

PHILIPPINE RETIREMENT AUTHORITY

PROCEDURE:

RENEWAL OF SRRV IDENTIFICATION (ID) CARD

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday to Friday 8:00 am – 5:00 pm

WHO MAY AVAIL THE SERVICE:

PRA Member

DOCUMENTARY REQUIREMENTS:

- Expired PRA ID Card/s (including Spouse and Dependent/s if there's any)
- New Photo/s (optional)
- New Passport (if there's any)
- Duly accomplished Retiree Request Form (for Walk-in Retiree member only)
- Request Letter (for non Walk-in Retiree member only)

FEES:

- A. ID Card Fee – US\$ 10.00 each ID card (applicable to all SRRV scheme, except for those enrolled after May 2011)
- B. Monetary Obligation/s:
 1. Visitorial Fee - For Retirees with Visa Deposit converted to Active Investment only:
 - amount depends on the scheme availed by the retiree
 2. Harmonization Fee – For Retirees under Harmonization option only:
 - 1.5% of the amount withdrawn by the retiree
 3. Annual Fee – For Retirees under SRRV Classic and SRRV Smile only:
 - US\$360.00; inclusive of Principal and two (2) dependents

- Additional US\$ 100.00 for each dependent in excess of two (2)

4. Annual Fee – For Retirees under SRRV Human Touch only:

- US\$ 360.00; inclusive of Principal and one (1) dependent

Note: If the new ID card will be delivered to Retiree’s residence, the retiree must pay an additional of Php155.00 (local) or US\$50.00 (international) for courier fee.

DURATION OF ACTIVITY:

- Walk-in – Same Day
- New ID will be delivered thru courier – 2 to 3 Working Days
- From Satellite Offices – 5 to 7 working days (*provided that the Retiree’s record is clear/no unsettled obligations*)

PROCESS FLOW 1 (Walk-in at PRA Main Office - Makati):

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
1	Fill-up Retiree Request Form				Retiree Request Form
2	Submit requirements to Front Desk Officer	Receive and check requirements submitted by the retiree	Front Desk Officer		
3		Issue Order of Payment Slip	Front Desk Officer		Order of Payment Slip
4	Pay necessary fees at Cashier booth	Process payment received from the retiree and issue Official Receipt	Cashier	*Refer to Required Fees mentioned above	Official Receipt
5		Evaluate documents and records of the retiree, then recommend the renewal to Division Chief- Servicing/ Dept. Manager- RRSC	Investment & Monitoring Group / Servicing Division Chief		
6		Print ID Card	Data Encoder (RRSC)		
7	Receive new ID Card	Issue new ID Card to the retiree	Front Desk Officer		
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7		If the new ID card will be sent to retiree’s residence, prepare transmittal letter for courier service	Member Assistance Officer (Servicing)		
8	Receive new ID Card	Send new ID card to retiree’s	Member Assistance		

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
		residence thru courier service	Officer (Servicing)		
END OF TRANSACTION					

PROCESS FLOW 2 (Non Walk-In):

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
1	Deposit payment to Land Bank of the Philippines			*Refer to Required Fees mentioned above	
2	Send requirements to PRA Main Office – Makati or to any PRA Satellite Offices <i>(including deposit slip as proof of payment)</i>	Receive and check requirements sent by the retiree	Member Assistance Officer (Servicing) / OIC – Satellite Office		
3		Send documents to PRA Main Office - Makati	OIC – Satellite Office		
4		Evaluate documents and records of the retiree	Member Assistance Officer (Servicing)		
5		Present deposit slip (proof of payment) to the Cashier	Member Assistance Officer (Servicing)		
6		Verify deposit, issue Official Receipt <i>(which will be received by the retiree together with the new ID card)</i>	Cashier		Official Receipt
7		Recommend the renewal to Division Chief-Servicing/ Dept. Manager-RRSC	Investment & Monitoring Group / Servicing Division Chief		
8		Print ID Card	Data Encoder (RRSC)		
9		If the retiree will pick up the new ID card at Makati Office, inform retiree about the availability of the ID card	Member Assistance Officer (Servicing)		
10	Pick-up new ID Card at Makati	Release the new ID card to the	Member Assistance		

STEP	APPLICANT	SERVICE PROVIDER	PERSON IN CHARGE	FEES	PRA FORM / DOCUMENTS
	Office	retiree	Officer (Servicing)		
9		If the retiree will pick up the new ID card at Satellite Office, send documents to Satellite Office thru courier service	Member Assistance Officer (Servicing)		
10		Upon receipt, inform applicant that the new ID card is now available for pick up	OIC – Satellite Office		
11	Pick up new ID Card at Satellite Office	Release new ID Card to retiree			
9		If the new ID card will be sent to retiree's residence, prepare transmittal letter for courier service	Member Assistance Officer (Servicing)		
10	Receive new ID Card	Send new ID card to retiree's residence thru courier service	Member Assistance Officer (Servicing)		
END OF TRANSACTION					