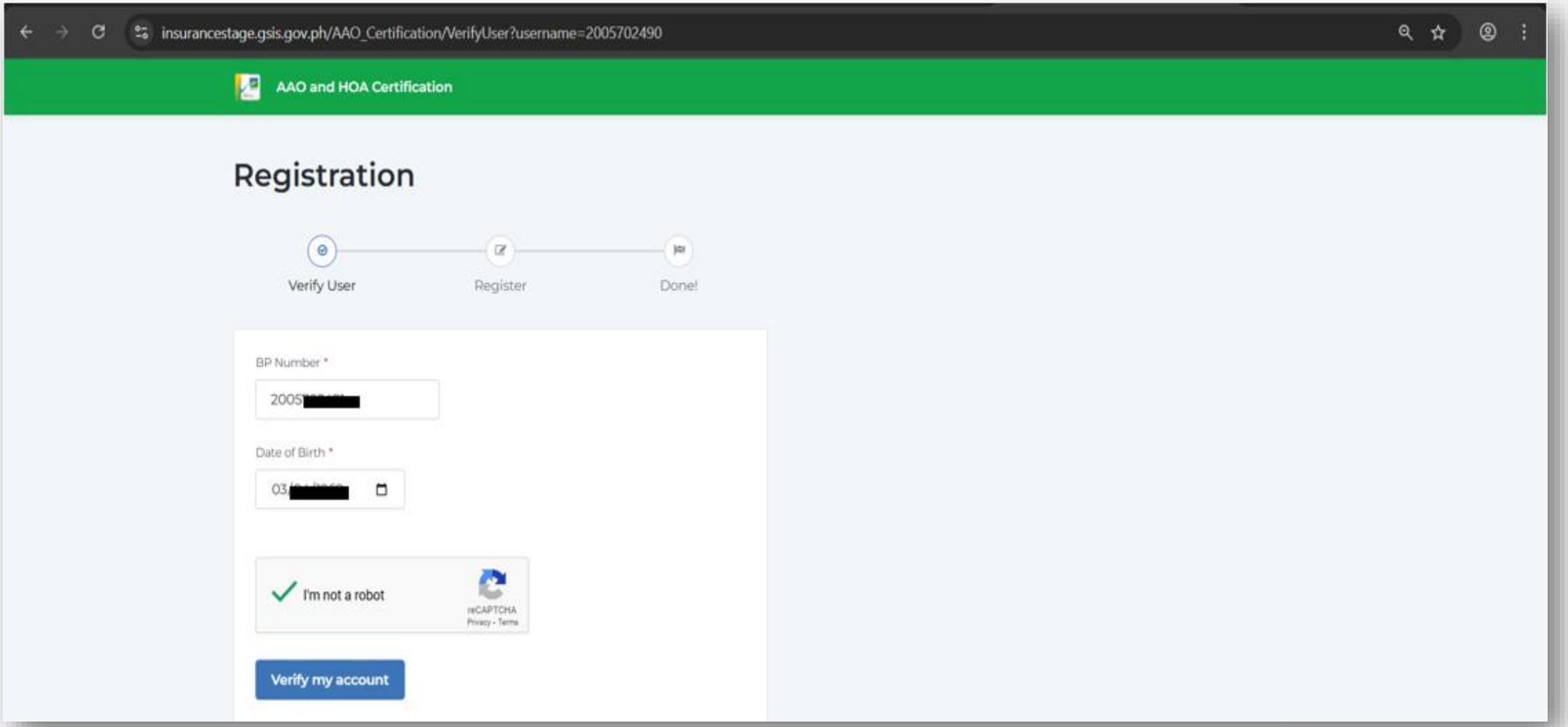
HOA/AEO REGISTRATION

- Upon successful creation of account, **an email will be sent to the HOA/AEO for registration (kindly check the inbox or spam folder)**
- Click the link in the email: ***Register here***



HOA/AEO REGISTRATION

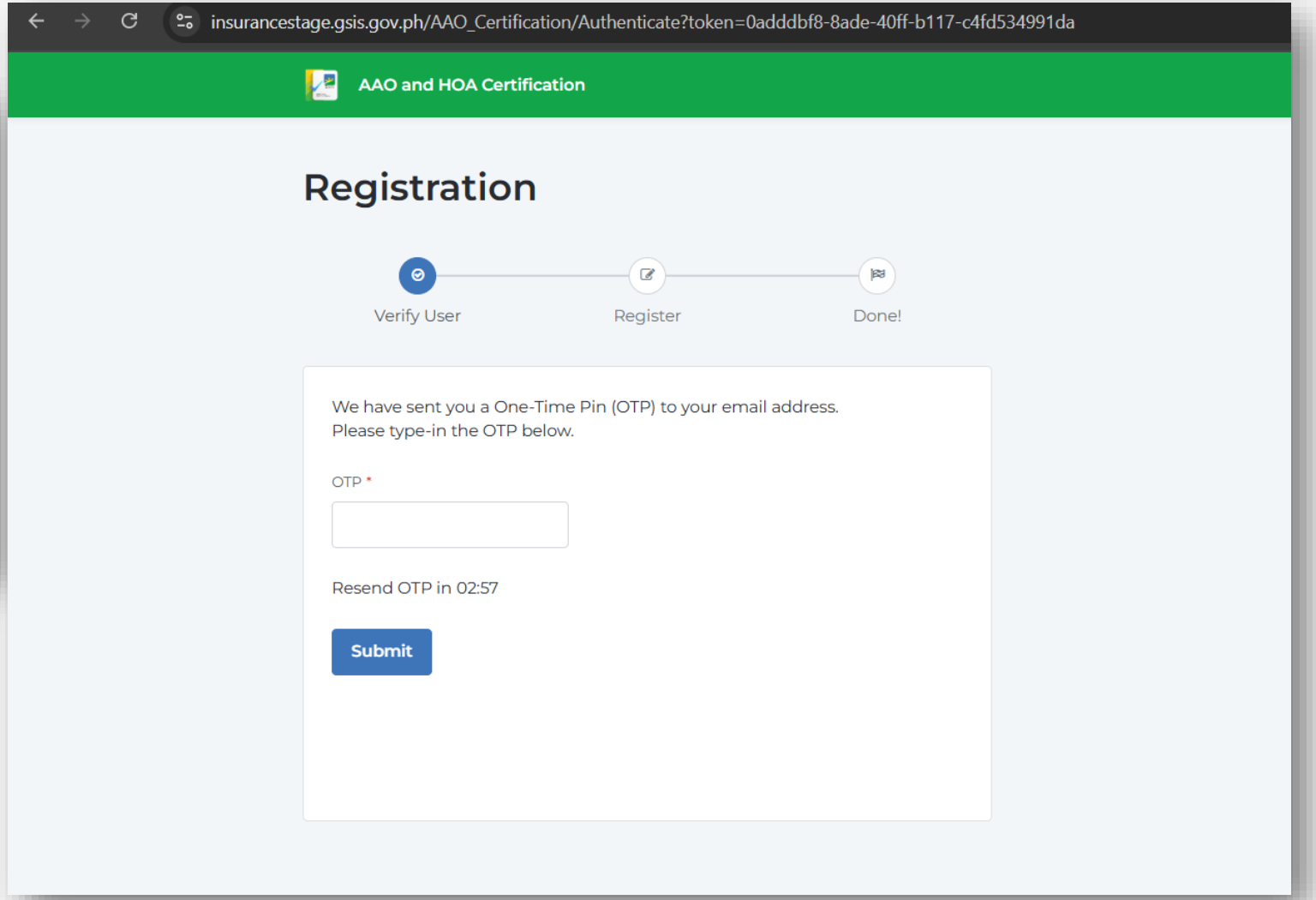
After clicking the link, proceed with Registration: input BP number and Date of Birth



HOA/AEO REGISTRATION

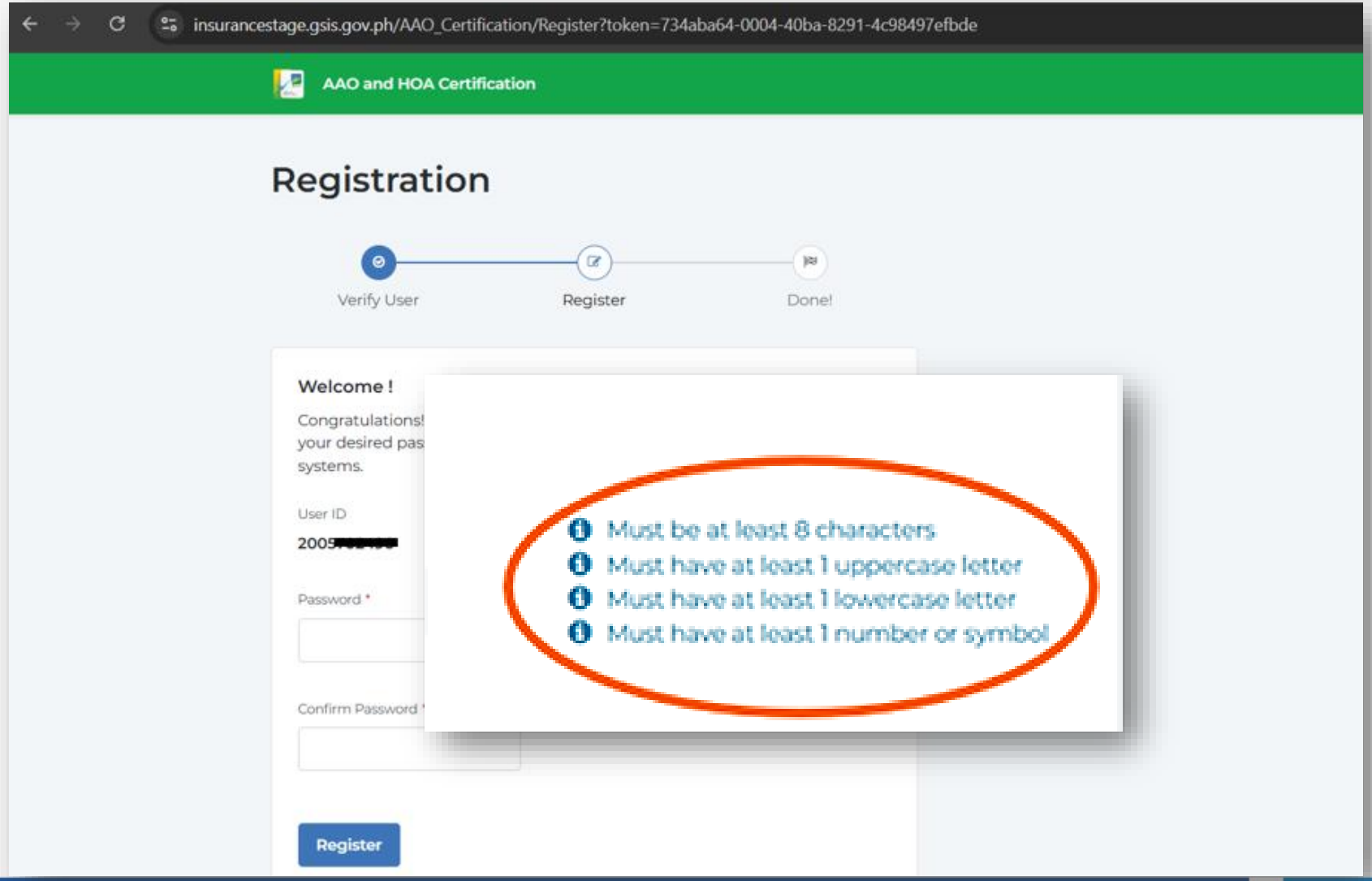
Use the OTP received via email





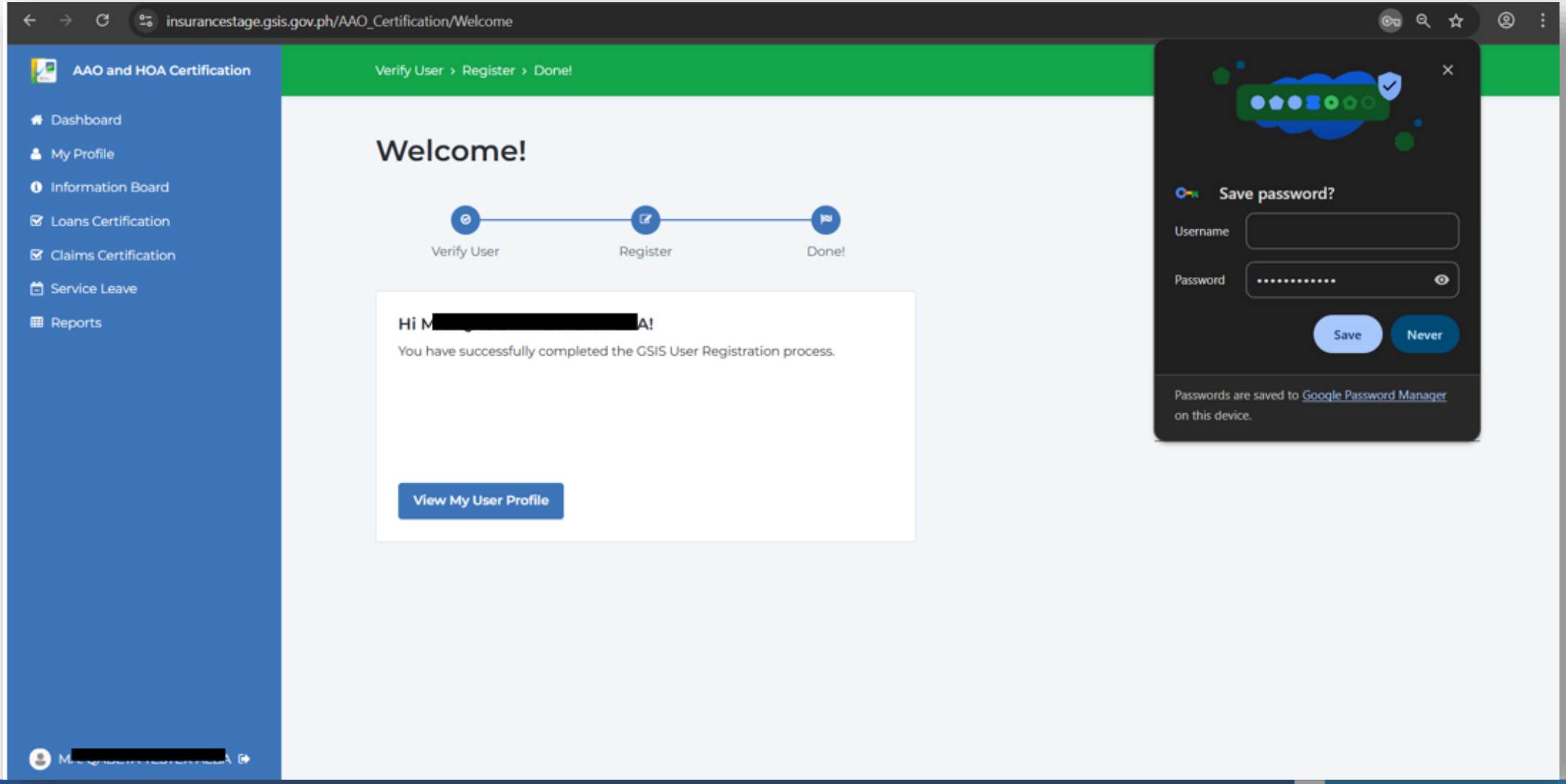
HOA/AEO REGISTRATION

Provide a password and finish the registration



HOA/AEO REGISTRATION

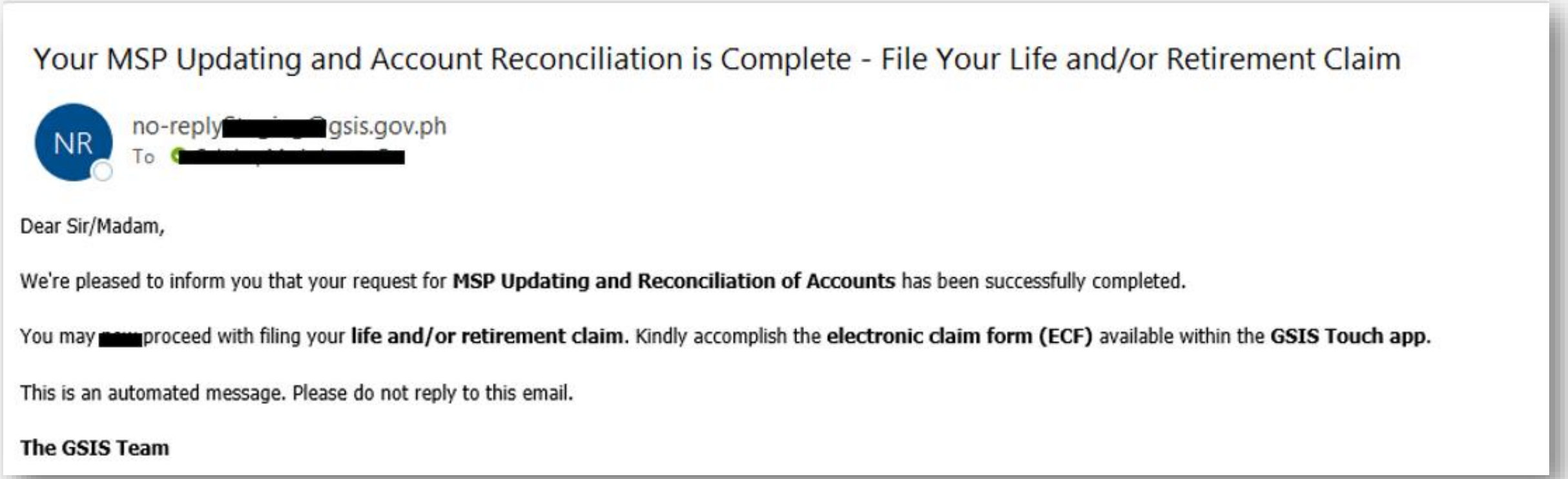
Confirmation will be provided once registration is successful



MEMBER'S CLAIM
APPLICATION PROCESS

MEMBER'S CLAIM APPLICATION PROCESS

- Member will receive a notification via email/SMS once the updating and account reconciliation is complete
- Claim application to be applied on the day of member's separation/retirement (or thereafter)



Your MSP Updating and Account Reconciliation is Complete - File Your Life and/or Retirement Claim

NR

no-reply[redacted]gsis.gov.ph

To [redacted]

Dear Sir/Madam,

We're pleased to inform you that your request for **MSP Updating and Reconciliation of Accounts** has been successfully completed.

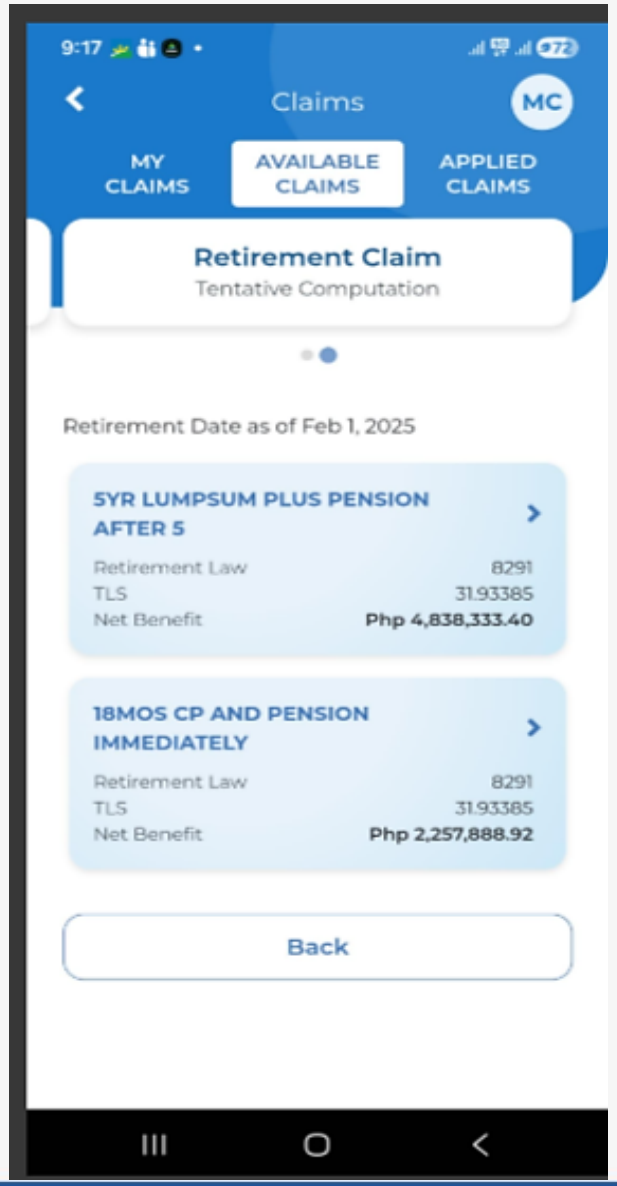
You may [redacted]proceed with filing your **life and/or retirement claim**. Kindly accomplish the **electronic claim form (ECF)** available within the **GSIS Touch app**.

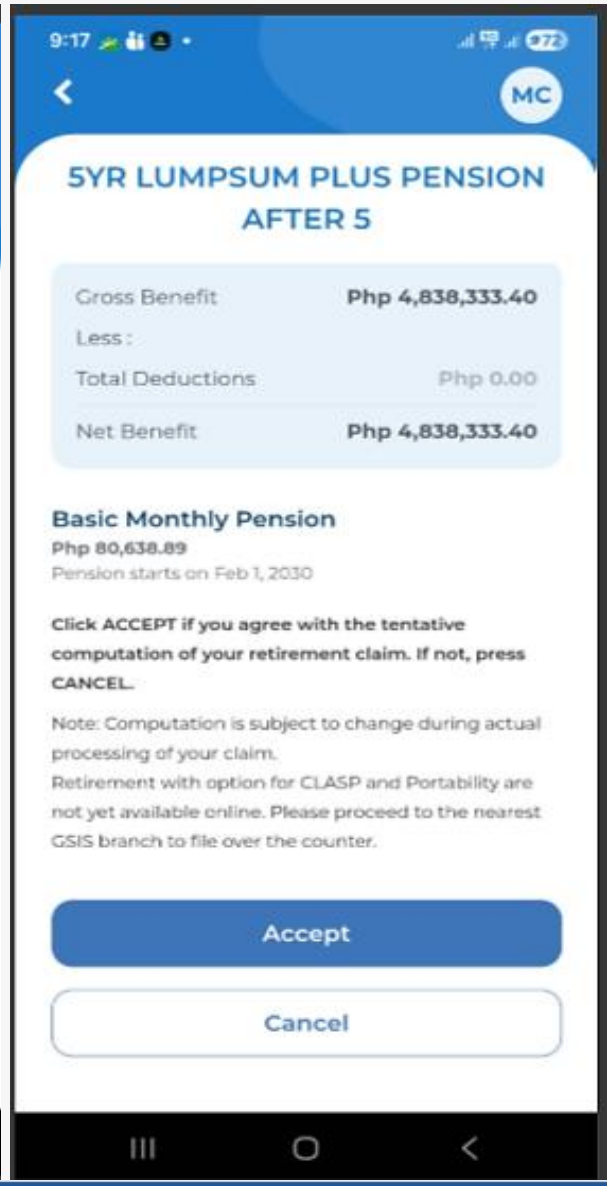
This is an automated message. Please do not reply to this email.

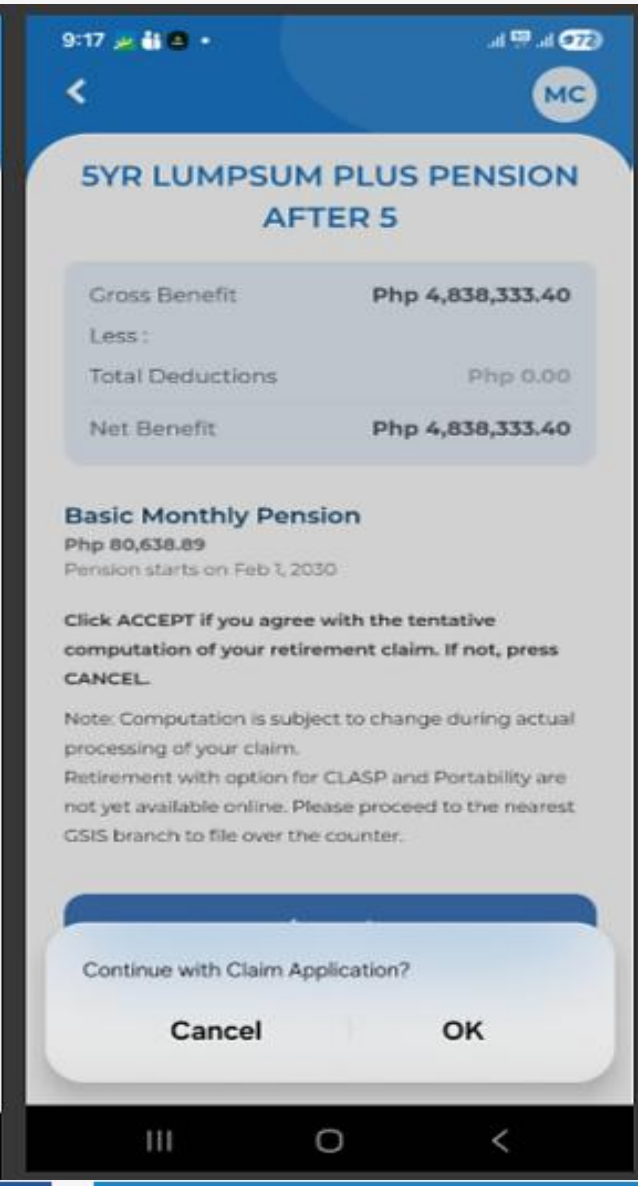
The GSIS Team

MEMBER'S CLAIM APPLICATION PROCESS

- Using the GSIS Touch, available claims may be viewed, along with the corresponding tentative computation.
- Once the member is satisfied with the tentative computation, member may proceed with the claim application.



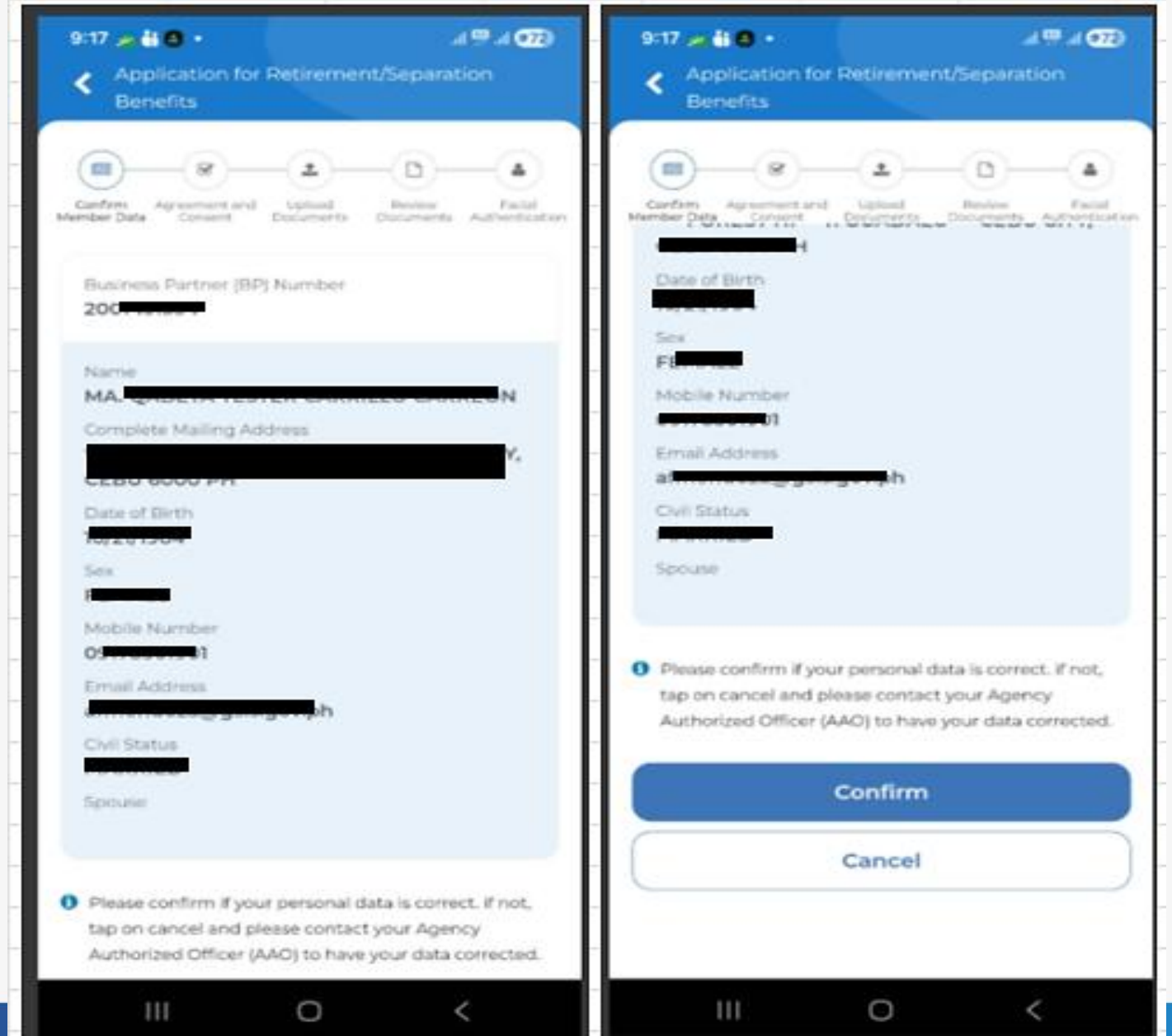




MEMBER'S CLAIM APPLICATION PROCESS

CONFIRMATION OF MEMBER DATA

Member needs to confirm if all information is correct or updated. If not, application should **not** proceed; **request updating through AAO**.

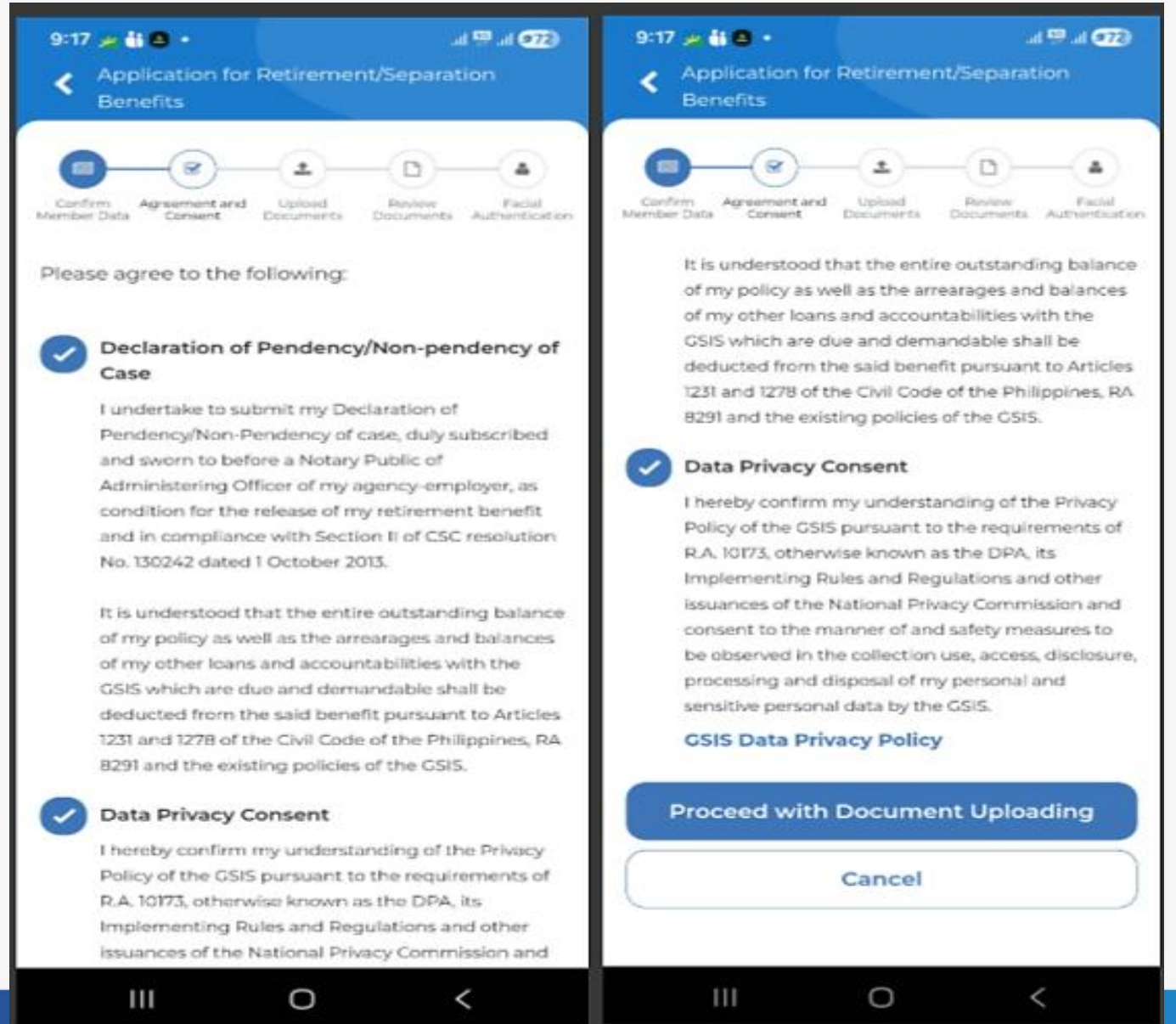


MEMBER'S CLAIM APPLICATION PROCESS

AGREEMENT AND CONSENT

- Member agrees to the submission of the notarized DPNPC, as well as to the deduction of all outstanding balance and loan arrearages from the proceeds of the benefit being applied for.

- Reading and Confirmation that the Data Privacy Policy of GSIS is understood.

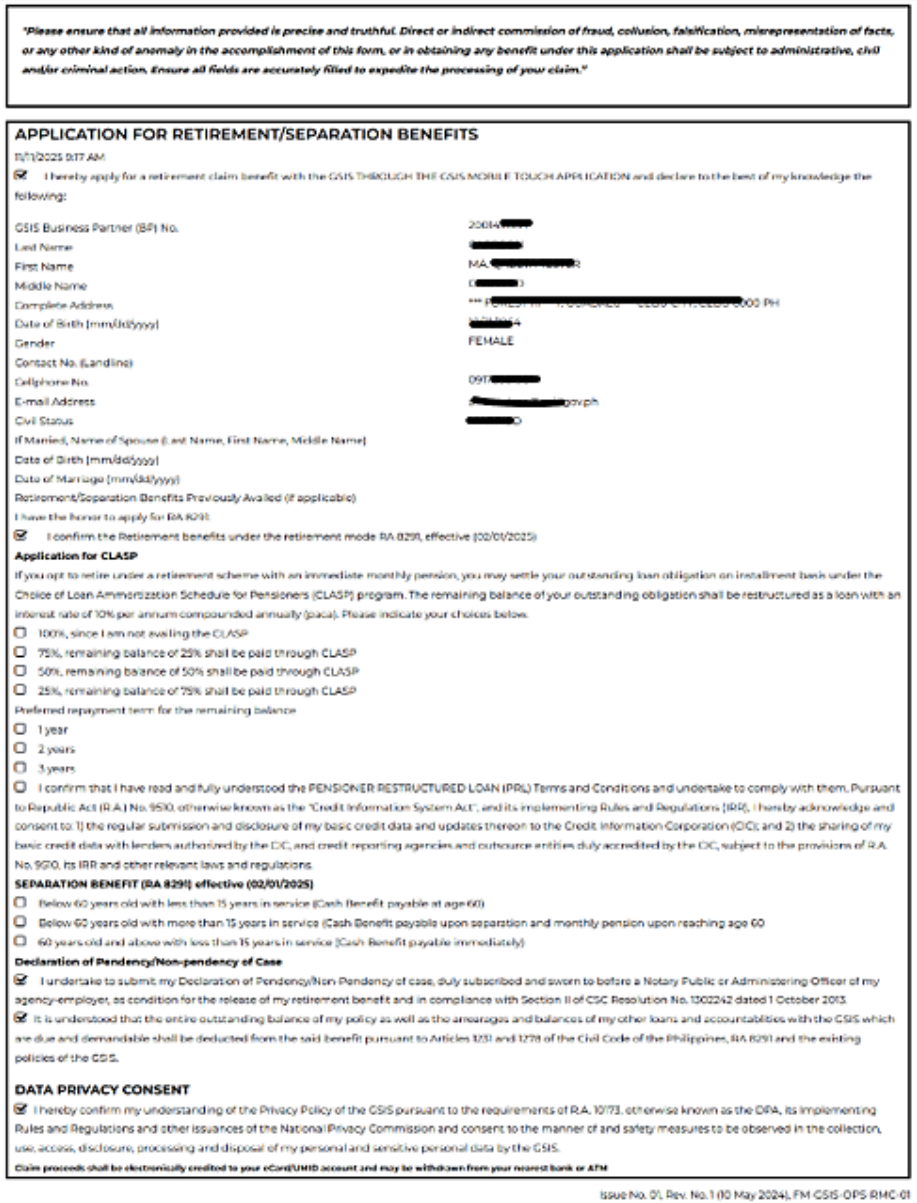


MEMBER'S CLAIM APPLICATION PROCESS

UPLOAD DOCUMENT

Notarized DPNPC may now be uploaded and the ECF confirmed.





"Please ensure that all information provided is precise and truthful. Direct or indirect commission of fraud, collusion, falsification, misrepresentation of facts, or any other kind of anomaly in the accomplishment of this form, or in obtaining any benefit under this application shall be subject to administrative, civil and/or criminal action. Ensure all fields are accurately filled to expedite the processing of your claim."

APPLICATION FOR RETIREMENT/SEPARATION BENEFITS

11/1/2025 9:17 AM

☑ I hereby apply for a retirement claim benefit with the GSIS THROUGH THE GSIS MOBILE TOUCH APPLICATION and declare to the best of my knowledge the following:

GSIS Business Partner (BP) No. 2004[redacted]
Last Name [redacted]
First Name MA[redacted]
Middle Name D[redacted]
Complete Address *** [redacted] 000 PH
Date of Birth (mm/dd/yyyy) [redacted]
Gender FEMALE
Contact No. (Landline)
Cellphone No. 09[redacted]
E-mail Address [redacted]gov.ph
Civil Status [redacted]
If Married, Name of Spouse (Last Name, First Name, Middle Name)
Date of Birth (mm/dd/yyyy)
Date of Marriage (mm/dd/yyyy)
Retirement/Separation Benefits Previously Availed (if applicable)
I have the honor to apply for RA 8291
☑ I confirm the Retirement benefits under the retirement mode RA 8291, effective (02/01/2025)

Application for CLASP

If you opt to retire under a retirement scheme with an immediate monthly pension, you may settle your outstanding loan obligation on installment basis under the Choice of Loan Amortization Schedule for Pensioners (CLASP) program. The remaining balance of your outstanding obligation shall be restructured as a loan with an interest rate of 10% per annum compounded annually (paca). Please indicate your choices below.

☐ 100%, since I am not availing the CLASP
☐ 75%, remaining balance of 25% shall be paid through CLASP
☐ 50%, remaining balance of 50% shall be paid through CLASP
☐ 25%, remaining balance of 75% shall be paid through CLASP

Preferred repayment term for the remaining balance

☐ 1 year
☐ 2 years
☐ 3 years

☐ I confirm that I have read and fully understood the PENSIONER RESTRUCTURED LOAN (PRL) Terms and Conditions and undertake to comply with them. Pursuant to Republic Act (R.A.) No. 9510, otherwise known as the 'Credit Information System Act', and its Implementing Rules and Regulations (IRR), I hereby acknowledge and consent to: 1) the regular submission and disclosure of my basic credit data and updates thereon to the Credit Information Corporation (CIC); and 2) the sharing of my basic credit data with lenders authorized by the CIC, and credit reporting agencies and outsource entities duly accredited by the CIC, subject to the provisions of R.A. No. 9510, its IRR and other relevant laws and regulations.

SEPARATION BENEFIT (RA 8291) effective (02/01/2025)

☐ Below 60 years old with less than 15 years in service (Cash Benefit payable at age 60)
☐ Below 60 years old with more than 15 years in service (Cash Benefit payable upon separation and monthly pension upon reaching age 60
☐ 60 years old and above with less than 15 years in service (Cash Benefit payable immediately)

Declaration of Pendency/Non-pendency of Case

☑ I undertake to submit my Declaration of Pendency/Non Pendency of case, duly subscribed and sworn to before a Notary Public or Administering Officer of my agency-employer, as condition for the release of my retirement benefit and in compliance with Section II of CSC Resolution No. 1302242 dated 1 October 2013.

☑ It is understood that the entire outstanding balance of my policy as well as the arrearages and balances of my other loans and accountabilities with the GSIS which are due and demandable shall be deducted from the said benefit pursuant to Articles 1231 and 1278 of the Civil Code of the Philippines, RA 8291 and the existing policies of the GSIS.

DATA PRIVACY CONSENT

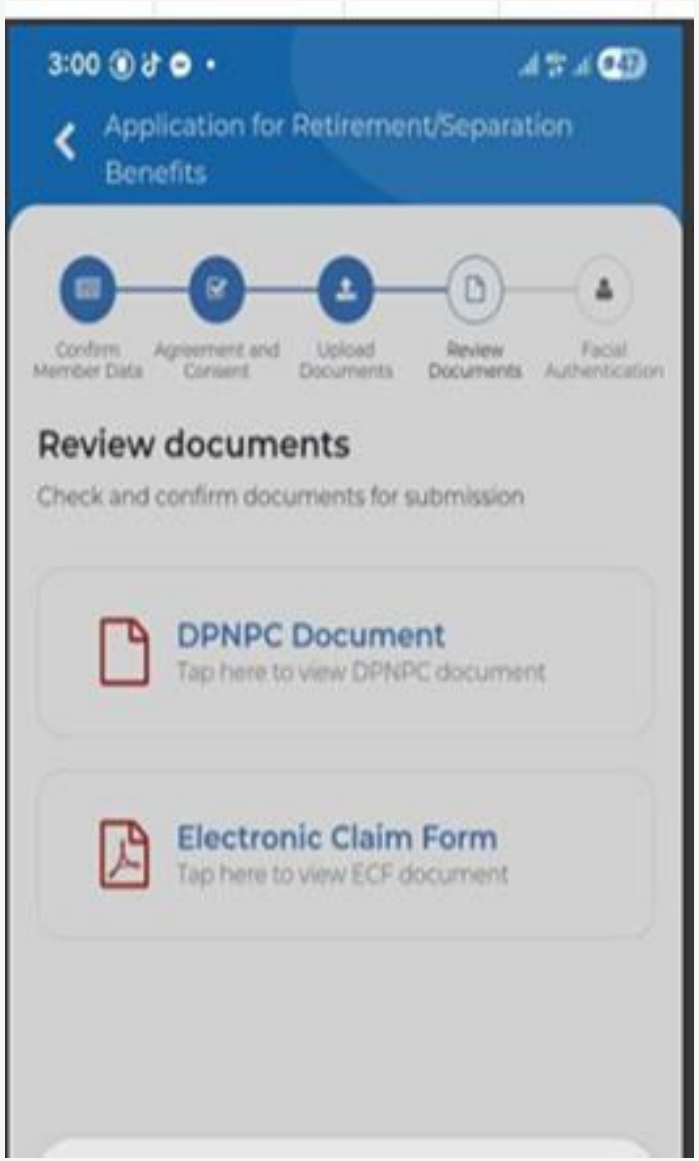
☑ I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of R.A. 10173, otherwise known as the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Commission and consent to the manner of and safety measures to be observed in the collection, use, access, disclosure, processing and disposal of my personal and sensitive personal data by the GSIS.

Claim proceeds shall be electronically credited to your eCard/UMID account and may be withdrawn from your nearest bank or ATM

MEMBER'S CLAIM APPLICATION PROCESS

REVIEW DOCUMENTS

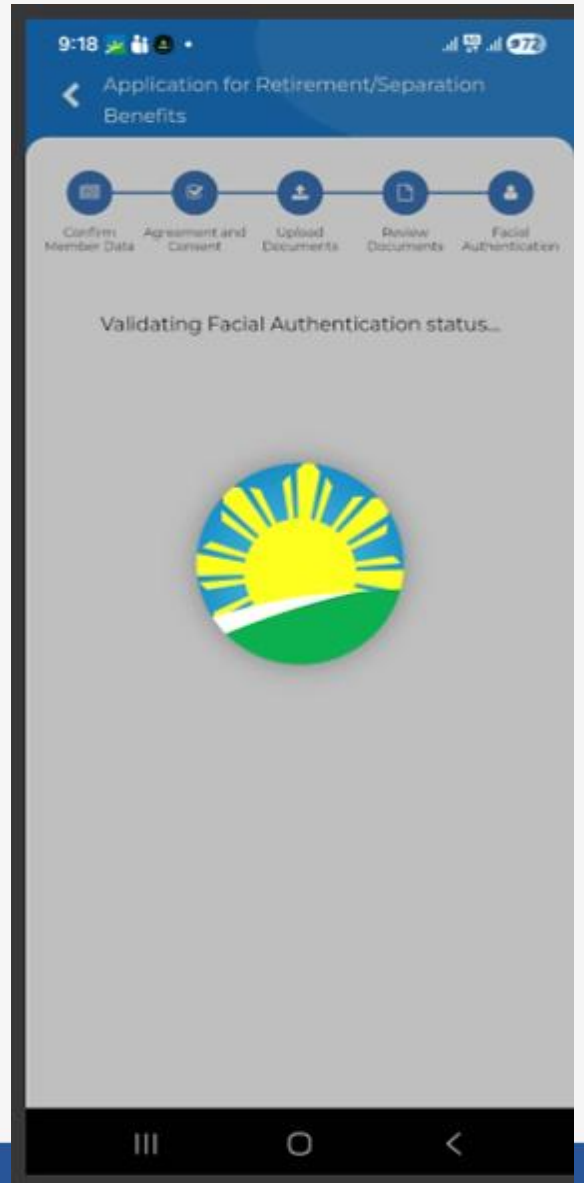
Member may view the uploaded/confirmed documents.

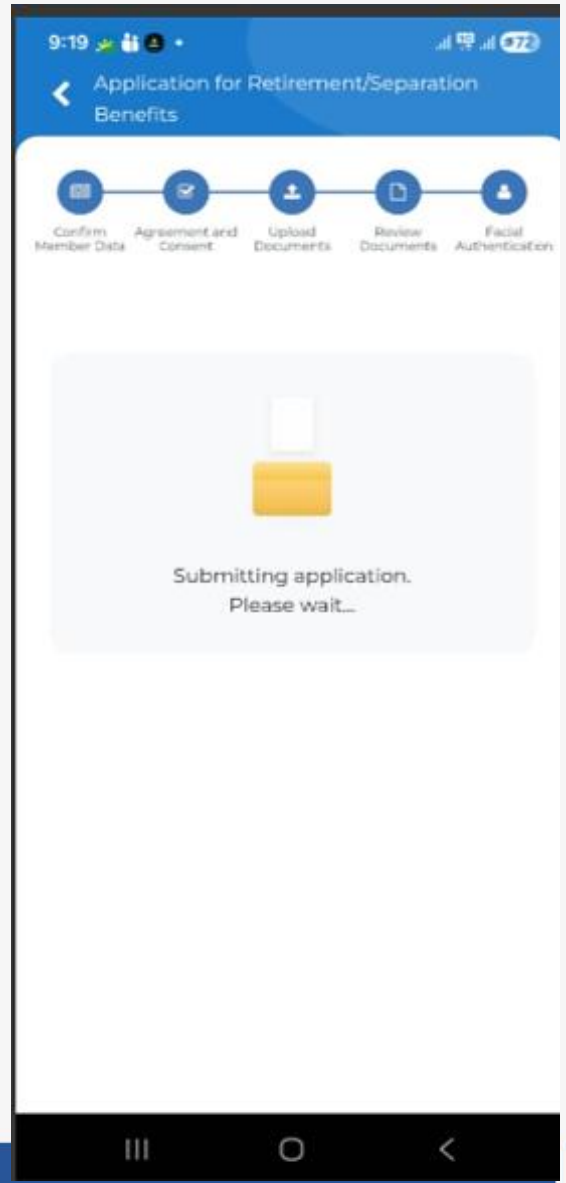


MEMBER'S CLAIM APPLICATION PROCESS

FACIAL AUTHENTICATION

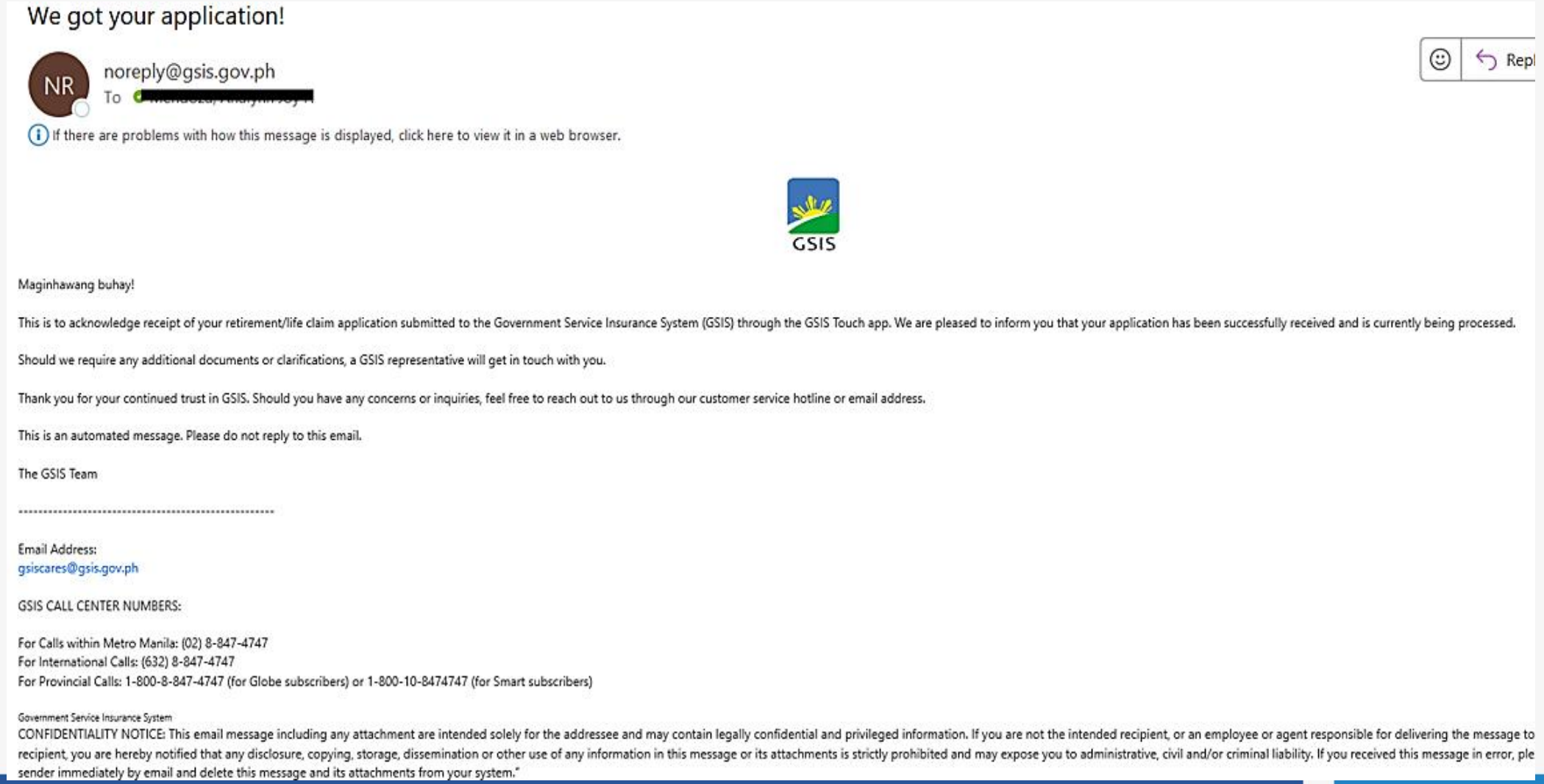
Facial authentication is needed to complete the claim application process.





MEMBER'S CLAIM APPLICATION PROCESS

Member will receive a notification via email and SMS upon successful submission of claim application



We got your application!

NR noreply@gsis.gov.ph
To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

GSIS

Maginhawang buhay!

This is to acknowledge receipt of your retirement/life claim application submitted to the Government Service Insurance System (GSIS) through the GSIS Touch app. We are pleased to inform you that your application has been successfully received and is currently being processed.

Should we require any additional documents or clarifications, a GSIS representative will get in touch with you.

Thank you for your continued trust in GSIS. Should you have any concerns or inquiries, feel free to reach out to us through our customer service hotline or email address.

This is an automated message. Please do not reply to this email.

The GSIS Team

Email Address:
gsiscares@gsis.gov.ph

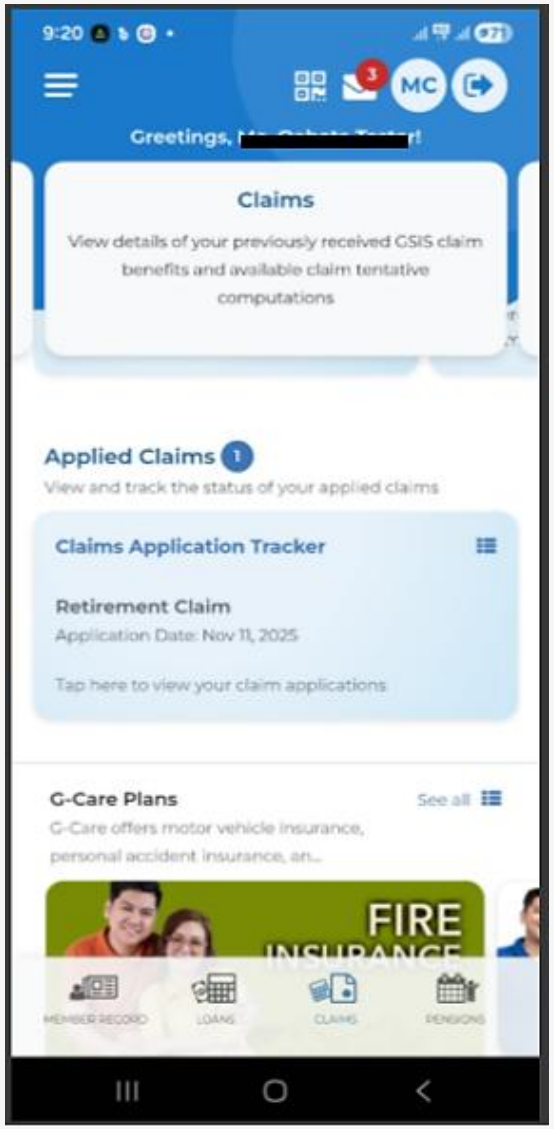
GSIS CALL CENTER NUMBERS:

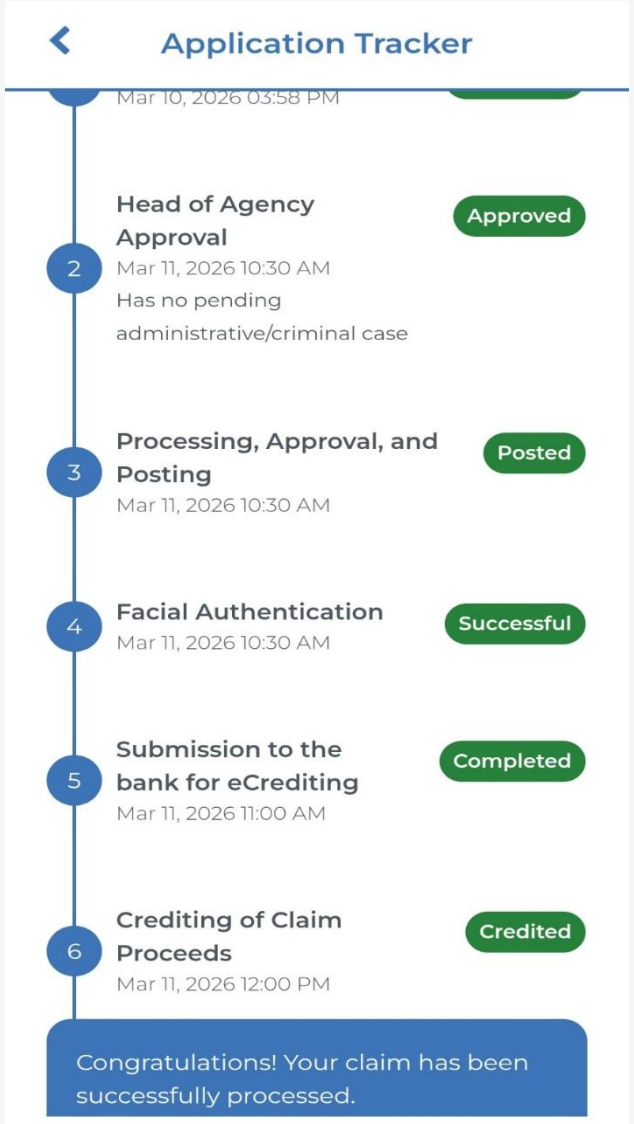
For Calls within Metro Manila: (02) 8-847-4747
For International Calls: (632) 8-847-4747
For Provincial Calls: 1-800-8-847-4747 (for Globe subscribers) or 1-800-10-8474747 (for Smart subscribers)

Government Service Insurance System
CONFIDENTIALITY NOTICE: This email message including any attachment are intended solely for the addressee and may contain legally confidential and privileged information. If you are not the intended recipient, or an employee or agent responsible for delivering the message to recipient, you are hereby notified that any disclosure, copying, storage, dissemination or other use of any information in this message or its attachments is strictly prohibited and may expose you to administrative, civil and/or criminal liability. If you received this message in error, ple sender immediately by email and delete this message and its attachments from your system."

MEMBER'S CLAIM APPLICATION PROCESS

Progress of an applied claim may be tracked via GSIS Touch: Application Tracker

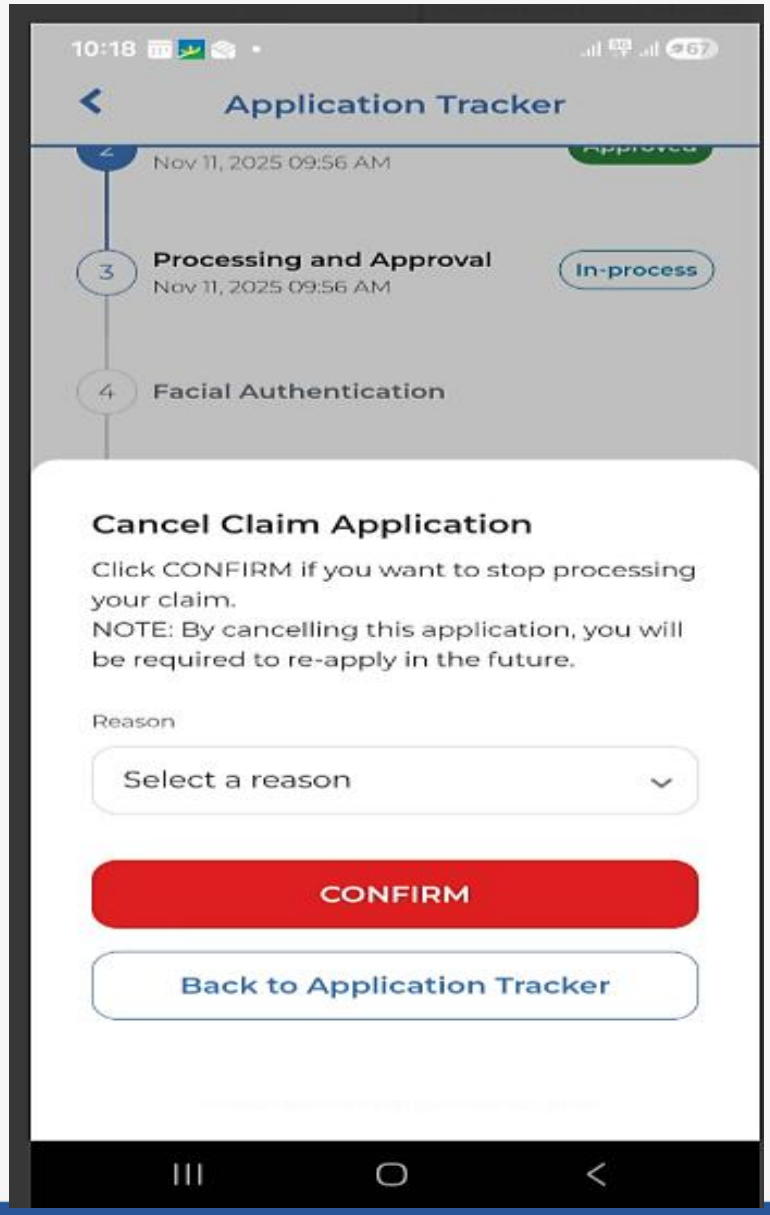




MEMBER'S CLAIM APPLICATION PROCESS

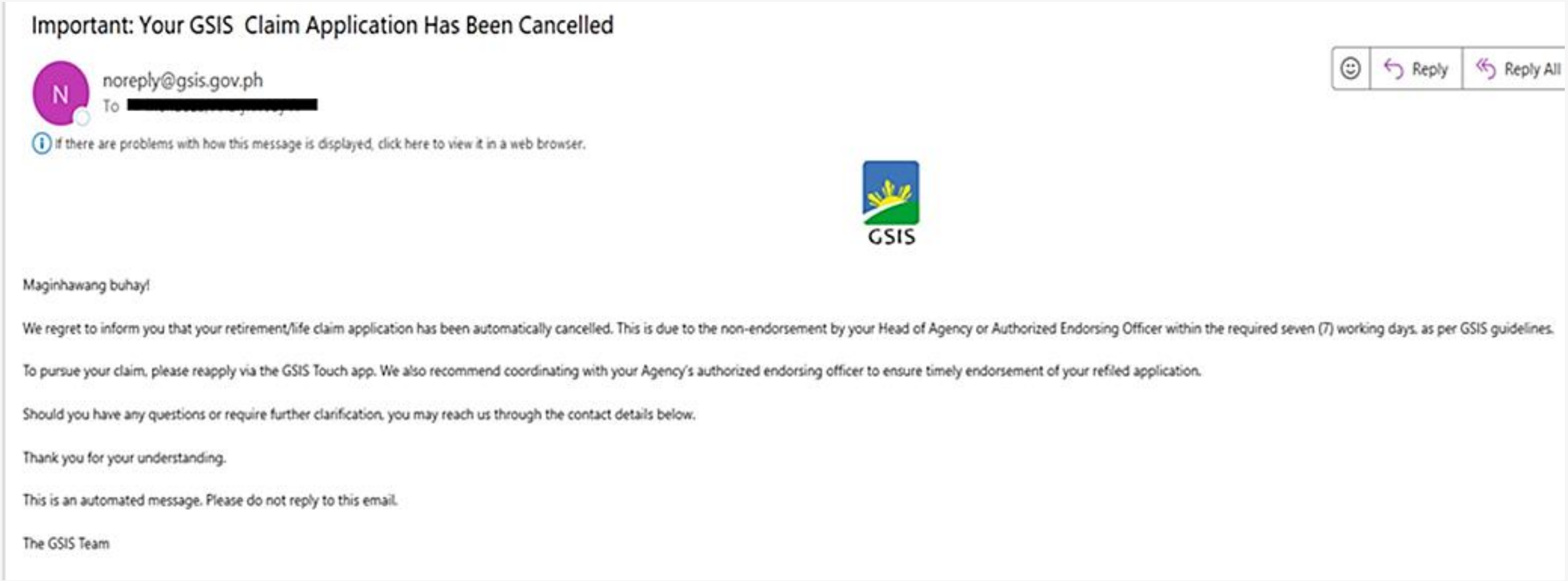
- Member may also choose to cancel the claim application, or it may automatically be cancelled if the HOA or the AEO is unable to act on it within 7 working days.

- Should the claim be cancelled, member may re-apply through the GSIS Touch at any time prior e-crediting of proceeds.



MEMBER'S CLAIM APPLICATION PROCESS

If the claim cancellation was due to the inaction of the HOA/AEO, member will receive the corresponding notification



Important: Your GSIS Claim Application Has Been Cancelled

Reply | Reply All

N

noreply@gsis.gov.ph

To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

GSIS

Maginhawang buhay!

We regret to inform you that your retirement/life claim application has been automatically cancelled. This is due to the non-endorsement by your Head of Agency or Authorized Endorsing Officer within the required seven (7) working days, as per GSIS guidelines.

To pursue your claim, please reapply via the GSIS Touch app. We also recommend coordinating with your Agency's authorized endorsing officer to ensure timely endorsement of your refiled application.

Should you have any questions or require further clarification, you may reach us through the contact details below.

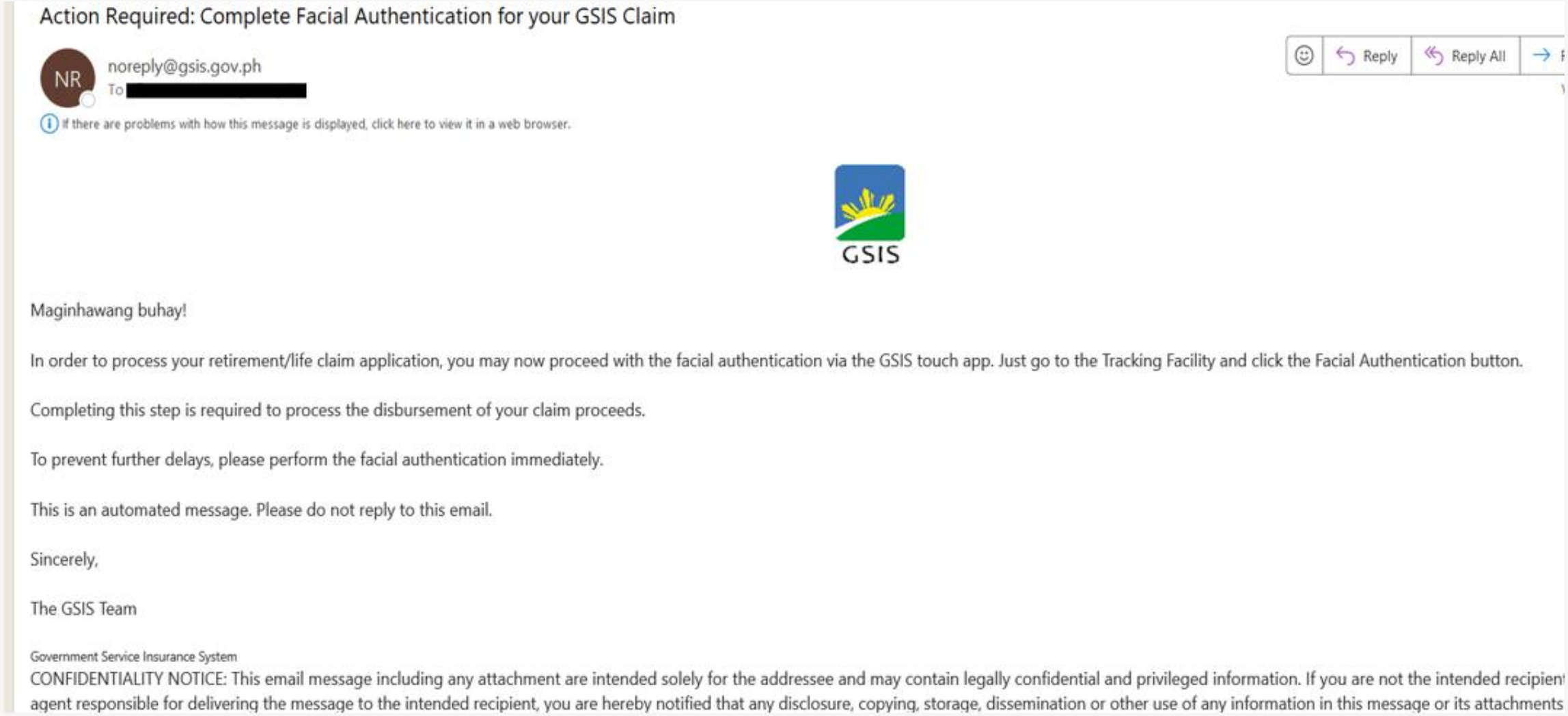
Thank you for your understanding.

This is an automated message. Please do not reply to this email.

The GSIS Team

MEMBER'S CLAIM APPLICATION PROCESS

Should the claim application be approved, member will be notified to proceed with the facial authentication



Action Required: Complete Facial Authentication for your GSIS Claim

Reply | Reply All

NR noreply@gsis.gov.ph
To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

GSIS

Maginhawang buhay!

In order to process your retirement/life claim application, you may now proceed with the facial authentication via the GSIS touch app. Just go to the Tracking Facility and click the Facial Authentication button.

Completing this step is required to process the disbursement of your claim proceeds.

To prevent further delays, please perform the facial authentication immediately.

This is an automated message. Please do not reply to this email.

Sincerely,

The GSIS Team

Government Service Insurance System

CONFIDENTIALITY NOTICE: This email message including any attachment are intended solely for the addressee and may contain legally confidential and privileged information. If you are not the intended recipient agent responsible for delivering the message to the intended recipient, you are hereby notified that any disclosure, copying, storage, dissemination or other use of any information in this message or its attachments

MEMBER'S CLAIM APPLICATION PROCESS

After the member's claim application is approved, reminders will be sent on the 15th, 30th, and 45th days to **prompt completion of facial authentication**. Completing this step allows proceeds to be disbursed to the member's registered bank account.



MEMBER'S CLAIM APPLICATION PROCESS

Notification will be sent to the member once claim has been successfully processed

Great News! Your GSIS Claim Has Been Processed

NR noreply@gsis.gov.ph

To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

GSIS

We are happy to inform you that your retirement/life claim application has been processed!

Your claim proceeds will be e-credited to your registered bank account within three (3) banking days.

This is an automated message. Please do not reply to this email.

Sincerely,

The GSIS Team

Government Service Insurance System



CLAIM CERTIFICATION

CLAIM CERTIFICATION

HOA/AEO will receive notification for claim application/s

Action Required: Pending Claim for Your Approval

Reply | Reply All

NR noreply@gsis.gov.ph
To M[redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

GSIS

Dear M[redacted]R,

This is to inform you that there is a claim awaiting your approval in the system.

Please note that you have seven (7) working days to act on this pending claim. Kindly log in at your earliest convenience to review and approve it.

This is an automated message. Please do not reply to this email.

The GSIS Team

Government Service Insurance System

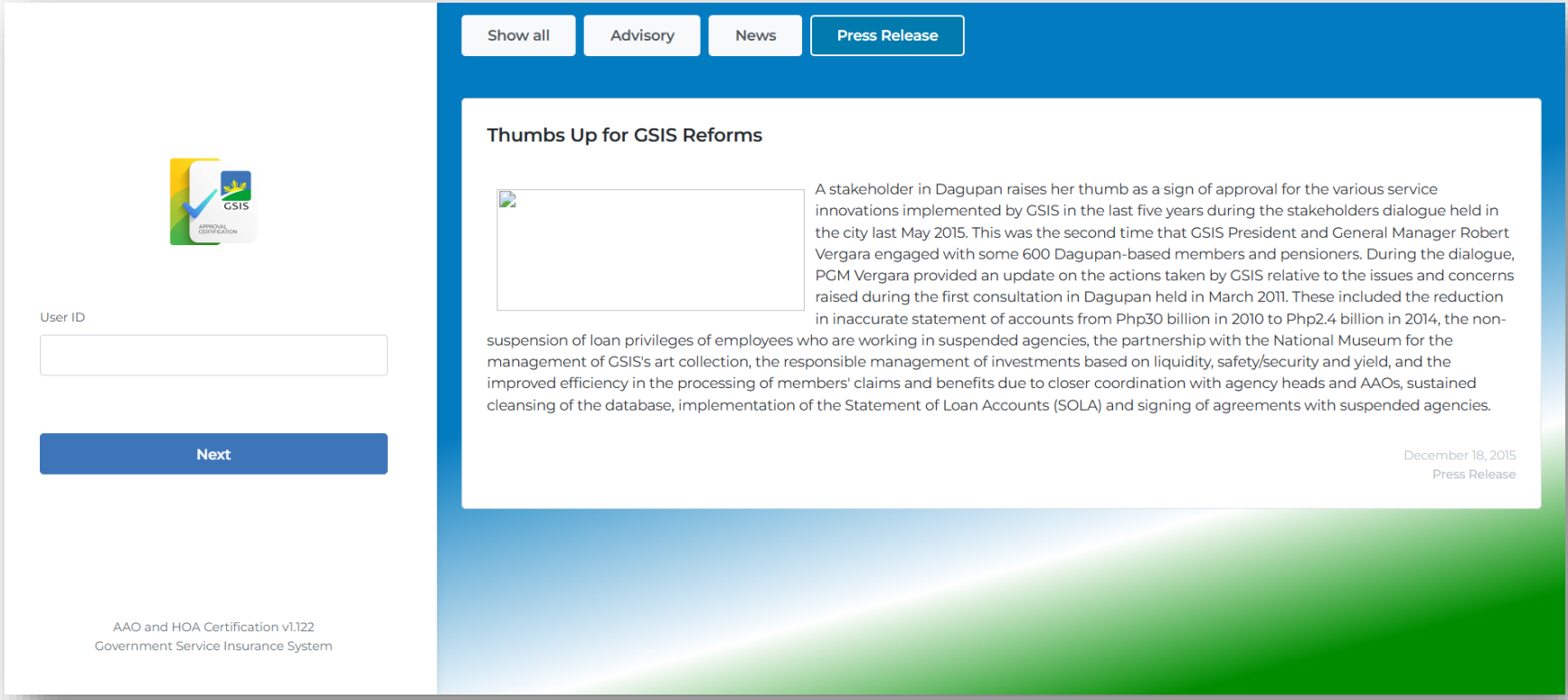
CLAIM CERTIFICATION

Claim approval or disapproval

Once the claim has been successfully applied via GSIS Touch, the HOA/AEO may already view it via the AAO and HOA Certification website.

User ID = BP number

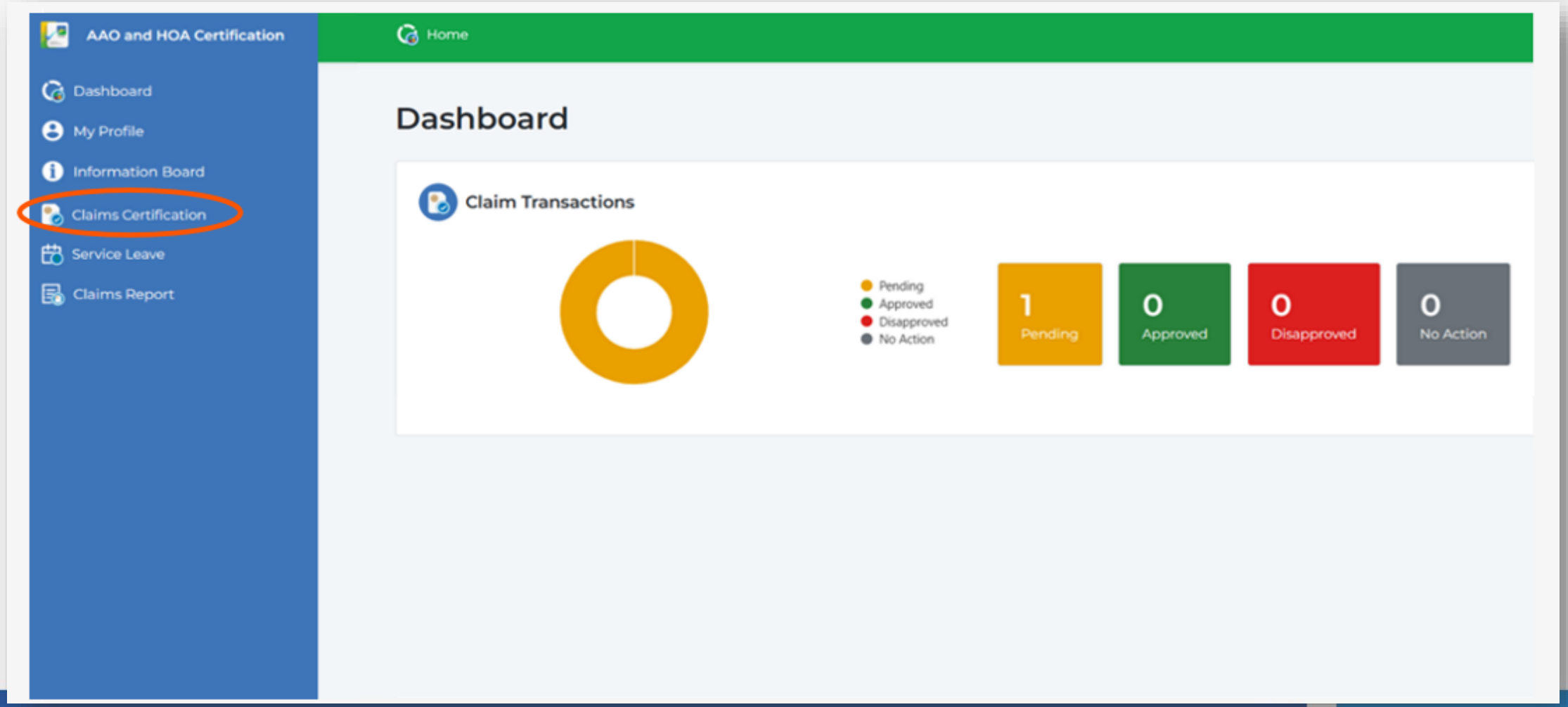
https://cert.gsis.gov.ph



CLAIM CERTIFICATION

Click Claims Certification from the menu

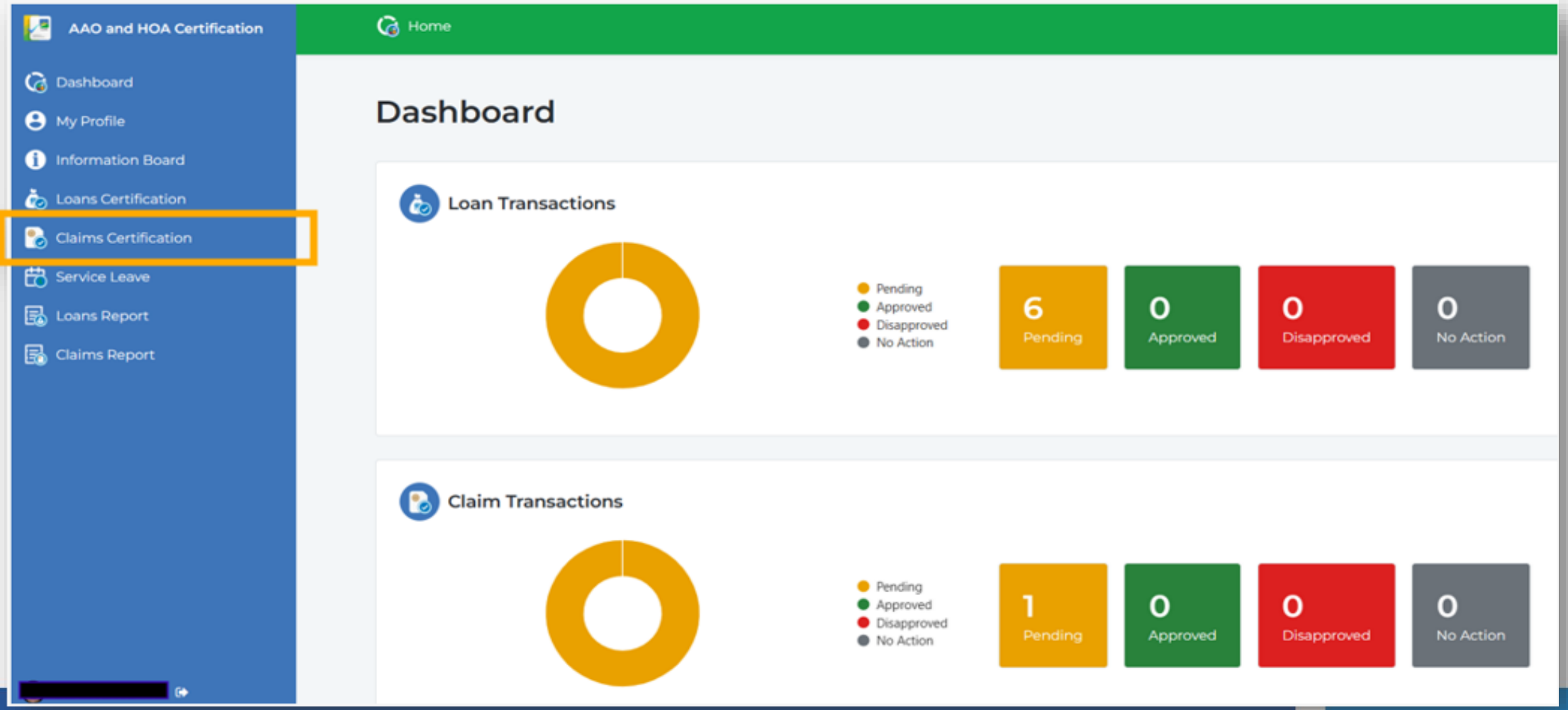
- Dashboard of a HOA/AEO *(Claim Certification: Transactions/Applications are accessible)*



CLAIM CERTIFICATION

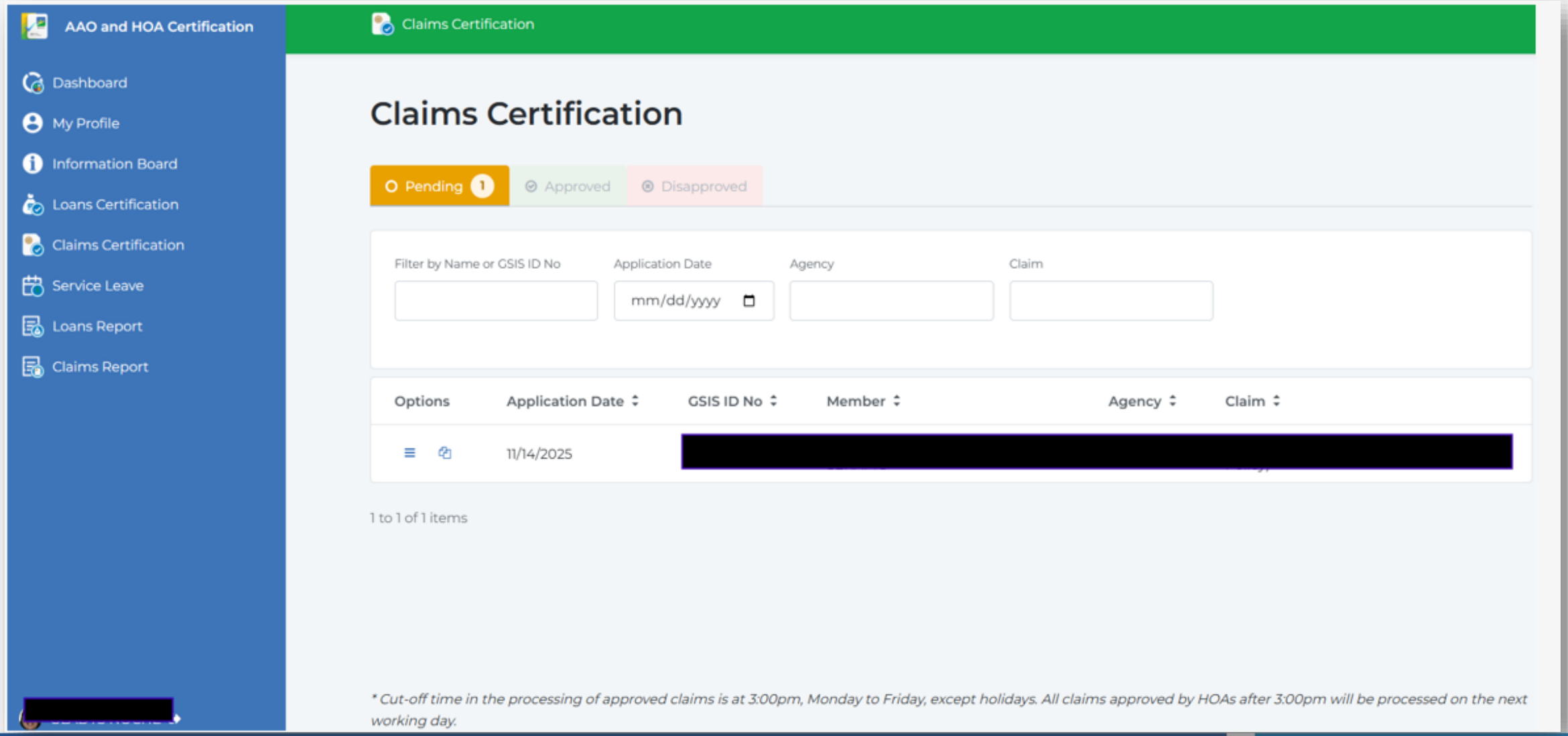
Click Claims Certification from the menu

- Dashboard of an AAO, which is also an Authorized Endorsing Officer at the same time *(Both Claim and Loan Certification: Transactions/Applications are accessible)*



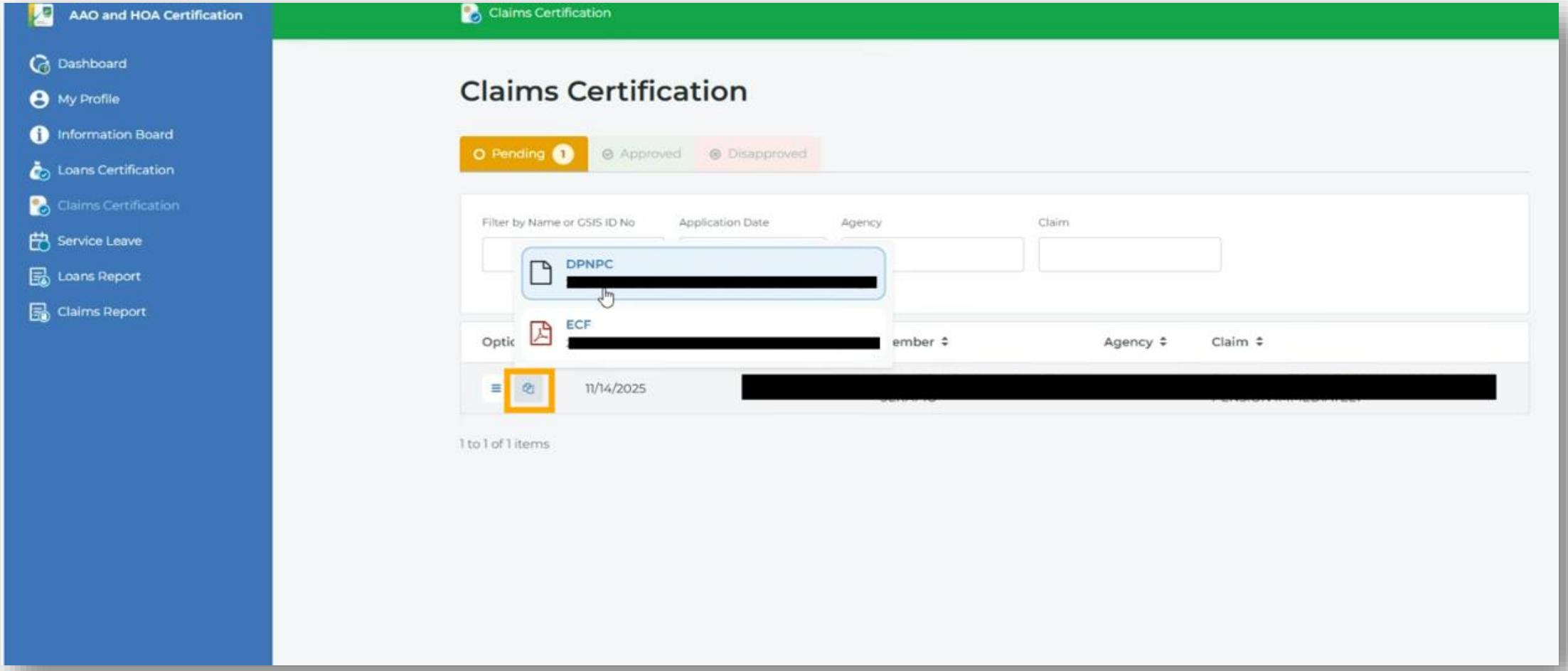
CLAIM CERTIFICATION

Pending tab will show all claim applications to be acted upon

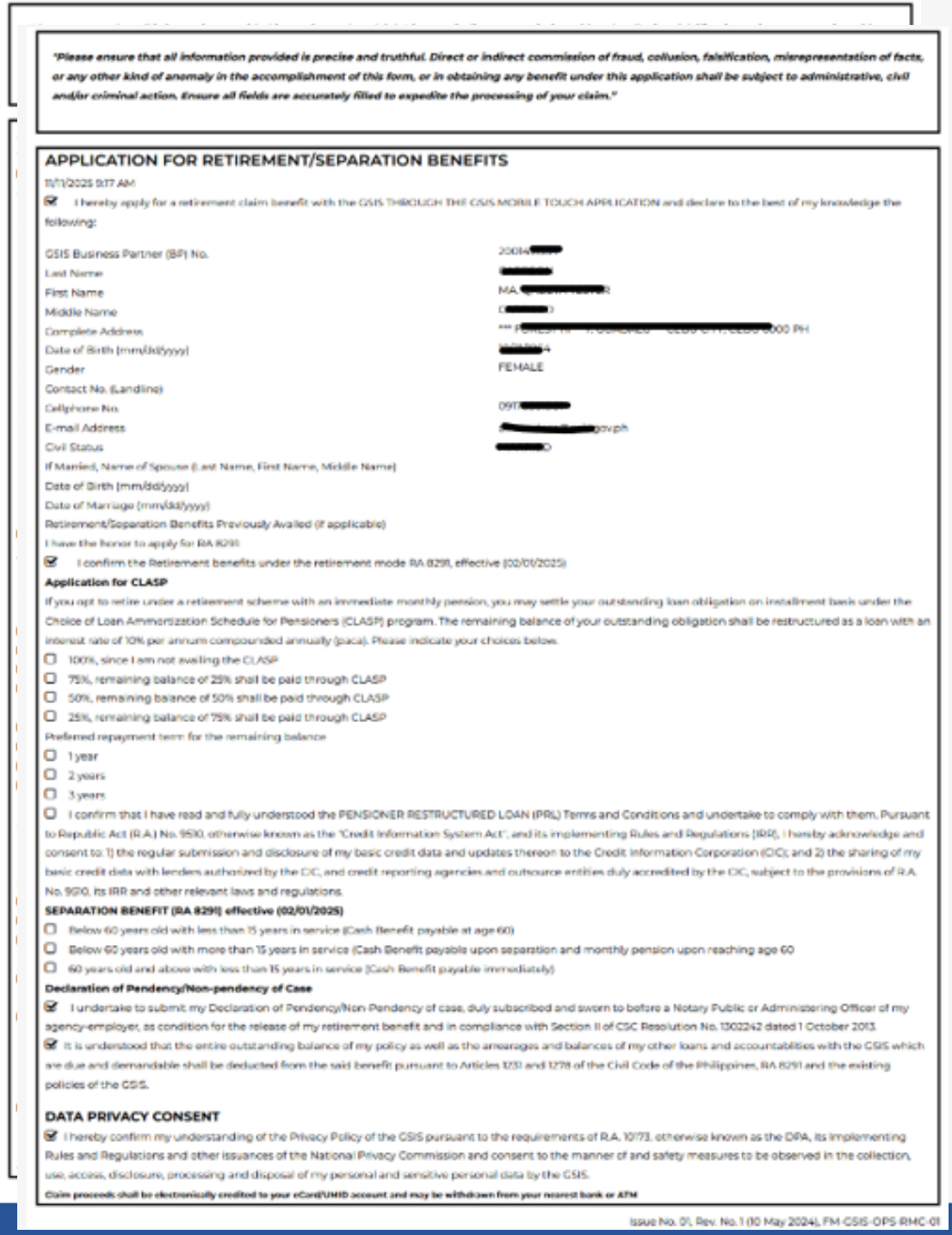


CLAIM CERTIFICATION

Click button for Attachments to review member's Electronic Claim Form (ECF) and uploaded Declaration of Pendency/Non-Pendency of Case (DPNPC)



Electronic Claim Form (ECF)



"Please ensure that all information provided is precise and truthful. Direct or indirect commission of fraud, collusion, falsification, misrepresentation of facts, or any other kind of anomaly in the accomplishment of this form, or in obtaining any benefit under this application shall be subject to administrative, civil and/or criminal action. Ensure all fields are accurately filled to expedite the processing of your claim."

APPLICATION FOR RETIREMENT/SEPARATION BENEFITS

11/1/2025 9:17 AM

☑ I hereby apply for a retirement claim benefit with the GSIS THROUGH THE GSIS MOBILE TOUCH APPLICATION and declare to the best of my knowledge the following:

GSIS Business Partner (BP) No.	2008[redacted]
Last Name	[redacted]
First Name	MA[redacted]
Middle Name	[redacted]
Complete Address	[redacted] PH
Date of Birth (mm/dd/yyyy)	[redacted]
Gender	FEMALE
Contact No. (Landline)	
Cellphone No.	09[redacted]
E-mail Address	[redacted]gov.ph
Civil Status	[redacted]
If Married, Name of Spouse (Last Name, First Name, Middle Name)	
Date of Birth (mm/dd/yyyy)	
Date of Marriage (mm/dd/yyyy)	
Retirement/Separation Benefits Previously Availed (if applicable)	

I have the honor to apply for RA 8291

☑ I confirm the Retirement benefits under the retirement mode RA 8291, effective (02/01/2025)

Application for CLASP

If you opt to retire under a retirement scheme with an immediate monthly pension, you may settle your outstanding loan obligation on installment basis under the Choice of Loan Amortization Schedule for Pensioners (CLASP) program. The remaining balance of your outstanding obligation shall be restructured as a loan with an interest rate of 10% per annum compounded annually (paca). Please indicate your choices below.

- ☐ 100%, since I am not availing the CLASP
- ☐ 75%, remaining balance of 25% shall be paid through CLASP
- ☐ 50%, remaining balance of 50% shall be paid through CLASP
- ☐ 25%, remaining balance of 75% shall be paid through CLASP

Preferred repayment term for the remaining balance

- ☐ 1 year
- ☐ 2 years
- ☐ 3 years

☐ I confirm that I have read and fully understood the PENSIONER RESTRUCTURED LOAN (PRL) Terms and Conditions and undertake to comply with them. Pursuant to Republic Act (R.A.) No. 9510, otherwise known as the "Credit Information System Act", and its implementing Rules and Regulations (IRR), I hereby acknowledge and consent to: 1) the regular submission and disclosure of my basic credit data and updates thereon to the Credit Information Corporation (CIC); and 2) the sharing of my basic credit data with lenders authorized by the CIC, and credit reporting agencies and outsource entities duly accredited by the CIC, subject to the provisions of R.A. No. 9510, its IRR and other relevant laws and regulations.

SEPARATION BENEFIT (RA 8291) effective (02/01/2025)

- ☐ Below 60 years old with less than 15 years in service (Cash Benefit payable at age 60)
- ☐ Below 60 years old with more than 15 years in service (Cash Benefit payable upon separation and monthly pension upon reaching age 60
- ☐ 60 years old and above with less than 15 years in service (Cash Benefit payable immediately)

Declaration of Pendency/Non-pendency of Case

☑ I undertake to submit my Declaration of Pendency/Non Pendency of case, duly subscribed and sworn to before a Notary Public or Administering Officer of my agency-employer, as condition for the release of my retirement benefit and in compliance with Section 11 of CSC Resolution No. 1302242 dated 1 October 2013.

☑ It is understood that the entire outstanding balance of my policy as well as the arrearages and balances of my other loans and accountabilities with the GSIS which are due and demandable shall be deducted from the said benefit pursuant to Articles 1231 and 1278 of the Civil Code of the Philippines, RA 8291 and the existing policies of the GSIS.

DATA PRIVACY CONSENT

☑ I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of R.A. 10173, otherwise known as the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Commission and consent to the manner of and safety measures to be observed in the collection, use, access, disclosure, processing and disposal of my personal and sensitive personal data by the GSIS.

Claim proceeds shall be electronically credited to your eCard/UMID account and may be withdrawn from your nearest bank or ATM

Issue No. 01, Rev. No. 1 (10 May 2024), FM-GSIS-OPS-RMC-01

Submit the Electronic Claim Form?

☑ Yes ☐ No

TO BE FILLED OUT BY HEAD OF AGENCY OR HIS AUTHORIZED ENDORSING OFFICER

1st Endorsement

Respectfully forwarded to GSIS this ECF (Electronic Claim Application) for retirement/separation/life insurance benefit with our recommendation for approval.
It is hereby certified that the applicant (tick the box on the pertinent choice only)

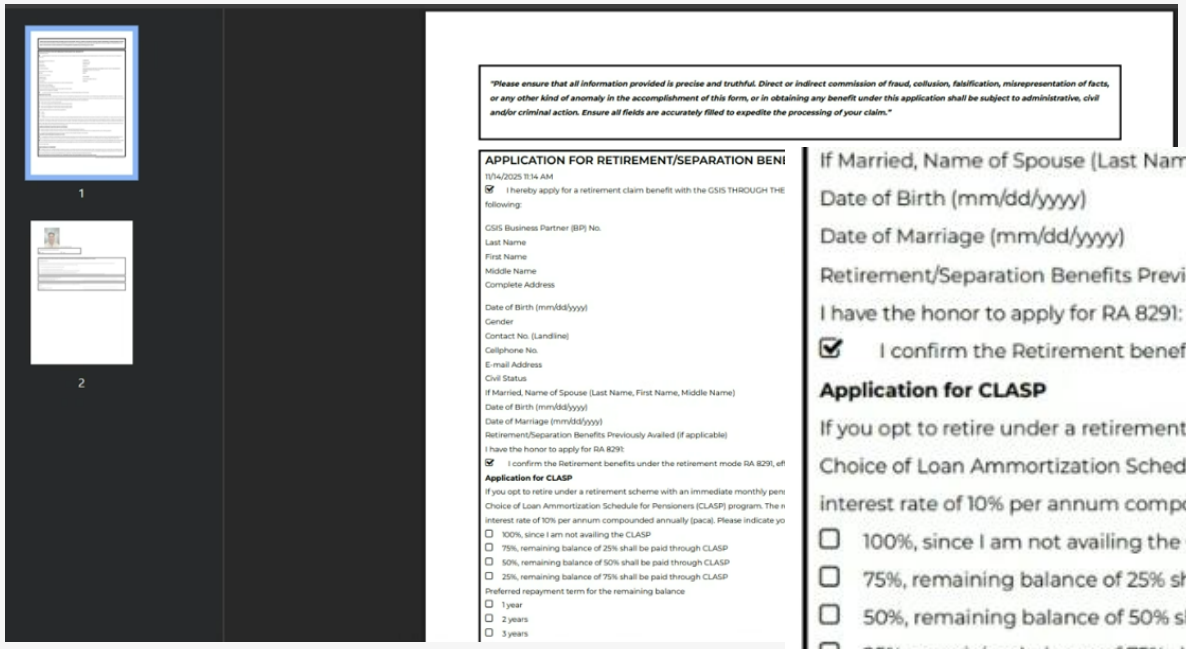
- ☐ Has no pending administrative/criminal case
- ☐ Has pending administrative/criminal case
- ☐ Has a decided administrative case (Please attach certified copy of Decision)
- ☐ Has a decided criminal case (Please attach certified copy of Decision)
- ☐ Is applying for Refund of Premiums under RA 1616 and the application for gratuity benefit has been approved by this Office

Has a pending administrative/criminal case at: _____
Has a decided administrative case with: _____
Has a decided criminal case with: _____

Signature over printed name of the Head of Agency or his/her Authorized Endorsing Officer _____

Date Signed (mm/dd/yyyy) _____

Office Name _____



"Please ensure that all information provided is precise and truthful. Direct or indirect commission of fraud, collusion, falsification, misrepresentation of facts, or any other kind of anomaly in the accomplishment of this form, or in obtaining any benefit under this application shall be subject to administrative, civil and/or criminal action. Ensure all fields are accurately filled to expedite the processing of your claim."

APPLICATION FOR RETIREMENT/SEPARATION BENI

11/14/2025 11:14 AM

☑ I hereby apply for a retirement claim benefit with the GSIS THROUGH THE following:

GSIS Business Partner (BP) No.
Last Name
First Name
Middle Name
Complete Address

Date of Birth (mm/dd/yyyy)
Gender
Contact No. (Landline)
Cellphone No.
E-mail Address
Civil Status
If Married, Name of Spouse (Last Name, First Name, Middle Name)
Date of Birth (mm/dd/yyyy)
Date of Marriage (mm/dd/yyyy)
Retirement/Separation Benefits Previously Availed (if applicable)
I have the honor to apply for RA 8291:
☑ I confirm the Retirement benefits under the retirement mode RA 8291, eff

Application for CLASP

If you opt to retire under a retirement scheme with an immediate monthly pens
Choice of Loan Ammortization Schedule for Pensioners (CLASP) program. The r
interest rate of 10% per annum compounded annually (paca). Please indicate yo

☐ 100%, since I am not availing the CLASP
☐ 75%, remaining balance of 25% shall be paid through CLASP
☐ 50%, remaining balance of 50% shall be paid through CLASP
☐ 25%, remaining balance of 75% shall be paid through CLASP

Preferred repayment term for the remaining balance

☐ 1 year
☐ 2 years
☐ 3 years

If Married, Name of Spouse (Last Name, First Name, Middle Name)

Date of Birth (mm/dd/yyyy)

Date of Marriage (mm/dd/yyyy)

Retirement/Separation Benefits Previously Availed (if applicable)

I have the honor to apply for RA 8291:

☑ I confirm the Retirement benefits under the retirement mode RA 8291, effective (11/14/2025)

Application for CLASP

If you opt to retire under a retirement scheme with an immediate monthly pension, you may settle your outstanding loan obligation on installment basis under the Choice of Loan Ammortization Schedule for Pensioners (CLASP) program. The remaining balance of your outstanding obligation shall be restructured as a loan with an interest rate of 10% per annum compounded annually (paca). Please indicate your choices below.

☐ 100%, since I am not availing the CLASP
☐ 75%, remaining balance of 25% shall be paid through CLASP
☐ 50%, remaining balance of 50% shall be paid through CLASP
☐ 25%, remaining balance of 75% shall be paid through CLASP

Preferred repayment term for the remaining balance

☐ 1 year
☐ 2 years
☐ 3 years

☐ I confirm that I have read and fully understood the PENSIONER RESTRUCTURED LOAN (PRL) Terms and Conditions and undertake to comply with them. Pursuant to Republic Act (R.A.) No. 9510, otherwise known as the "Credit Information System Act", and its implementing Rules and Regulations (IRR), I hereby acknowledge and consent to: 1) the regular submission and disclosure of my basic credit data and updates thereon to the Credit Information Corporation (CIC); and 2) the sharing of my basic credit data with lenders authorized by the CIC, and credit reporting agencies and outsource entities duly accredited by the CIC, subject to the provisions of R.A. No. 9510, its IRR and other relevant laws and regulations.

SEPARATION BENEFIT (RA 8291) effective (11/14/2025)

☐ Below 60 years old with less than 15 years in service (Cash Benefit payable at age 60)
☐ Below 60 years old with more than 15 years in service (Cash Benefit payable upon separation and monthly pension upon reaching age 60
☐ 60 years old and above with less than 15 years in service (Cash Benefit payable immediately)

Declaration of Pendency/Non-pendency of Case

☑ I undertake to submit my Declaration of Pendency/Non-Pendency of case, duly subscribed and sworn to before a Notary Public or Administering Officer of my

Electronic Claim Form (ECF)

Comparison between the physical claim application form (left) and the ECF (right)

Type of benefit applied for:

- ☐ Maturity Benefits
- ☐ Cash Surrender Value/Termination Value, in view of my
  - ☐ retirement effective _____
  - ☐ resignation/separation from the government service on _____
  - ☐ state other reason/s _____
- ☐ Death Benefits: Date of Death: _____
- ☐ Accidental Death Benefit (ADB) (applicable for CM(LEP)/Optional policies)

It is understood that the entire outstanding balance of my policy as well as the arrearages and balances of my other loans and accountabilities with the GSIS which are due and demandable shall be deducted from the said benefit pursuant to Articles 1231 and 1278 of the Civil Code of the Philippines, RA 8291 and the existing policies of the GSIS.

DATA PRIVACY CONSENT

I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of R.A. 10173, otherwise known as the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Commission and consent to the manner of and safety measures to be observed in the collection, use, access, disclosure, processing and disposal of my personal and sensitive personal data by the GSIS.

Printed Name and Signature of Witnesses to Thumb mark:
(Both witnesses must provide photocopy of 2 valid government issued IDs)

1. _____
2. _____

_____
Signature of Applicant over Printed Name

Thumbmark (if unable to affix signature)

Claim proceeds shall be electronically credited to your eCard/UMID account and may be withdrawn from your nearest bank or ATM. If you have no eCard/UMID, the proceeds will be paid through check.

TO BE FILLED OUT BY HEAD OF AGENCY OR HIS AUTHORIZED ENDORSING OFFICER

1st Endorsement

Respectfully forwarded to GSIS this application for retirement/separation/life insurance benefit with our recommendation for approval. It is hereby certified that the applicant: (Place a check (√) mark on the pertinent box only)

1. ☐ has no pending administrative/criminal case.
2. ☐ has pending administrative/criminal case at _____.
3. ☐ has a decided administrative case with _____. (Please attach certified copy of Decision)
4. ☐ has a decided criminal case with _____. (Please attach certified copy of Decision)
5. ☐ is applying for Refund of Premiums under RA 1616 and the application for gratuity benefit has been approved by this Office.

_____
Signature over printed name of the Head of Agency or his/her Authorized Endorsing Officer

Date signed: _____

Office name: _____

Office address: _____

Issue No. 01, Rev. No. 1 (10 May 2024), FM-GSIS-OPS-RMC-01

Submit the Electronic Claim Form?

☑ Yes ☐ No

TO BE FILLED OUT BY HEAD OF AGENCY OR HIS AUTHORIZED ENDORSING OFFICER

1st Endorsement

Respectfully forwarded to GSIS this ECF (Electronic Claim Application) for retirement/separation/life insurance benefit with our recommendation for approval.
It is hereby certified that the applicant (tick the box on the pertinent choice only)

- ☐ Has no pending administrative/criminal case
- ☐ Has pending administrative/criminal case
- ☐ Has a decided administrative case (Please attach certified copy of Decision)
- ☐ Has a decided criminal case (Please attach certified copy of Decision)
- ☐ Is applying for Refund of Premiums under RA 1616 and the application for gratuity benefit has been approved by this Office

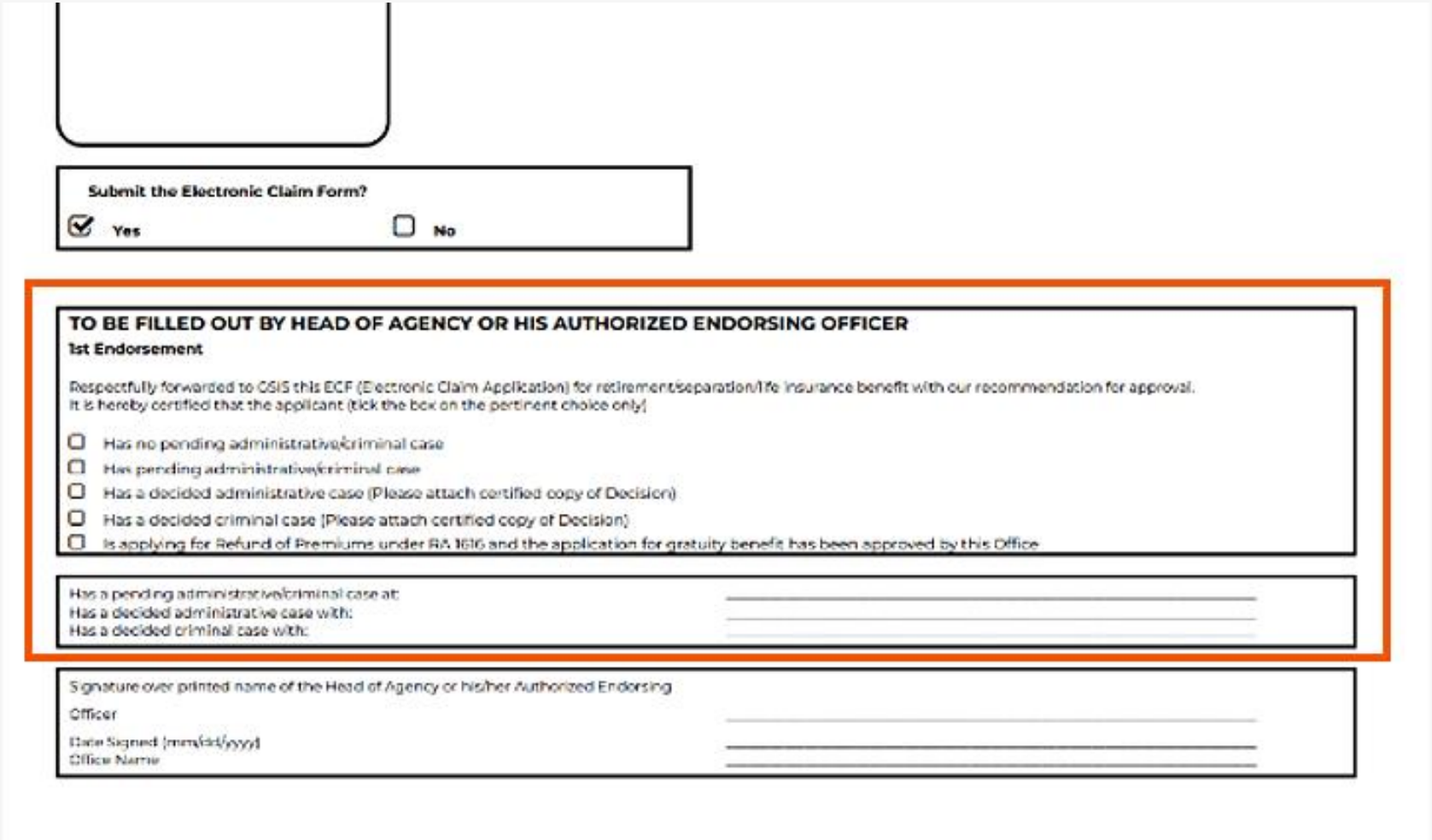
Has a pending administrative/criminal case at: _____
Has a decided administrative case with: _____
Has a decided criminal case with: _____

Signature over printed name of the Head of Agency or his/her Authorized Endorsing Officer _____

Date Signed (mm/dd/yyyy) _____
Office Name _____

With the Electronic Claim Form, the Head of Agency/Authorized Endorsing Officer **don't need to fill out the portion on pending case**.

This will be certified through the actual claim approval.



Submit the Electronic Claim Form?

☑ Yes ☐ No

TO BE FILLED OUT BY HEAD OF AGENCY OR HIS AUTHORIZED ENDORSING OFFICER

1st Endorsement

Respectfully forwarded to GSIS this ECF (Electronic Claim Application) for retirement/separation/life insurance benefit with our recommendation for approval.
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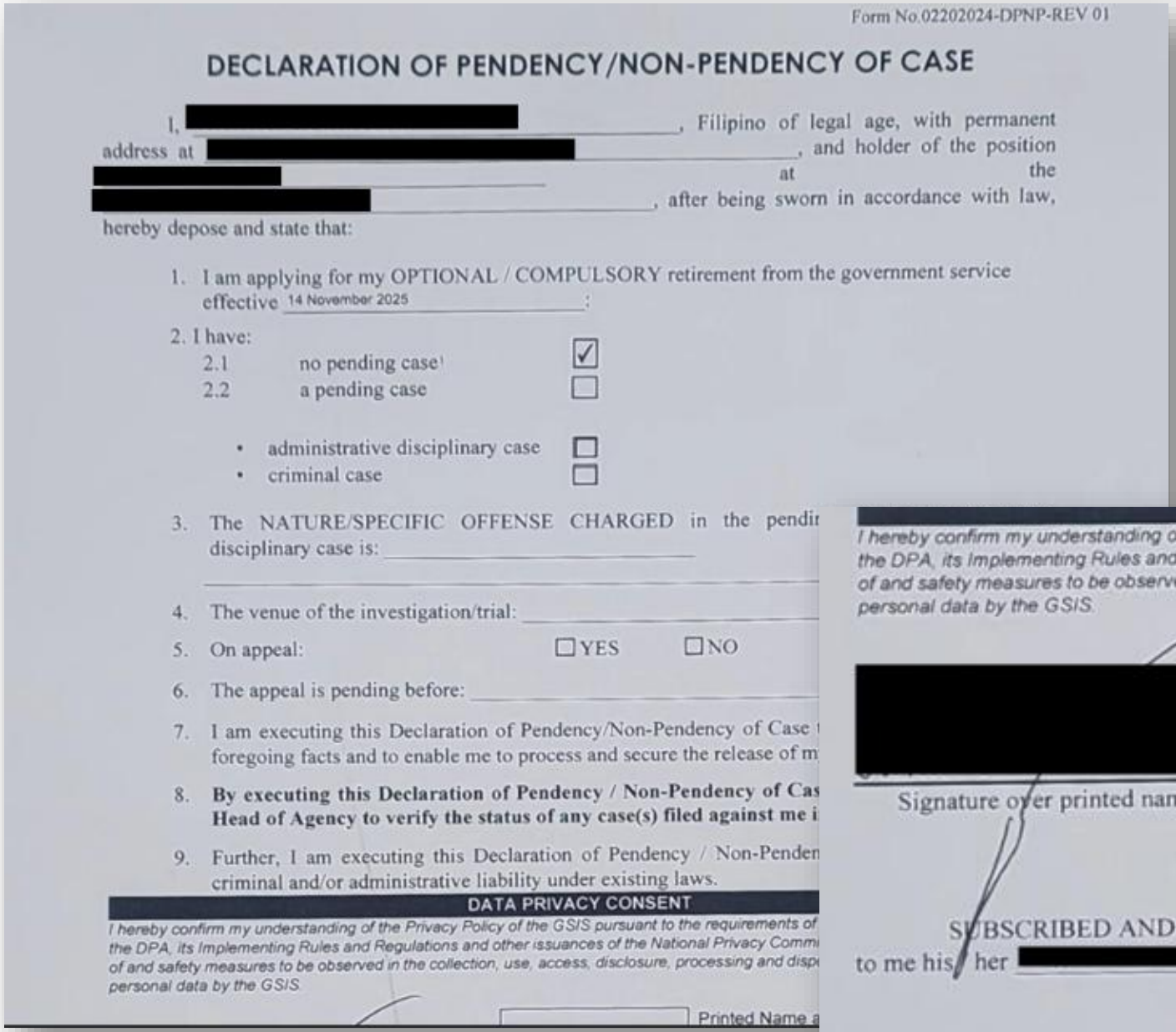
- ☐ Has pending administrative/criminal case
- ☐ Has a decided administrative case (Please attach certified copy of Decision)
- ☐ Has a decided criminal case (Please attach certified copy of Decision)
- ☐ Is applying for Refund of Premiums under RA 1616 and the application for gratuity benefit has been approved by this Office

Has a pending administrative/criminal case at: _____
Has a decided administrative case with: _____
Has a decided criminal case with: _____

Signature over printed name of the Head of Agency or his/her Authorized Endorsing Officer _____

Date Signed (mm/dd/yyyy) _____

Office Name _____



Form No.02202024-DPNP-REV 01

DECLARATION OF PENDENCY/NON-PENDENCY OF CASE

I, [redacted], Filipino of legal age, with permanent address at [redacted], and holder of the position [redacted] at the [redacted], after being sworn in accordance with law, hereby depose and state that:

1. I am applying for my OPTIONAL / COMPULSORY retirement from the government service effective 14 November 2025;
2. I have:
   - 2.1 no pending case ☑
   - 2.2 a pending case ☐
     - administrative disciplinary case ☐
     - criminal case ☐
3. The NATURE/SPECIFIC OFFENSE CHARGED in the pendi disciplinary case is: _____
4. The venue of the investigation/trial: _____
5. On appeal: ☐YES ☐NO
6. The appeal is pending before: _____
7. I am executing this Declaration of Pendency/Non-Pendency of Case foregoing facts and to enable me to process and secure the release of m
8. **By executing this Declaration of Pendency / Non-Pendency of Cas Head of Agency to verify the status of any case(s) filed against me i**
9. Further, I am executing this Declaration of Pendency / Non-Penden criminal and/or administrative liability under existing laws.

DATA PRIVACY CONSENT

I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Comm of and safety measures to be observed in the collection, use, access, disclosure, processing and disp personal data by the GSIS.

Printed Name a

DATA PRIVACY CONSENT

I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of R.A. 10173, otherwise known as the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Commission and consent to the manner of and safety measures to be observed in the collection, use, access, disclosure, processing and disposal of my personal and sensitive personal data by the GSIS.

[redacted]

Signature over printed name

Thumb mark
(if unable to affix signature)

Printed Name and Signature of Witnesses to Thumb mark
(Both witnesses must provide photocopy of 2 valid government issued IDs)

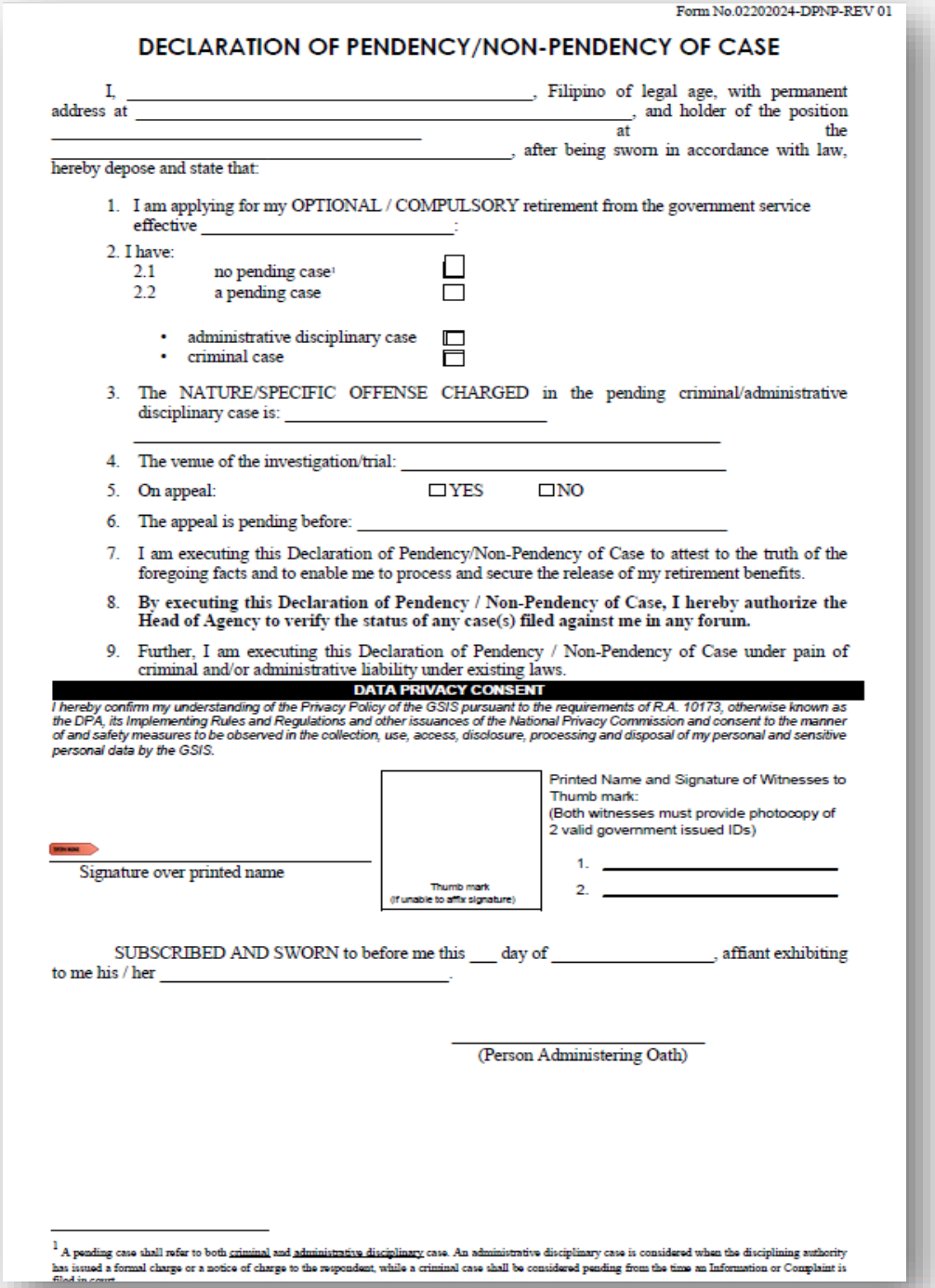
1. _____
2. _____

SUBSCRIBED AND SWORN to before me this [redacted] day of _____, affiant exhibiting to me his/ her [redacted].

(Person Administering Oath)

Notarized Declaration of Pendency/Non-Pendency of Case

Form for the Declaration of Pendency/Non-Pendency of Case is <u>downloadable from the GSIS website</u>



Form No.02202024-DPNP-REV 01

DECLARATION OF PENDENCY/NON-PENDENCY OF CASE

I, _____, Filipino of legal age, with permanent address at _____, and holder of the position _____ at the _____, after being sworn in accordance with law, hereby depose and state that:

1. I am applying for my OPTIONAL / COMPULSORY retirement from the government service effective _____:
2. I have:
   - 2.1 no pending case[1] ☐
   - 2.2 a pending case ☐
     - administrative disciplinary case ☐
     - criminal case ☐
3. The NATURE/SPECIFIC OFFENSE CHARGED in the pending criminal/administrative disciplinary case is: _____
4. The venue of the investigation/trial: _____
5. On appeal: ☐YES ☐NO
6. The appeal is pending before: _____
7. I am executing this Declaration of Pendency/Non-Pendency of Case to attest to the truth of the foregoing facts and to enable me to process and secure the release of my retirement benefits.
8. **By executing this Declaration of Pendency / Non-Pendency of Case, I hereby authorize the Head of Agency to verify the status of any case(s) filed against me in any forum.**
9. Further, I am executing this Declaration of Pendency / Non-Pendency of Case under pain of criminal and/or administrative liability under existing laws.

DATA PRIVACY CONSENT

I hereby confirm my understanding of the Privacy Policy of the GSIS pursuant to the requirements of R.A. 10173, otherwise known as the DPA, its Implementing Rules and Regulations and other issuances of the National Privacy Commission and consent to the manner of and safety measures to be observed in the collection, use, access, disclosure, processing and disposal of my personal and sensitive personal data by the GSIS.

_____
Signature over printed name

Thumb mark
(If unable to affix signature)

Printed Name and Signature of Witnesses to Thumb mark:
(Both witnesses must provide photocopy of 2 valid government issued IDs)

1. _____
2. _____

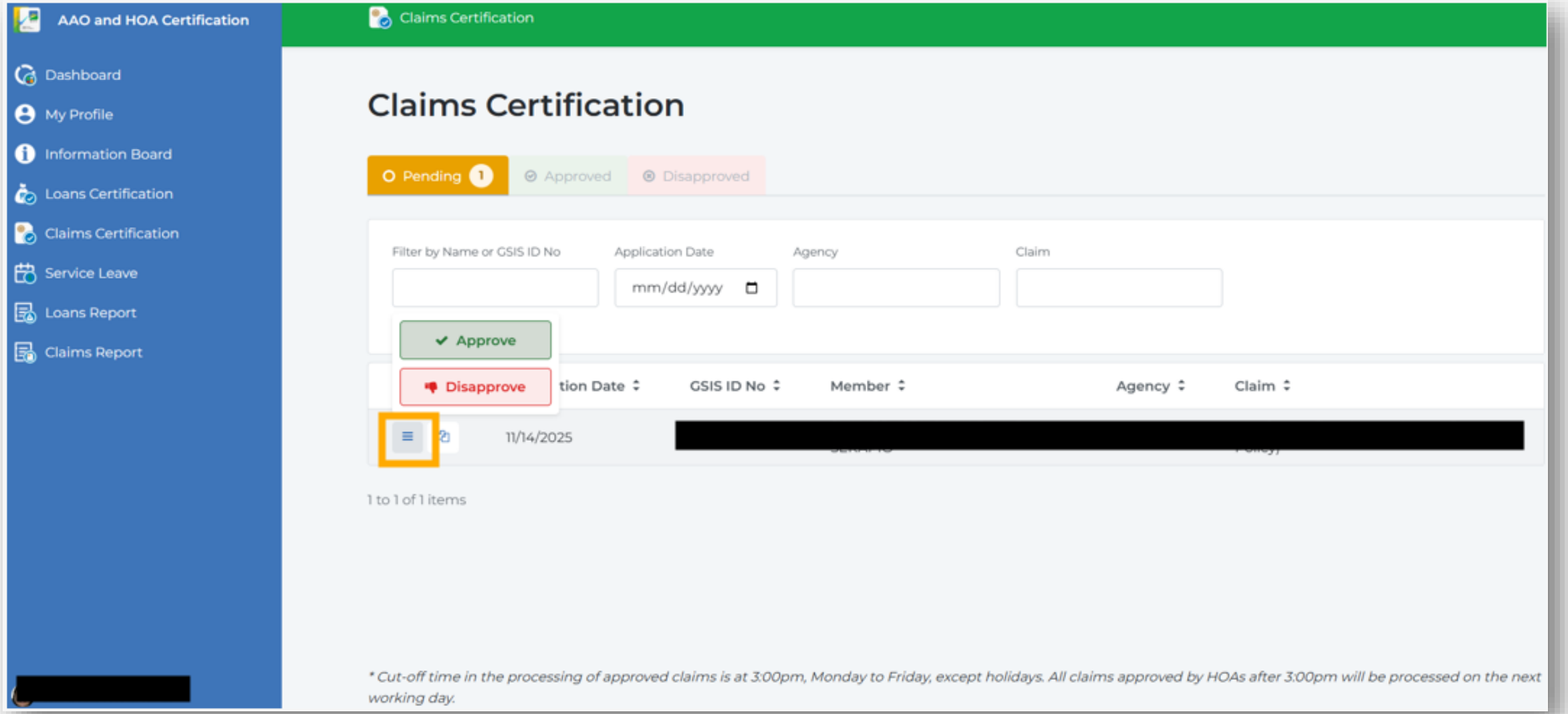
SUBSCRIBED AND SWORN to before me this ___ day of _____, affiant exhibiting to me his / her _____.

_____
(Person Administering Oath)

[1] A pending case shall refer to both criminal and administrative disciplinary case. An administrative disciplinary case is considered when the disciplining authority has issued a formal charge or a notice of charge to the respondent, while a criminal case shall be considered pending from the time an Information or Complaint is filed in court.

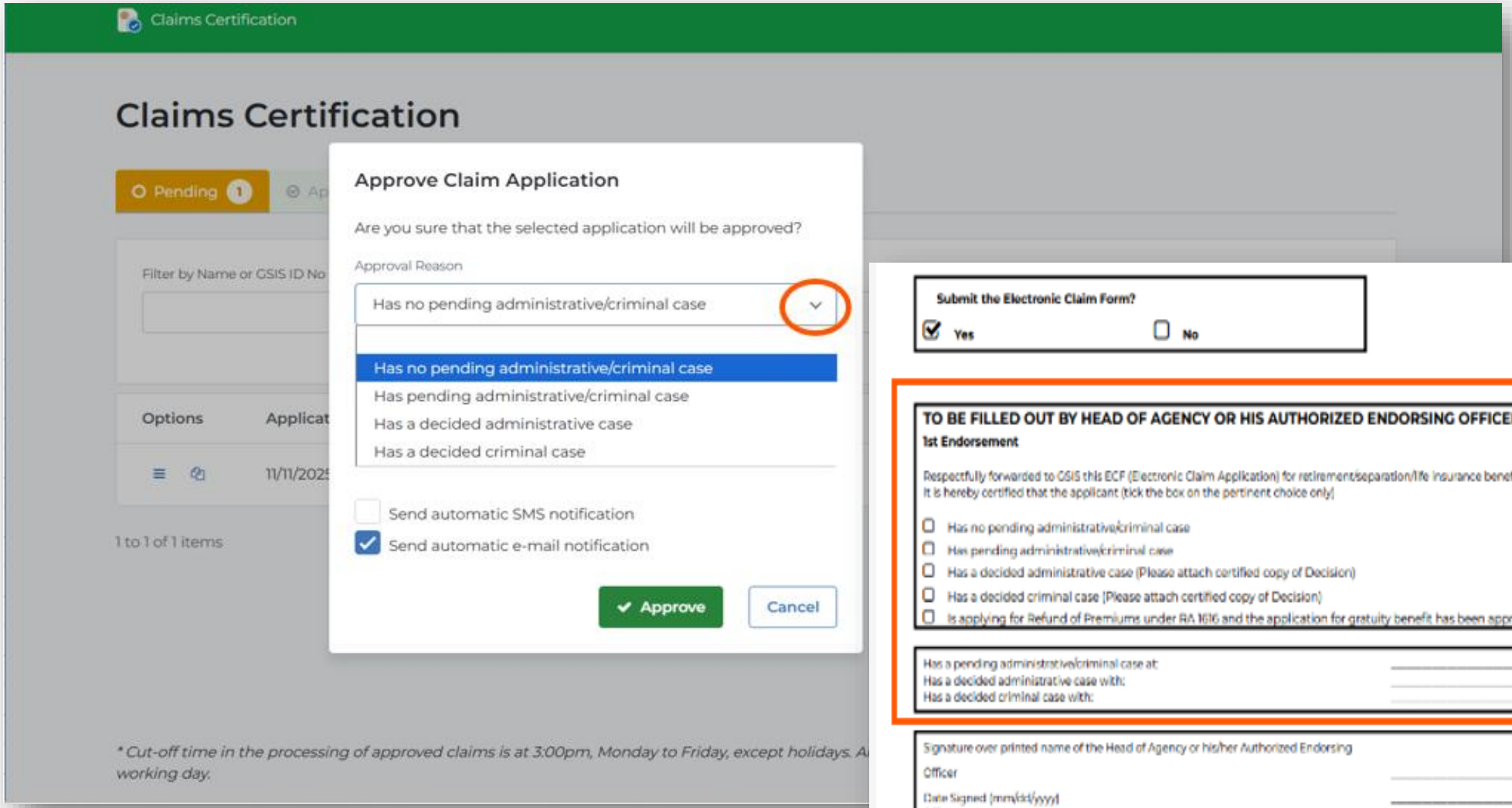
CLAIM CERTIFICATION

Click the box menu under Options to certify claim (approve or disapprove)



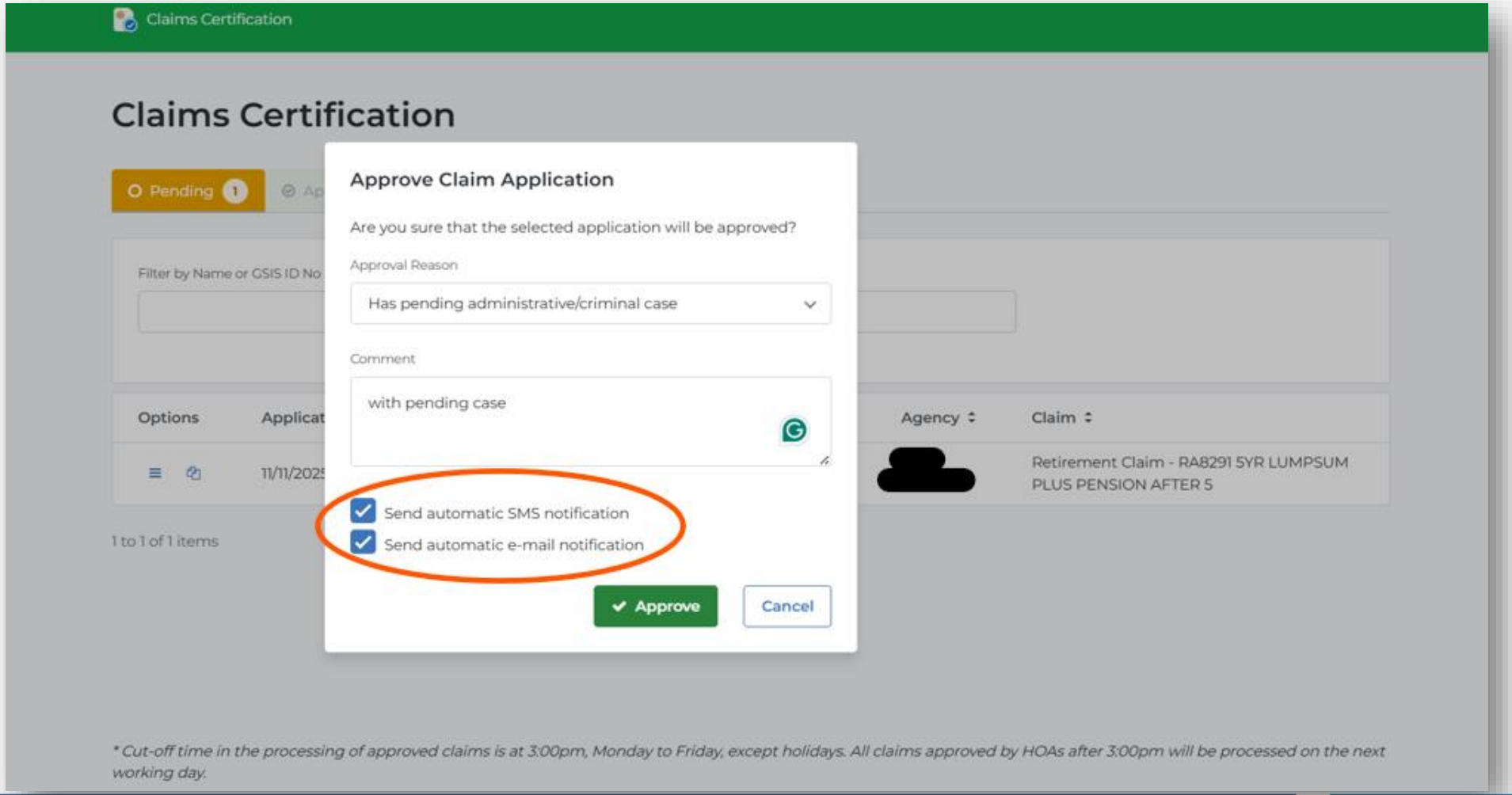
CLAIM CERTIFICATION

Choose correctly from the dropdown menu



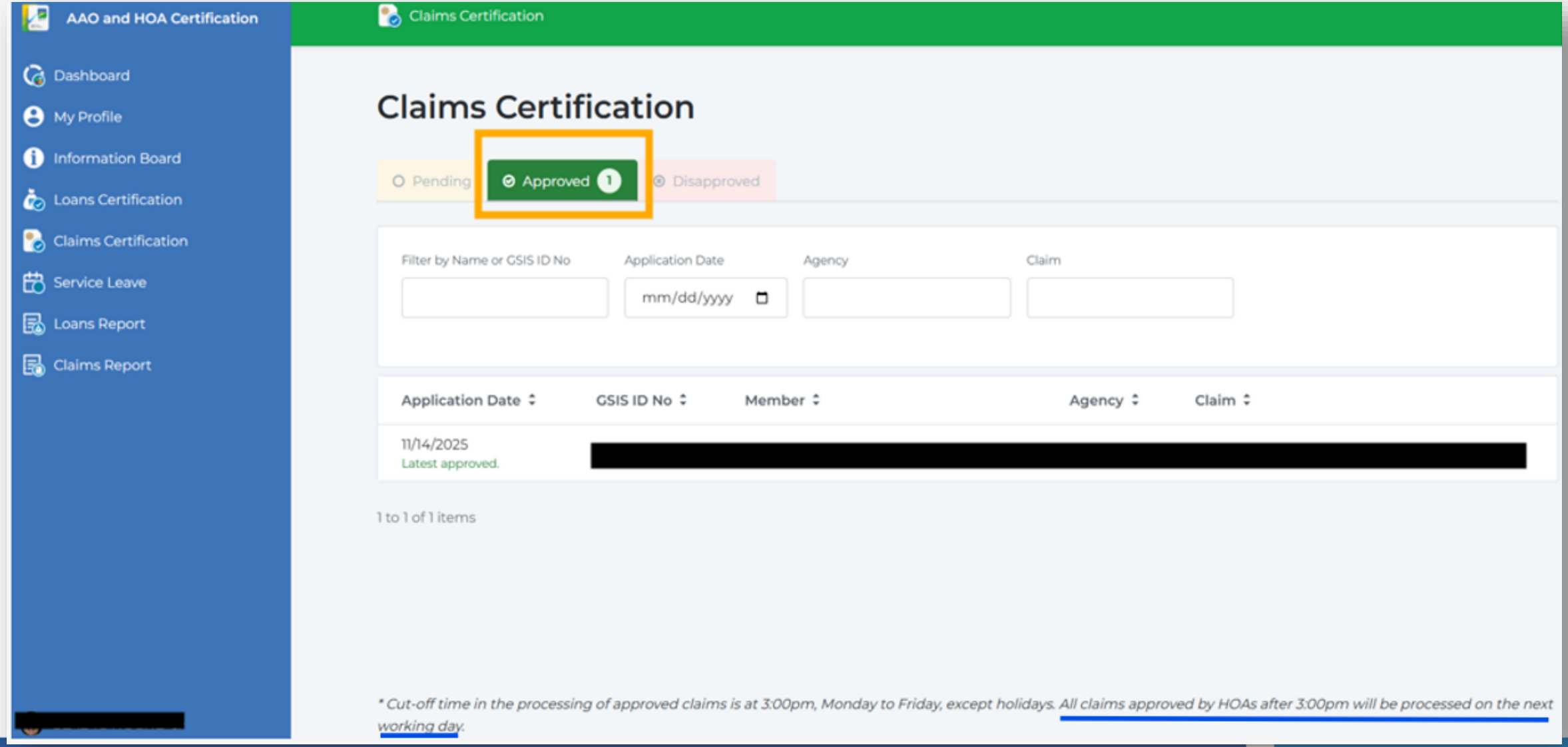
CLAIM CERTIFICATION

- Provide information through the Comment section as needed (example: brief details or case number)
- Tick the boxes to enable feedback



CLAIM CERTIFICATION

To verify approval of claim, please check the Approved tab



BEFORE: Physical Claim Application Form

NOW: Electronic Claim Form

BEFORE: The Head of Agency or the Authorized Endorsing Officer endorses member's claim application by signing the application form

NOW: Remote endorsement through claim certification

BEFORE: Claim application is submitted by the member or through the agency's Liaison Officer

NOW: Claim application can be submitted anytime, anywhere by using the GSIS Touch mobile application




Thank you!
GSIS
gfa
ginhawa
for all!
BAGONG PILIPINAS

GOVERNMENT SERVICE INSURANCE SYSTEM (GSIS)

User Manual

New AAO Certification

Revision History

VERSION NUMBER	DATE RELEASED	PREPARED BY	APPROVED BY	CUMULATIVE CHANGES
1	09/28/2025	Josephine P. Cabigao		Creation

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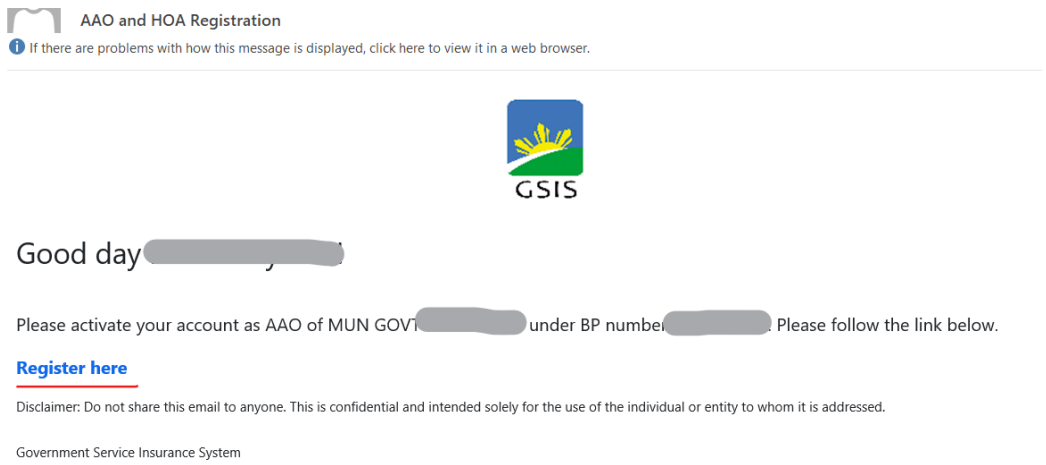
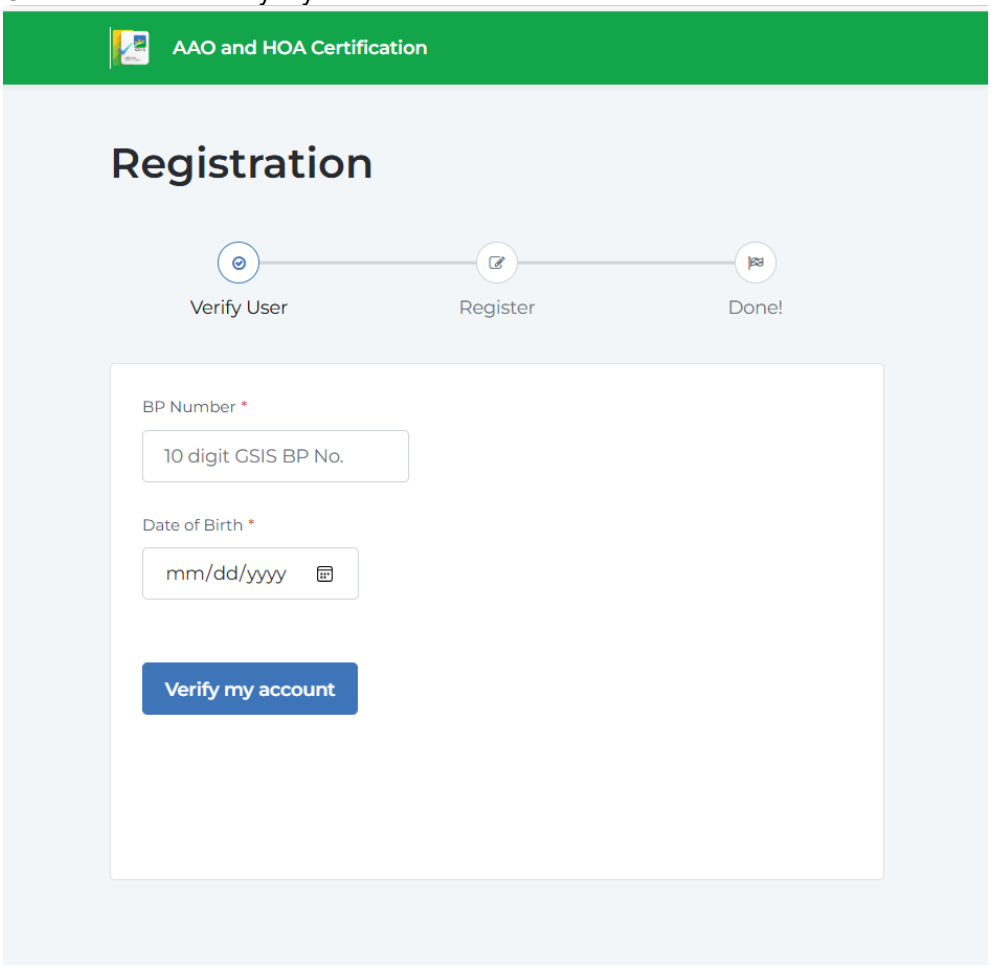
1. Registration

1. Your will receive an email once your account was successfully enrolled.
2. Click the “Register Here” link as shown below or go to the AAO Certification homepage at: https://cert.gsis.gov.ph/#/login



3. You will then be redirected to the Registration Form.
4. Enter your correct BP Number and Date of Birth
5. Click the button “Verify my account”



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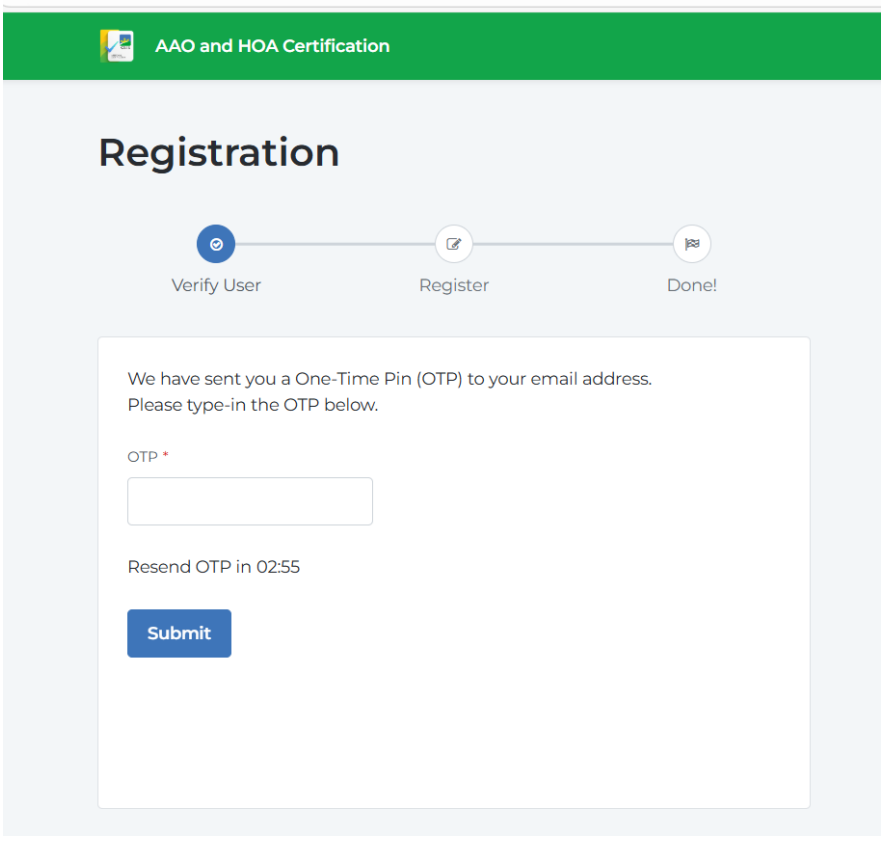
6. You will receive One-time Authentication Pin (OTP) in you registered email address



7. Enter the OTP from the email you have received



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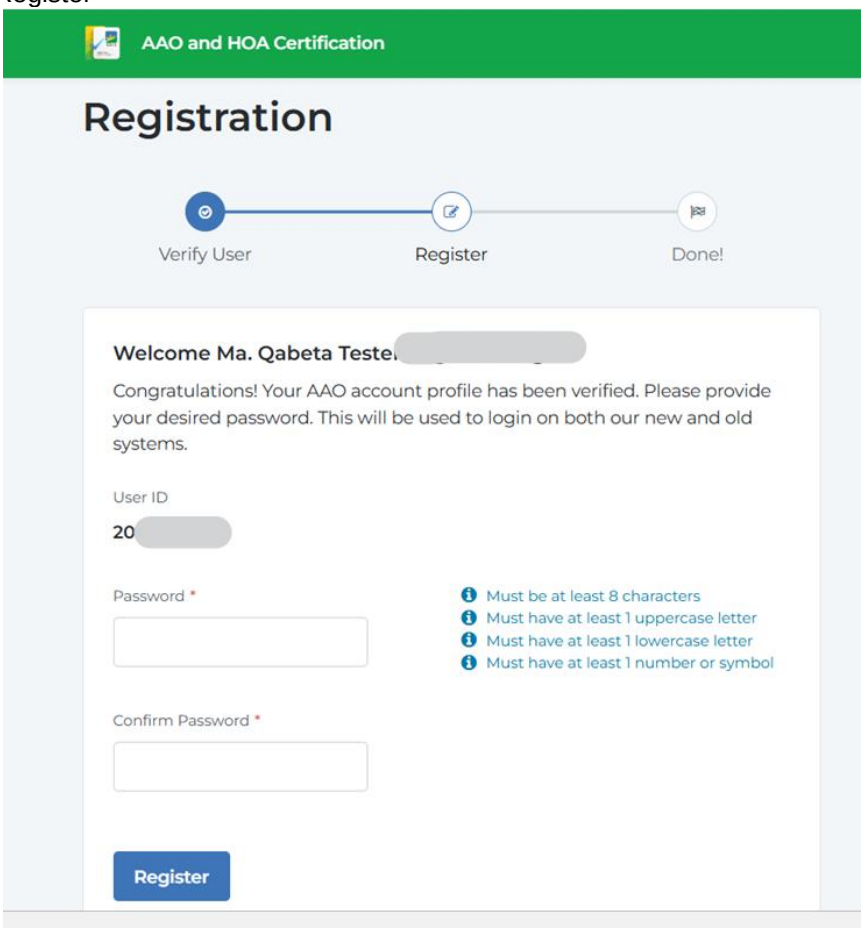
8. Enter your desired Password and confrim Password
9. Click Register



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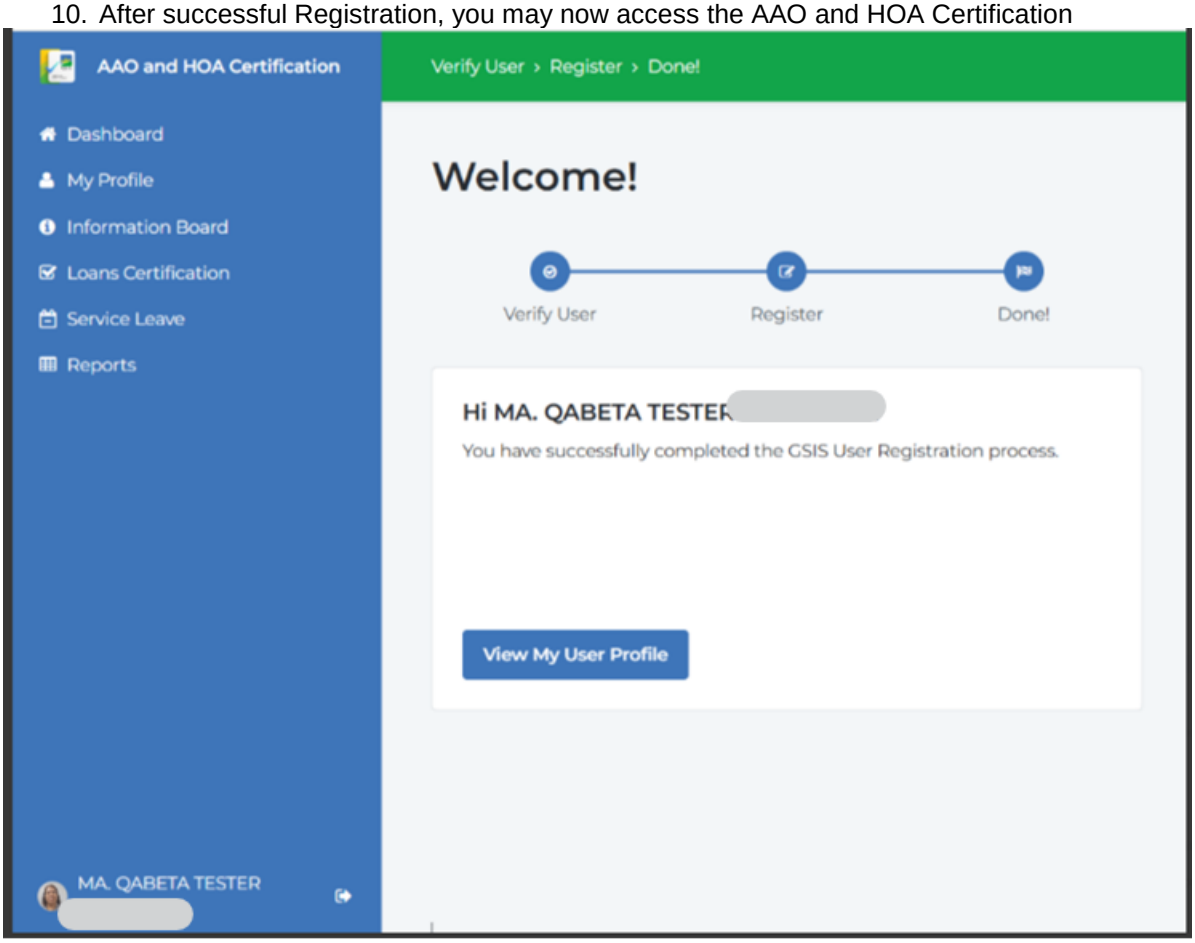
10. After successful Registration, you may now access the AAO and HOA Certification



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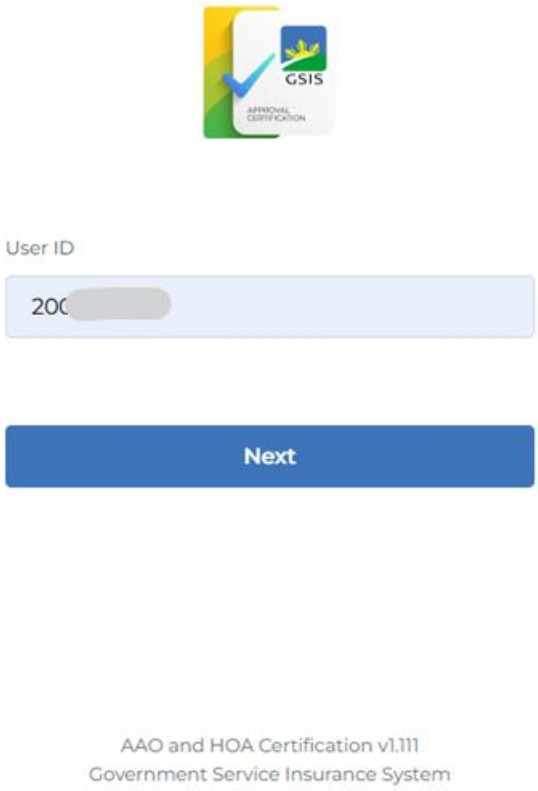
2. Login

1. Go to the AAO and HOA homepage at: https://cert.gsis.gov.ph
2. Enter your BP Number



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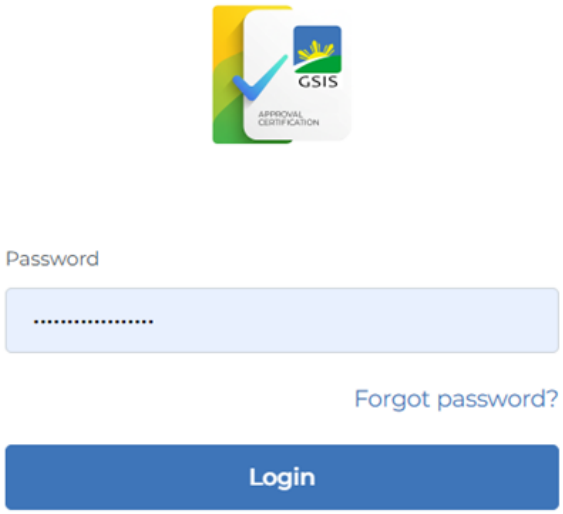
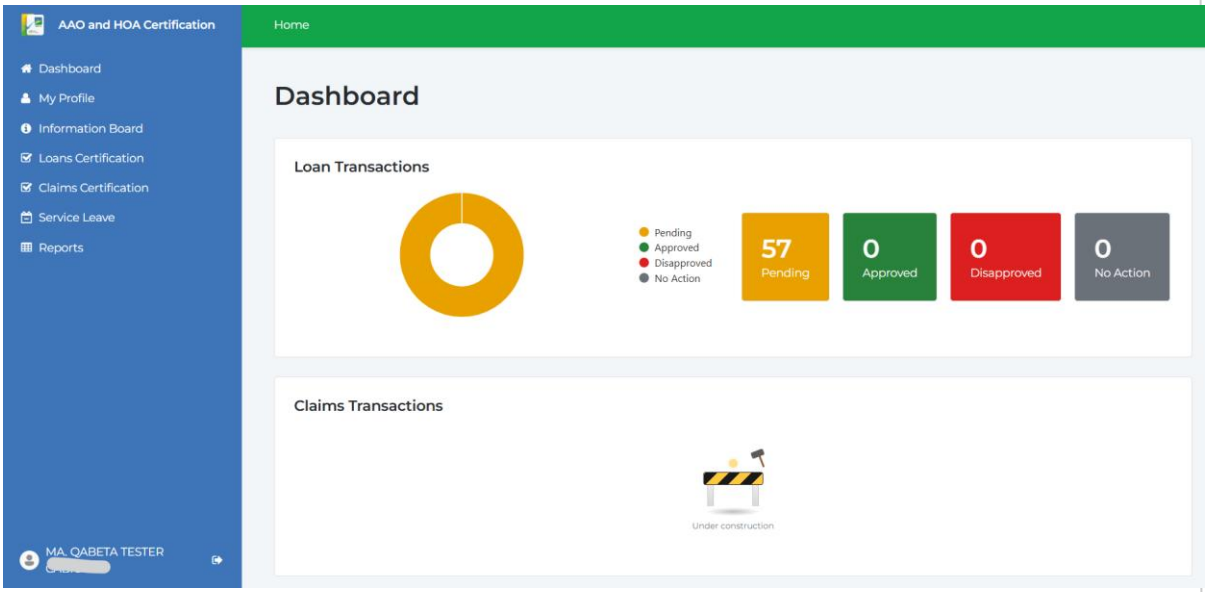
3. Enter your Password



4. Click Login button, you have now accessed the AAO and HOA Certification



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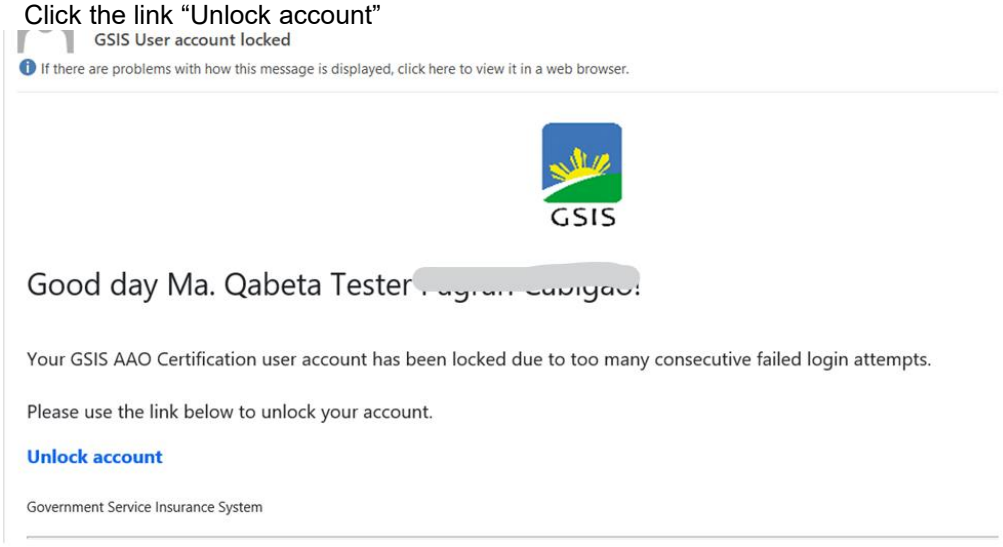
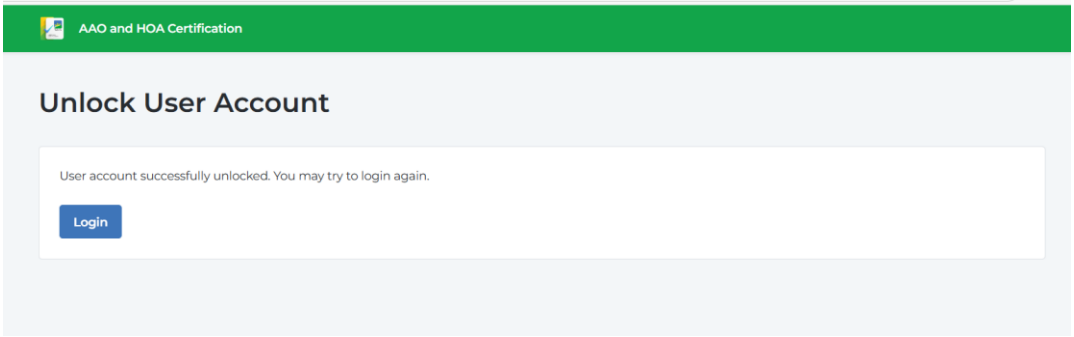
2.1. Unlock Locked Account

1. Your account will be locked if you reached the 3 consecutive failed login attempts
2. You will receive an email to unlock your account
3. Click the link “Unlock account”



4. Once clicked, your account has been successfully unlocked



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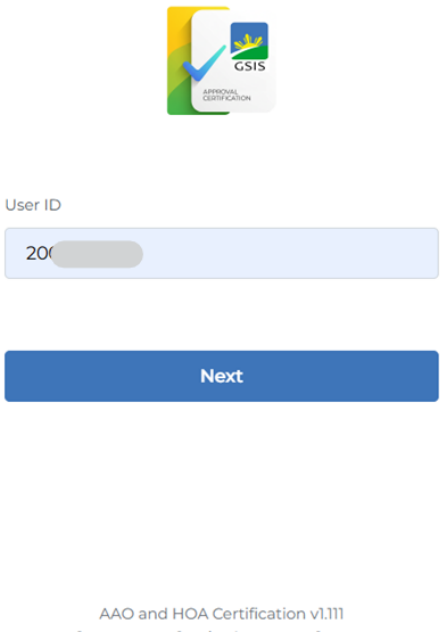
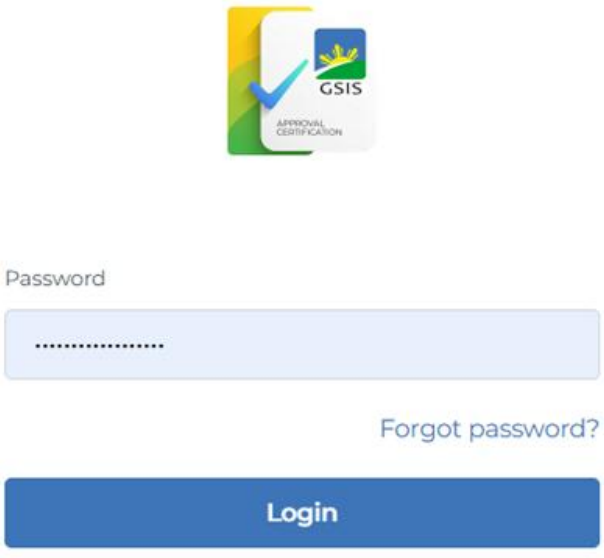
2.2. Forgot Password

1. In Login Page, enter your BP number, click



2. Click Next
3. Click “Forgot Password” link



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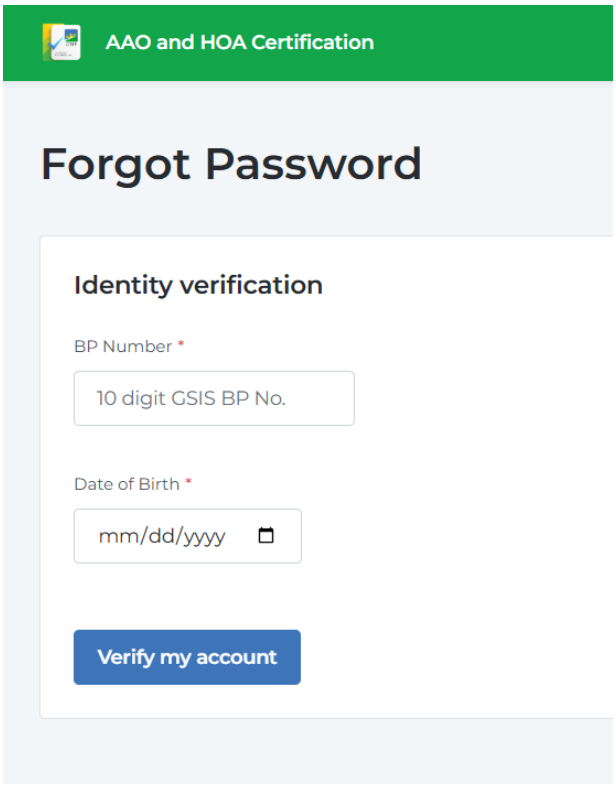
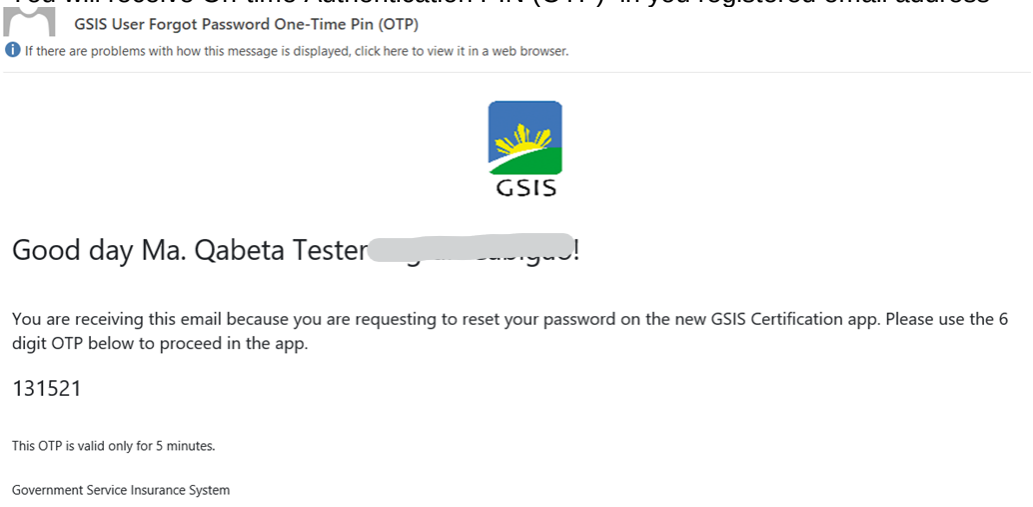
4. Enter BP Number and Date of Birth
5. Click Verify Account



6. You will receive On-time Authentication PIN (OTP) in you registered email address



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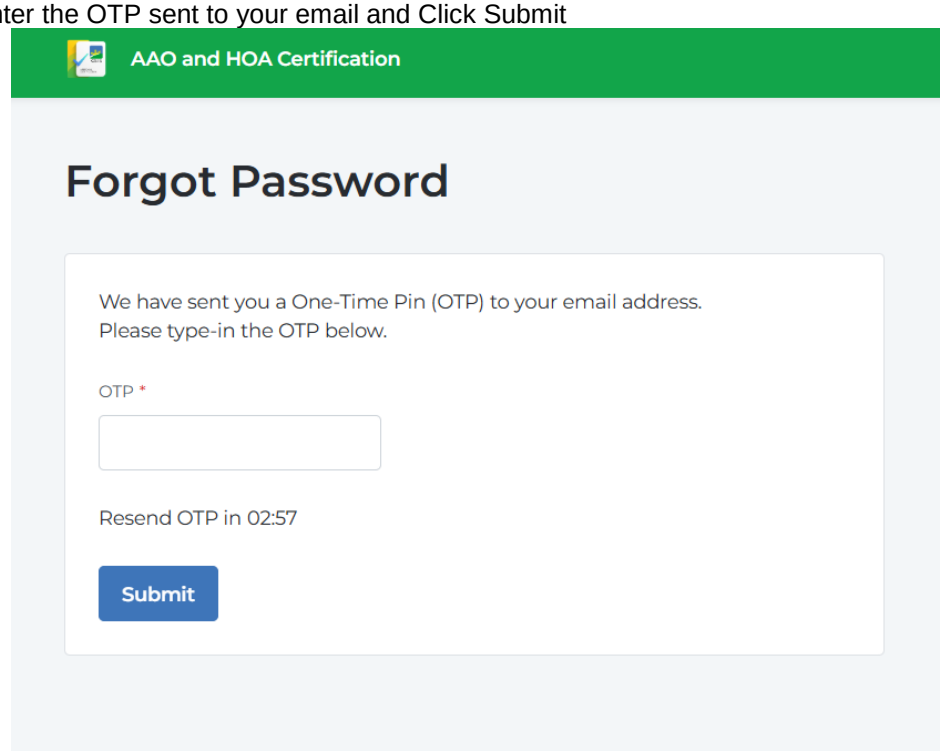
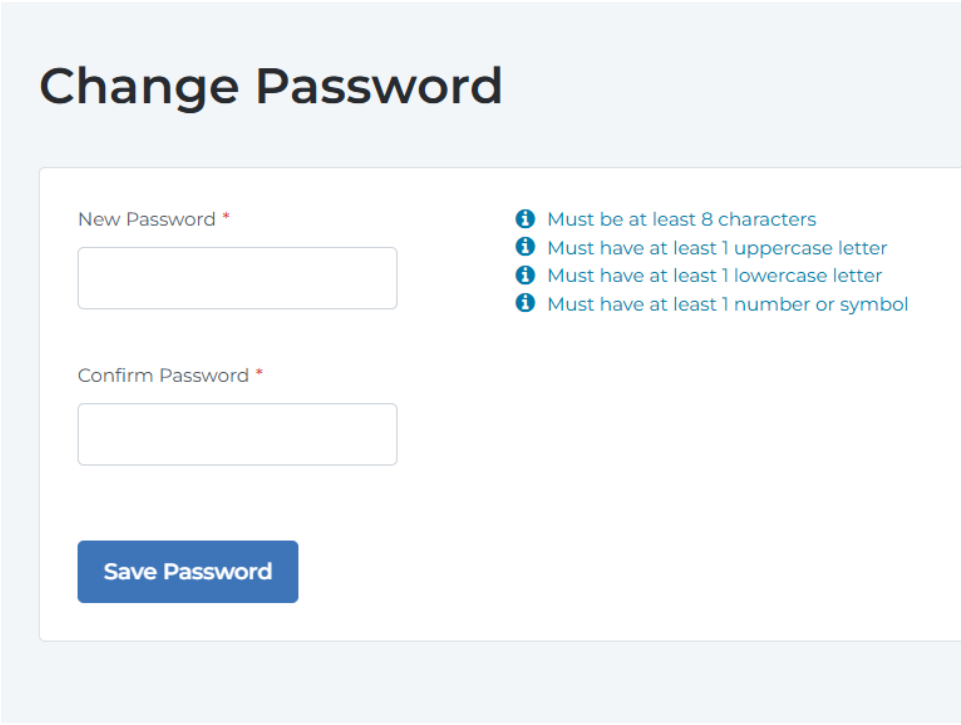
7. Enter the OTP sent to your email and Click Submit



8. Enter desired Password and re-enter password to confirm
9. Click Save Password



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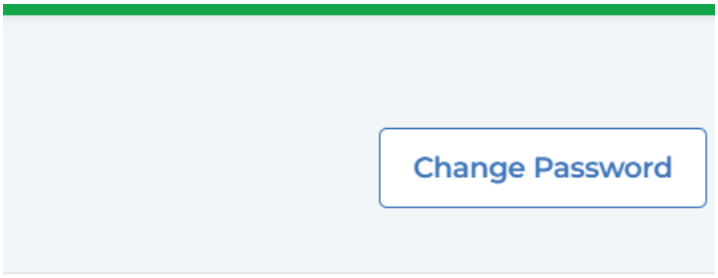
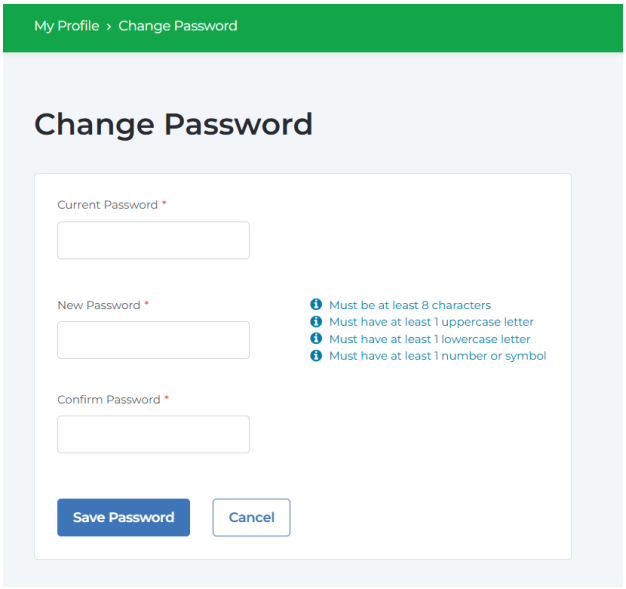
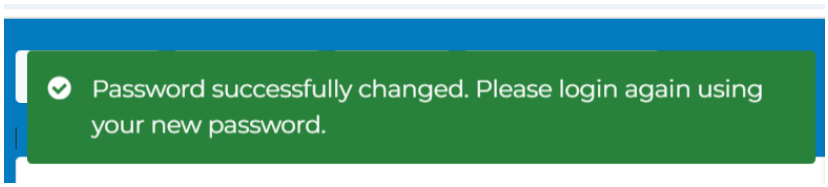
2.3. Change Password

1. To Change Password, Login to AAO Certification
2. Select **My Profile** form the menu
3. Click **Change Password** button



4. Enter your Current Password, desired New Password and Confirm Password
5. Click Save Password





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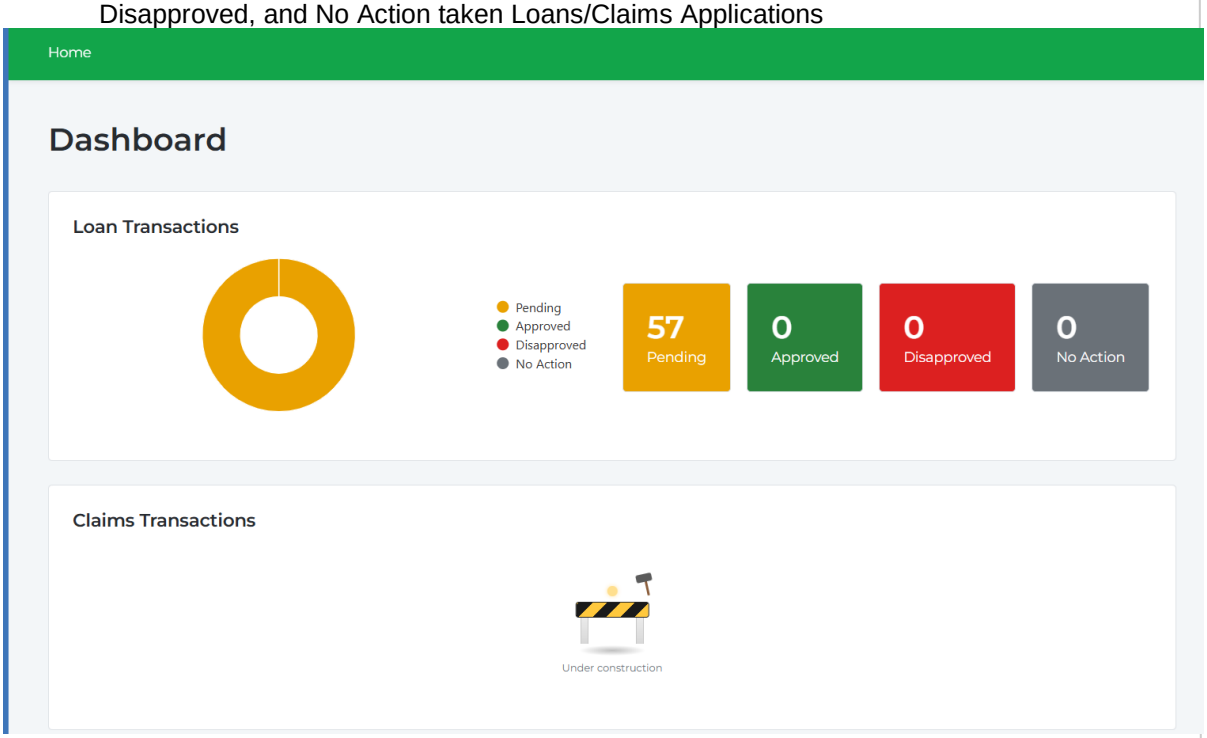
3. Dashboard

1. User Dashboard will display all necessary information such as Pending, Approved, Disapproved, and No Action taken Loans/Claims Applications



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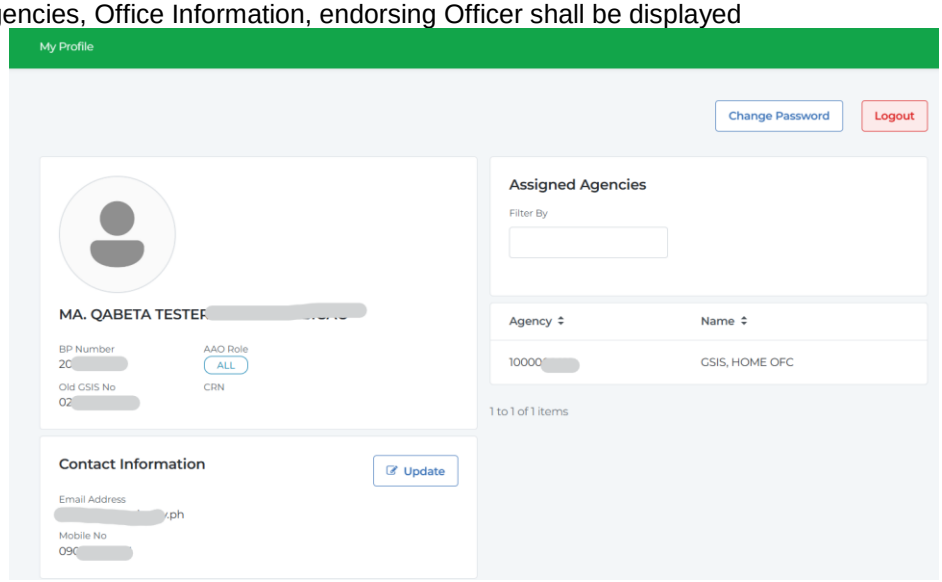
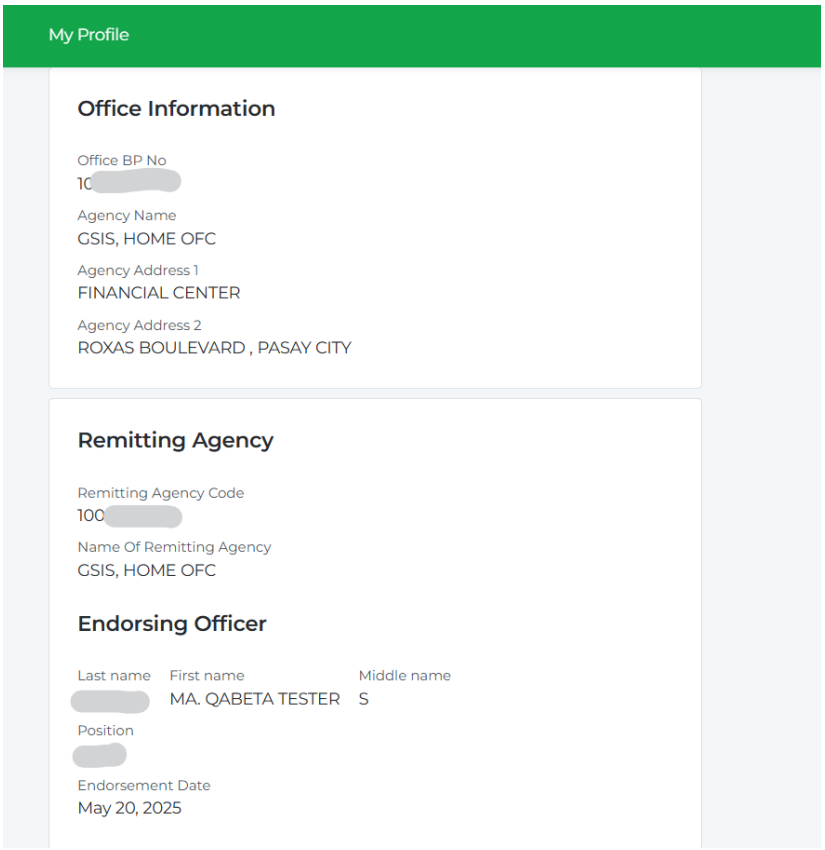
4. My Profile

4.1. AAO/ HOA Information

1. To access user information, click My Profile menu
2. All necessary information such as AAO/HOA basic profile, contact information, assigned Agencies, Office Information, endorsing Officer shall be displayed





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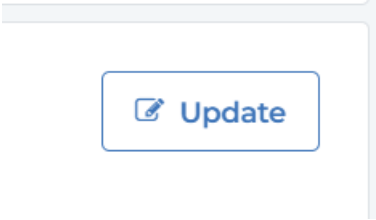
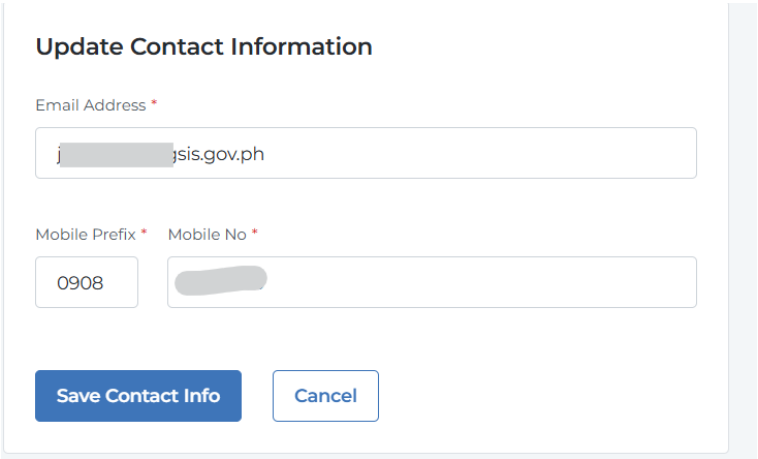
4.2. Update Contact Information

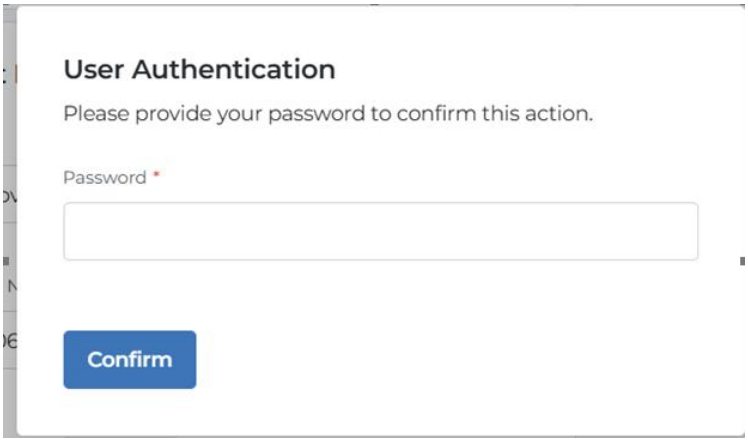
1. To update your contact information, Select **My Profile** menu, then click **Update** button



2. Update necessary information such as email address or mobile number, then click **Save Contact Info** button



3. Enter your correct password, then click **Confirm** button



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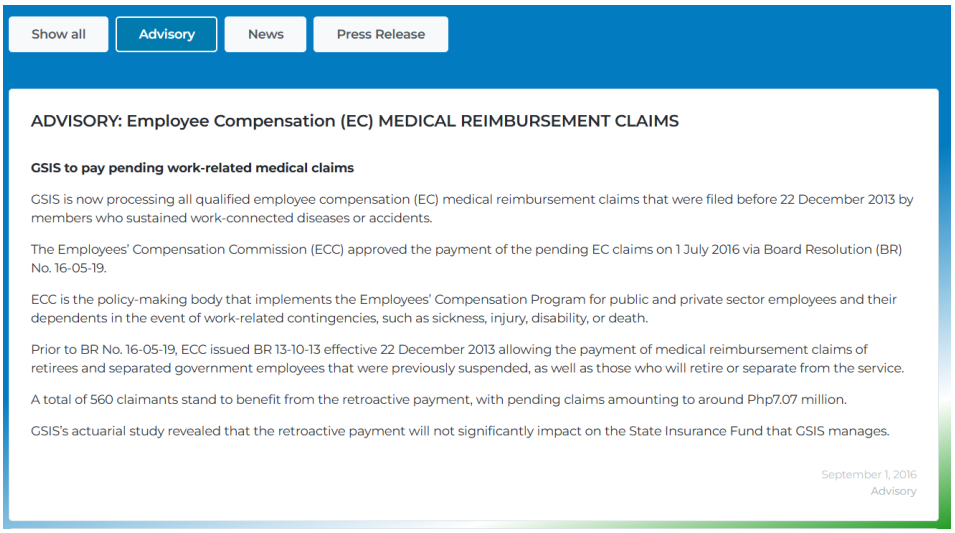
5. Information Board

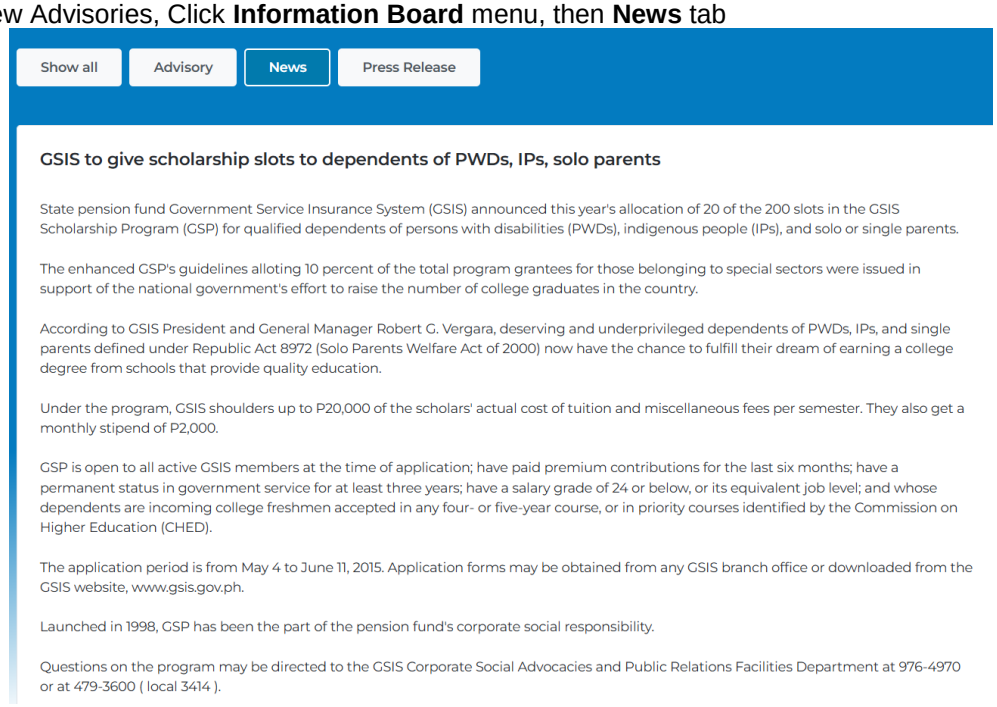
5.1. Advisory

1. To view Advisories, Click **Information Board** menu, then **Advisory** tab



5.2. News

1. To view Advisories, Click **Information Board** menu, then **News** tab



5.3. Press Release

1. To view Advisories, Click **Information Board** menu, then **Press Release** tab

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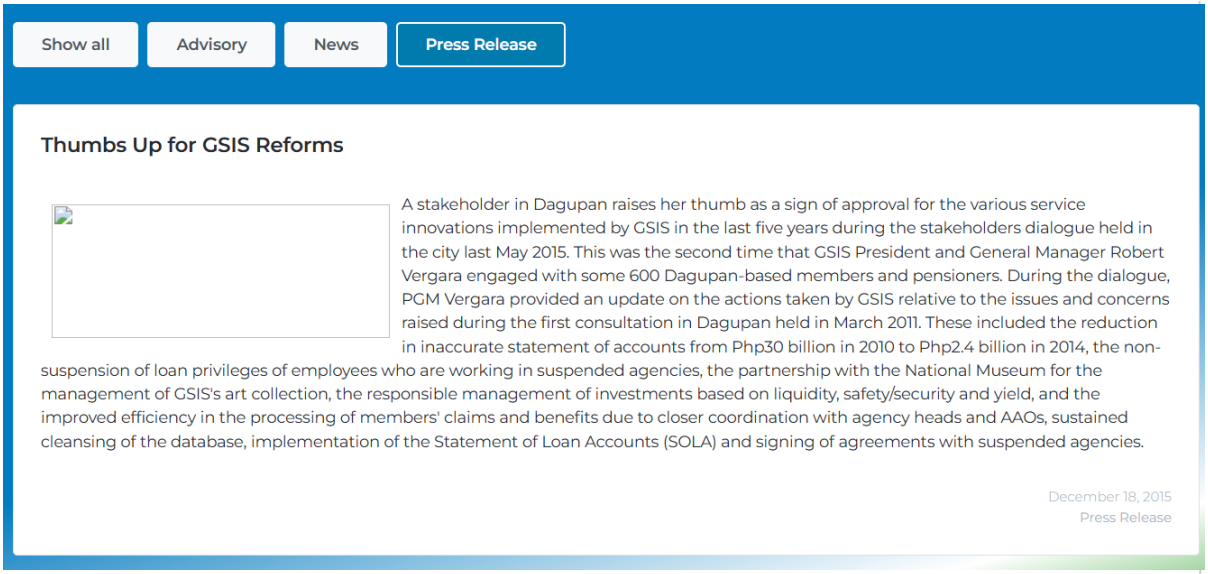

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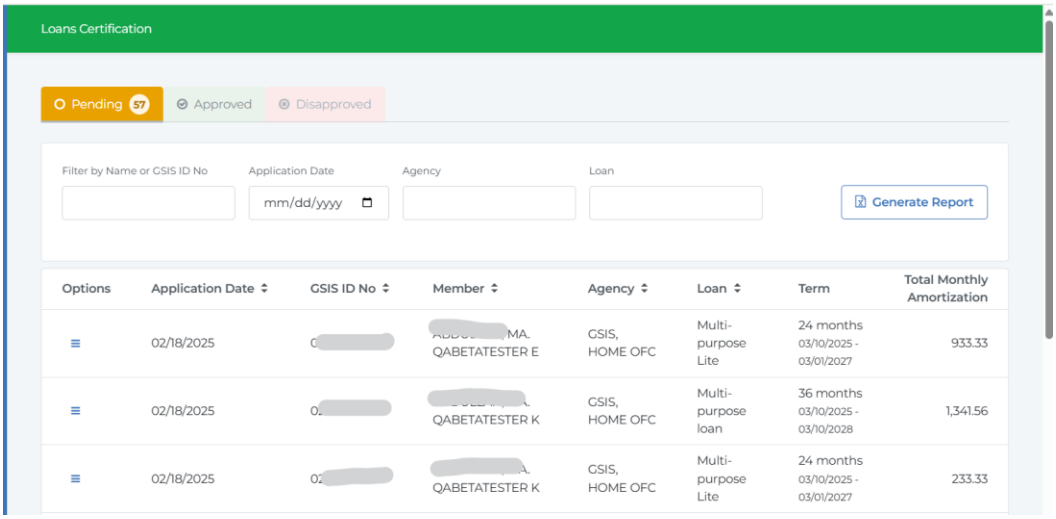
6. Loan Certification

6.1. Pending, Approved, Disapproved Loans

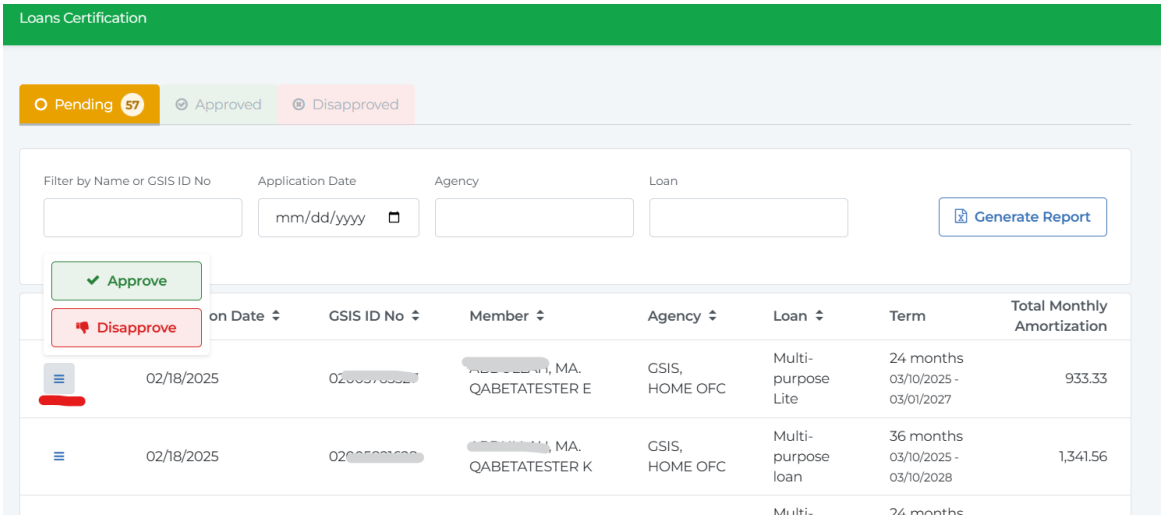
1. Select **Loan Certification** menu to display Pending, Approved, and Disapproved Loan Applications



6.2. Loan Approval

1. To approve loan application, select loan application from the pending list

2. Click the ≡ button on the left side of the loan record, and then select **Approve**



3. The Loan Certification agreements/ policies will be displayed.
4. Tick “send automatic e-mail notification” and/or send automatic SMS notification”

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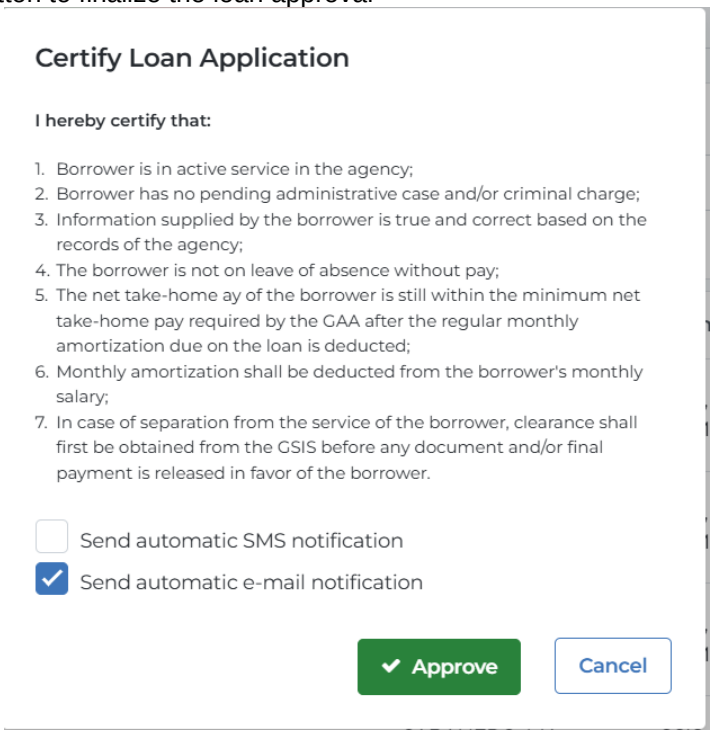
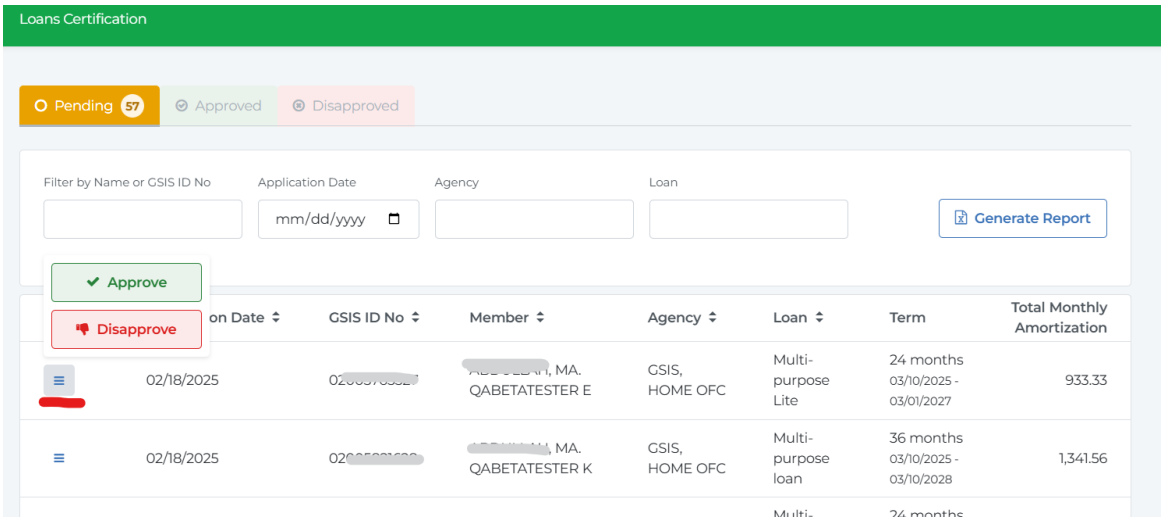
5. Click **Approve** button to finalize the loan approval



6.3. Loan Disapproval

1. To approve loan application, select loan application from the pending list

2. Click the ≡ button on the left side of the loan record, and then select **Disapprove**



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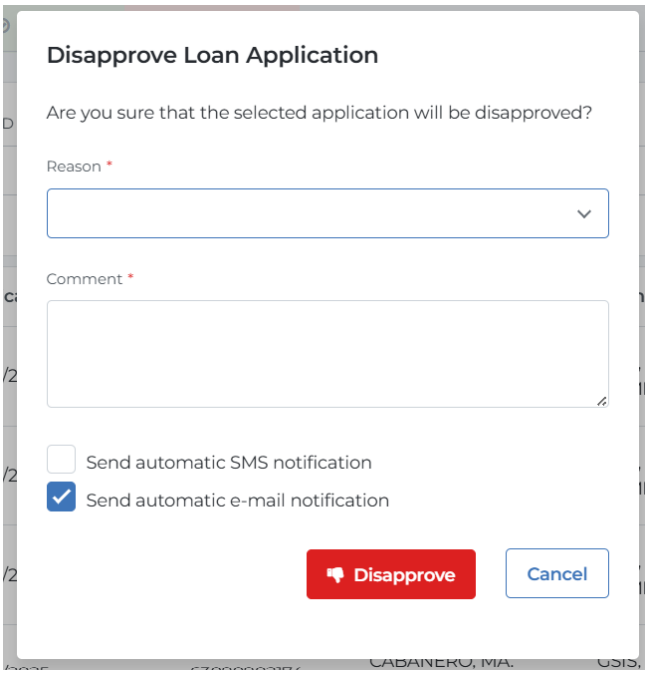
3. Select Reason from the dropdown list, enter comments for furher information of disapproval of loan application
4. Tick “send automatic e-mail notification” and/or send automatic SMS notification”
5. Click **Disapprove** button to finalize the loan disapproval



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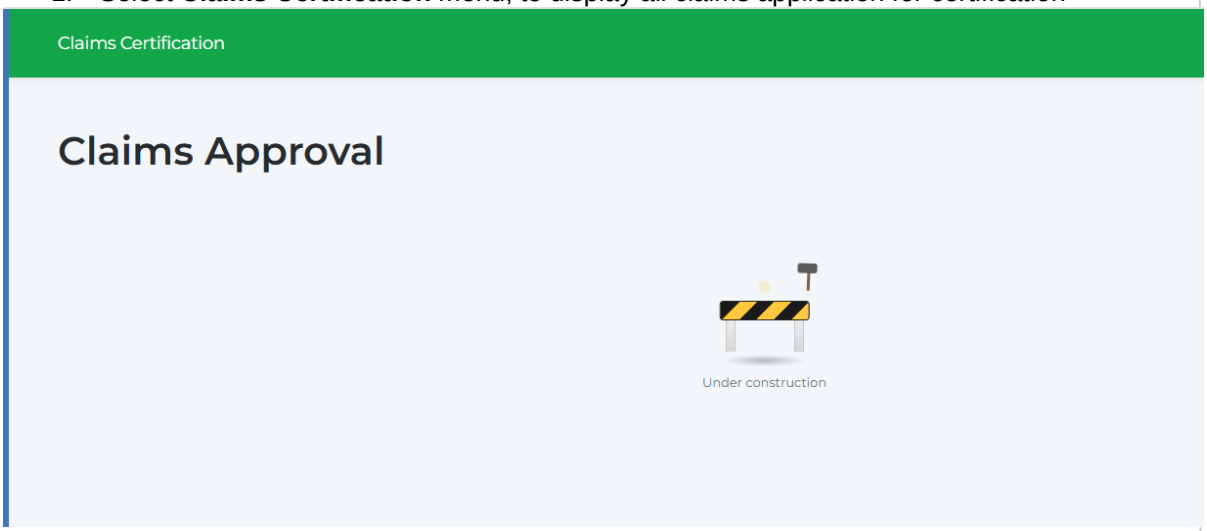
7. Claims Certification

7.1. Claims Certification

1. Select **Claims Certification** menu, to display all claims application for certification



*note claims certification facility is currently under construction

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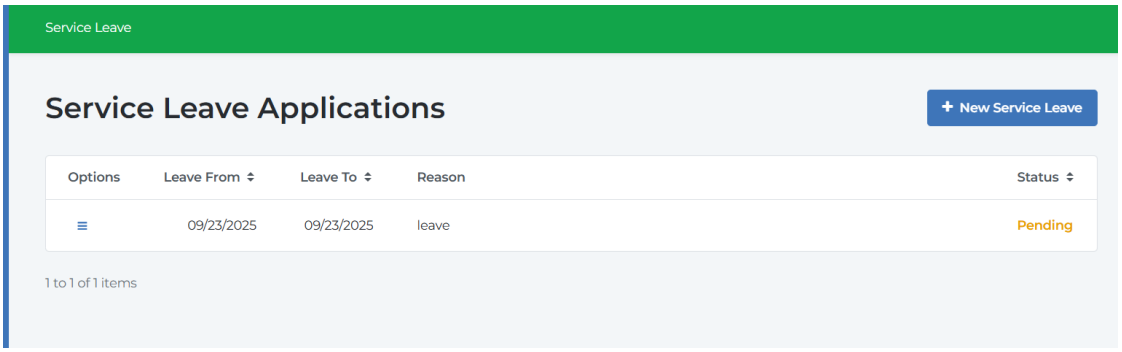
8. Service Leave

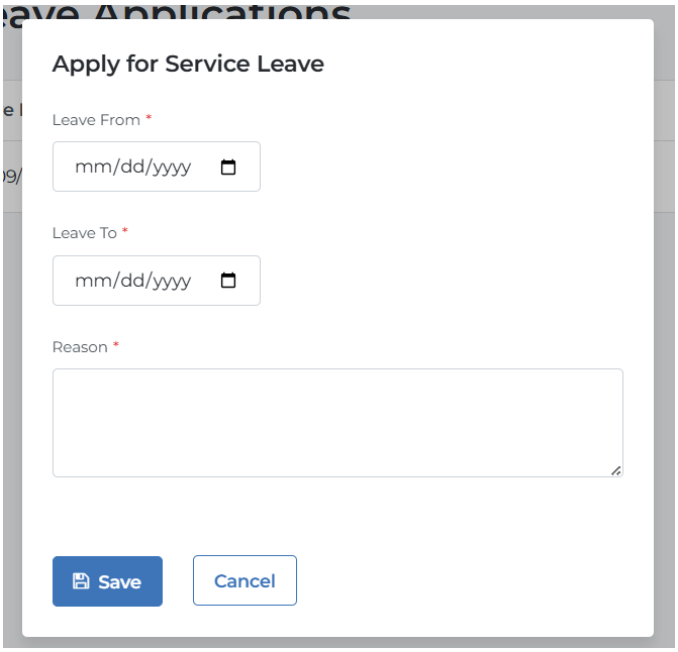
8.1. Service Leave Application

1. To view Service Leave applications, select **Service Leave** menu



8.2. Apply for New Service Leave

2. To apply for new Service Leave, Click New Service Leave button
3. Select desired Leave From and Leave To dates, then state Reason for further information
4. Click **Save**



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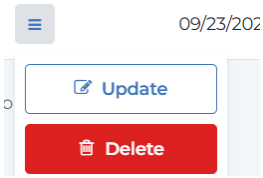
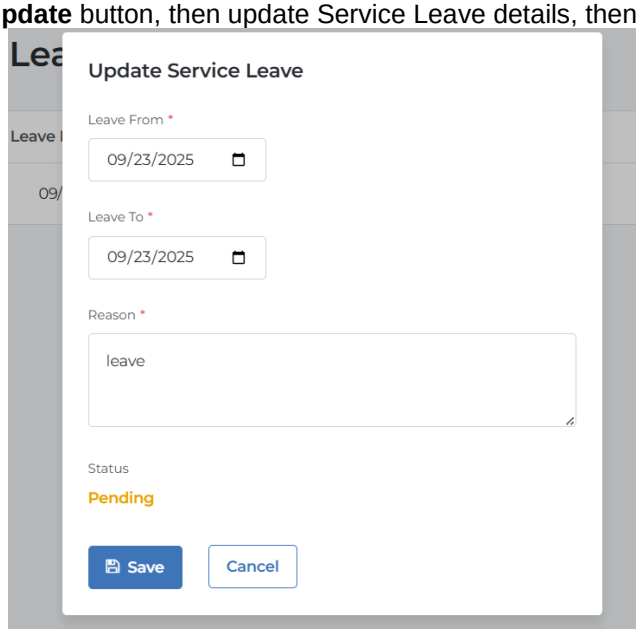
8.3. Update/ Delete Service Leave

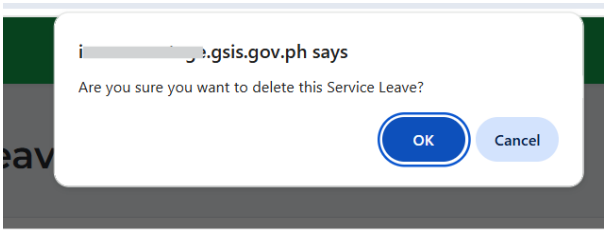
1. To update/delete pending service leave click ≡
2. Select desired action to either Update or Delete service leave applications



3. To update, select **Update** button, then update Service Leave details, then click **Save**



4. To delete, select **Delete** button, confirm action click **OK**



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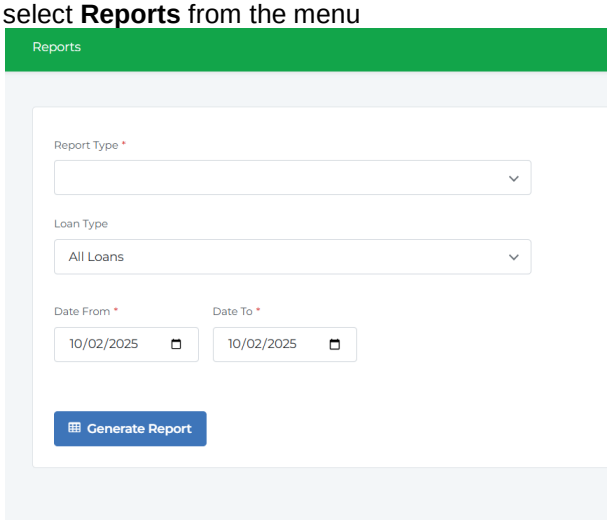
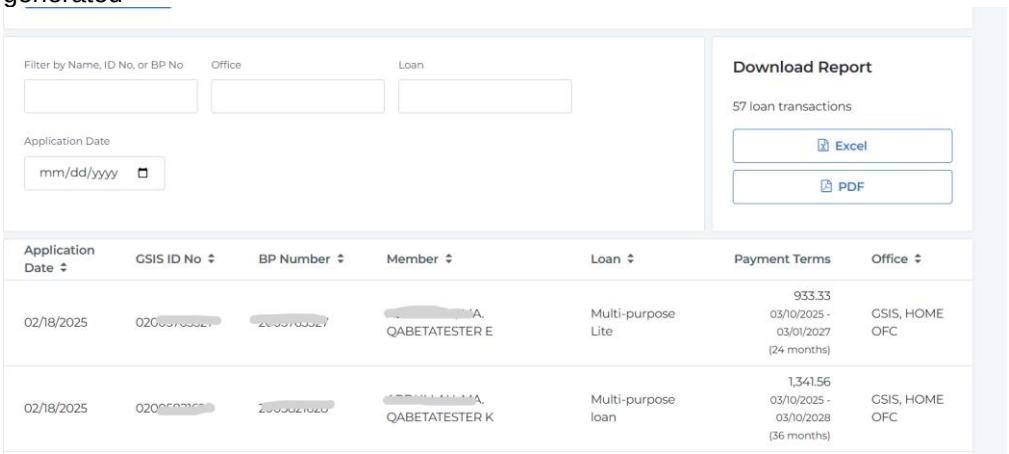
9. Reports

9.1. Generate Reports

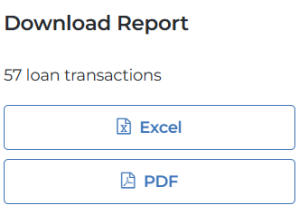
1. To generate reports, select **Reports** from the menu



2. Select Report Type, Loan Type, Date from and Date To
3. Click **Generate Report** button
4. Loan records will be generated



5. Click **Excel** or **PDF** to Download reports



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