



PHILIPPINE RETIREMENT AUTHORITY

CITIZEN'S CHARTER

2024 (1st Edition)



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I. MANDATE

The Philippine Retirement Authority (PRA) is a government owned and controlled corporation created by virtue of Executive Order No. 1037, signed by former President Ferdinand E. Marcos on 04 July 1985. On 31 August 2001, through Executive Order No. 26, the control and supervision of PRA was transferred to the Board of Investments (BOI) – Department of Trade and Industry from the Office of the President.

On 12 May 2009, Republic Act No. 9593, otherwise known as Tourism Act of 2009, PRA became an attached agency of the Department of Tourism and placed under the supervision of the Secretary.

PRA is mandated to develop and promote the Philippines as retirement haven as a means of accelerating the social and economic development of the country, strengthening its foreign exchange position at the same time providing further best quality of life to the targeted retirees in a most attractive package.

I. VISION

To make the Philippines a globally preferred retirement destination by 2028.

II. MISSION

To provide a globally competitive retirement program in the Philippines for foreign nationals and former Filipinos that will strengthen the sustainable socio-economic development of the country.

III. CORE VALUES

In pursuit of the PRA's Vision and Mission, the employees of the Philippine Retirement Authority bind themselves to develop and shape their actions in accordance with the following core values:

- Service Excellence
- Innovation
- Teamwork
- Integrity
- Discipline
- Good Governance
- Social Responsibility



LIST OF SERVICES

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EXTERNAL SERVICES		
Responsible Division/Unit	Name of Services/Process	Page Number
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	2. Processing of Discontinuance of SRRV Application	
Servicing Division (SD)	3. PRA ID Renewal	
	4. Re-Stamping of SRRV	
	5. Bank Transfer	
	6. Conversion of Visa Deposit into an Active Investment	
	7. Termination of Participation from the Retirement Program	
Office of the General Manager (OGM)		
Accreditation Unit (AU)	8. Accreditation of Marketer Process	
	9. Accreditation of Retirement Facilities Process	
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Administrative and Finance Services Department (AFSD)		
Financial Management Division (FMD)	11. Withdrawal of Visa Deposit	
	12. Accreditation of Banks for Visa Deposit	
	13. Request for Bank Managers Check due to Conversion of Visa Deposit into Active Investment	



	14. Payment of Marketer's Fee	
Management Services Department (MSD)		
Corporate Planning Division (CPD)	15. PRA Freedom of Information (FOI) Request Process	
Interim Feedback Management Unit (IFMU)		
Interim Feedback Management Unit (IFMU)	16. Feedback Management (Complaints and Inquiries)	
	a. Simple Transactions	
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HEAD OFFICE		
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Administrative and Finance Services Department (AFSD)		
Administrative Support Division (ASD)	17. Application for Leave	
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LIST OF OFFICES		



HEAD OFFICE EXTERNAL SERVICES



RESIDENT RETIREE SERVICING DEPARTMENT (RRSD)

**PROCESSING DIVISION (PD)
(EXTERNAL SERVICES)**



1. PROCESSING OF SRRV APPLICATIONS

Evaluation, Processing and Endorsement of Applications to the Bureau of Immigrant for the issuance of Special Resident Retiree's Visa (SRRV) and releasing of the approved SRRV by administering the Oath of Affirmation to new retiree-member.

Office/Division:	Processing Division (PD), Resident Retiree Servicing Department (RRSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	Foreign Nationals and Former Filipinos except those classified as restricted by the Department of Foreign Affairs (DFA).	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<i>SRRV Applicant - Principal and Dependent</i>	
	1. Passport with Tourist Visa valid for at least 30 days (1 original, 1 photocopy)	Retiree-applicant
	2. SRRV Application Form – typed or computerized. Duly accomplished and bearing original signature (1 original, 1 photocopy).	a. PRA Website at pra.gov.ph/downloads/ b. Email crpdd@pra.gov.ph or srrvapplication@pra.gov.ph
	3. PRA Medical Certificate using PRA Template – valid for 6 months (1 original, 1 photocopy)	a. Form - PRA Website at https://pra.gov.ph/downloads/ b. Any Philippine hospital or hospital abroad
	4. Police Clearance – for principal and dependent applicants 18 y/o and above, valid for 6 months (1 original, 1 photocopy)	Retiree-applicant's country of origin or last residence abroad



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>5. Certificate of Visa deposit (1 original copy)</p> <ul style="list-style-type: none"> a. SRRV Classic without Pension – US\$20,000.00 b. SRRV Classic with Pension – US\$10,000.00 c. SRRV Courtesy and Expanded Courtesy – US\$1,500.00 <p><i>NOTE: Above visa deposit amounts already include the principal and two (2) dependents except for Human Touch wherein only one (1) dependent may be included.</i></p>	<ul style="list-style-type: none"> a. Processing Division Front Desk b. PRA Financial Management Division
<p>6. National Bureau of Investigation (NBI) Clearance - For applicants, 18 years old and above, who have stayed in the Philippines for 90 days or more prior to filing the application for SRRV (1 original, 1 photocopy)</p>	<p>National Bureau of Investigation</p>
<p>7. Applicants with previous visa (9G, TRV, SIRV, 47a2, etc.):</p> <ul style="list-style-type: none"> a. Order of Issuance (1 original, 1 photocopy) b. Order of Downgrading (1 original, 1 photocopy) c. Notarized Affidavit of Explanation re: shifting to SRRV (1 original, 1 photocopy) d. Notarized Waiver of Liability with PRA template (1 original, 1 photocopy) e. Other supporting documents as may be required by the Bureau of Immigration 	<p>Bureau of Immigration</p> <p>Bureau of Immigration</p> <p>Retiree Applicant</p> <p>Retiree Applicant</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
8. For SRRV Spouse-Dependent Applicant <ul style="list-style-type: none"> a. Marriage Certificate or Household Register (1 original, 1 photocopy) 	Retiree Applicant
9. For SRRV Child-Dependent Applicant <ul style="list-style-type: none"> a. Birth Certificate or Household Register (1 original, 1 photocopy) b. Adoption document or proof of kinship (1 original, 1 photocopy) 	Retiree applicant Retiree applicant
10. Photos – 2x2 inches, white background, no eyeglasses (6 pcs. clear original copy)	Retiree applicant
11. Other documents as may be required by the Bureau of Immigration	
<p>Additional Requirement/s according to Scheme:</p> <ul style="list-style-type: none"> ● If SRRV Classic with Pension <ul style="list-style-type: none"> ○ Proof of Pension showing at least US\$800 monthly pension for single applicant OR ○ Proof of Pension showing at least US\$1,000 monthly pension – applicant with dependent ● If SRRV Courtesy <ul style="list-style-type: none"> ○ Former Filipino - Old Philippine passport or PSA birth certificate ○ Foreign Nationals who have rendered services in Foreign Embassies or DFA-recognized International Organizations in the Philippines - Certificate from the organization stating the position held and duration of employment. 	Retiree Applicant Retiree Applicant Department of Foreign Affairs (DFA), Philippine Statistics Authority (PSA) Previous Organizations



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● If SRRV Expanded Courtesy <ul style="list-style-type: none"> ○ Proof of Pension – must be currently receiving a lifetime pension of at least \$1,000 per month. ○ Proof of Qualification under PRA Circular No. 12 S. 2013 i.e.: Certificate of Employment; Military Service Record etc., – must specify the date of retirement from the service. 		<p style="text-align: center;">Retiree Applicant</p> <p style="text-align: center;">Retiree Applicant</p>		
<p>Additional Requirement for Marketer-Assisted SRRV Applicants</p> <ol style="list-style-type: none"> 1. Notice of Client Registration – duly accomplished and signed by both applicant and marketer (1 original). 2. Valid Accreditation Certificate (1 photocopy) <p><i>NOTE: Police Clearance, Proof of Pension, Proof of Military Service, Proof of Relationship and all other documents issued abroad must be translated to English if issued in another language and Apostilled by the Competent Authority of the issuing country (except for Austria, Finland, Germany and Greece) or Authenticated by the nearest Philippine Embassy/Consular Office as applicable.</i></p>		<p style="text-align: center;">Accredited Marketer</p> <p style="text-align: center;">Accredited Marketer</p>		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number	1.1. Provide Visitor's Request Form and Queuing Number	None	30 Minutes	Agnes Dapapac, Jr. Admin. Staff I, RRSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit documentary requirements	2.1. Evaluate documents submitted. Brief/ orient client, if needed. Verify and retrieve bank certificate for required visa deposit.	None	2 Hours	Rosemarie Nepomuceno, RAO III - PD Martin Buenconsejo II, RAO I - PD Alexandria Sambitory RAO I - PD
3. Request for Order of Payment Slip (OPS)	3.1. Issue Order of Payment Slip	None	20 Minutes	Rosemarie Nepomuceno, RAO III - PD Martin Buenconsejo II, RAO I - PD Alexandria Sambitory, RAO I - PD
4. Pay necessary fees at the Cashier	4.1. This portion to be supplied by the Cashier (<i>Issuance of Official Receipt by the Cashier</i>)	*Please see Schedule of Fees below	30 Minutes from the Receipt of Payment	Myra Olivar, Cashier III - FMD Jeanne Ruffa Ceblano, Financial Analyst I - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present Official Receipt to Retiree Assistance Officer / Evaluator	5.1. Verify original Official Receipt with the duplicate on the scanned OR database	None	15 Minutes	<p>Rosemarie Nepomuceno, RAO III - PD</p> <p>Martin Buenconsejo II, RAO I - PD</p> <p>Alexandria Sambitory, RAO I - PD</p>
6. Sign and Acknowledge CRSA Evaluation Sheet	6.1. Print CRSA Evaluation Sheet	None	15 Minutes	<p>Rosemarie Nepomuceno, RAO III - PD</p> <p>Martin Buenconsejo II, RAO I - PD</p> <p>Alexandria Sambitory, RAO I - PD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>6.2. Forward SRRV Application to Validator for validation of Marketer-accreditation and Notice of Client Registration Encoding to SRRV Application internal database</p> <p>Notation/Signature of the authorized officer at the NCR</p> <p>Endorsement of SRRV Application with complete documentary requirements to Processing Division UDRCon</p>	None	3 Hours, 10 Minutes	<p>Rosemarie Nepomuceno, RAO III - PD</p> <p>Francis Jeffrey Marasigan, RAO IV - PD</p>
None	6.3. Receive SRRV Application with complete documentary requirements from Evaluator, encodes in the Processing Information Management System and assign to Processor	None	30 Minutes	Fiemela Kaye Cagalanan, Jr. Processing Staff I - PD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.4. Re-check all documents and prepare Endorsement Letter to the Bureau of Immigration and prepare Budget Utilization Slip (BUS)	None	3 Hours	Joelson Abella, RAO II - PD Maria Cristina Ariate, RAO I - PD Alexandria Sambitory, RAO I - PD Sheila Mae Quisto, Sr. Processing Staff I - PD Jessica Francess Miranda Jr. Processing Staff I - PD Justine Macasa, Jr. Processing Staff I - PD Reinalyn Mae Oreta, Jr. Processing Staff I - PD
None	6.5. Review all documents, affix initial to the Endorsement Letter and sign the BUS	None	1 Hour	Annalyn Eria, Division Chief III - PD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.6. Review all documents and affix initial to Endorsement Letter	None	1 Hour	Marilou Cantancio, Department Manager III - RRSD
None	6.7. Prepare Disbursement Voucher (DV) of SRRV application in batch and forward to the Division Chief for signature	None	1 Hour	Fiemela Kaye Cagalanan, Jr. Processing Staff I - PD
None	6.8. Review and sign DV/BUS	None	1 Hour	Annalyn Eria, Division Chief III - PD
None	6.9. Review and sign Disbursement Voucher	None	2 Hours	Atty. Maria Milagros Lisaca, Deputy General Manager - ODGM
None	6.10. Sign/Approve Letter Endorsement and DV/BUS	None	3 Hours	Roberto Zozobrado, CEO/General Manager - OGM
None	6.11. Forward signed SRRV applications to Financial Management Division (FMD) for check preparation	None	30 Minutes	Lemuel Justin Duran, Jr. Admin. Clerk I - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.12. Assign DV Number, encode & posting in the system	None	4 Hours	Gerlie Butac, Jr. Acctg. Staff I - FMD
None	6.13. Checking of attached documents, Visa deposit, Official Receipt, Scheme and budget availability.	None	6 Hours	Angela Mer Generoso, Financial Analyst II - FMD Mari Thea Vasquez, Budget Officer III - FMD
None	6.14. Review and sign Disbursement Voucher	None	6 Hours	Remegio Abaigar, Division Chief III - FMD
None	6.15. Preparation & printing of check, recording in the warrant registry & updating the check booklet	None	4 Hours	Jamilah Amer, FA II - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.16. Signing of Check	None	1 Day	Roberto Z. Zozobrado, CEO/General Manager - OGM Atty. Maria Milagros Lisaca, Deputy General Manager - ODGM Atty. Antonio Rivera, Department Manager III - MSD Philip John Moreno, Department Manager III - AFSD
None	6.17. Record/Forward batch of SRRV Applications with signed check to Processing Division	None	2 Hours	Amer Mama-o Jr. Finance Staff - FMD
None	6.18. Receive/Record batch of SRRV Applications with signed check and collate it for Endorsement to BI	None	1 Hour	Fiemela Kaye Cagalanan, Jr. Processing Staff I - PD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.19. Endorse complete documents to BI (including payment)	None	6 Hours	Ryan Falcatan, RAO I - PD
None	6.20. **Processing of application by the Bureau of Immigration			Bureau of Immigration
None	6.21. Pick-up the approved Order from BI and transmit the same to the PRA office, Processing Division	None	4 Hours	Ryan Falcatan, RAO I - PD
None	6.22. Assign SRRV Number & encode/update the SRRV Enrollee database	None	1 Hour	Kristian Ann Camacho, RAO II - PD
None	6.23. Prepare/Print SRRV Sticker Label, proofread, & affix it to the applicants' passport	None	30 Minutes	Glenez Buna, RAO III - PD
None	6.24. Transmit passport with SRRV visa sticker to the Bureau of Immigration (BI) for implementation.	None	4 Hours	Ryan Falcatan, RAO I - PD
None	6.25. Implementation process in BI**			Bureau of Immigration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.26. Pick-up passport with implemented SRRV from BI and transmit the same to the PRA office, Processing Division	None	4 Hours	Ryan Falcatan, RAO I - PD
None	6.27. Encode implemented SRRVs and distribute to respective processors/ Retiree Assistance Officer	None	1 Hour, 30 Minutes	Kristian Ann Camacho, RAO II - PD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Confirm date of visit	7.1. Prepare Oath-Taking materials, Request ID Card & notify retiree as to the schedule of Oath Taking & release of approved SRRV	None	1 Day	Joelson Abella, RAO II - PD, Maria Cristina Ariate, RAO I - PD Alexandria Sambitory, RAO I - PD Sheila Mae Quisto, Sr. Processing Staff I - PD Jessica Francess Miranda Jr. Processing Staff I - PD Justine Macasa, Jr. Processing Staff I - PD Reinalyn Mae Oreta, Jr. Processing Staff I - PD
TOTAL		Please see Schedule of Fees below	**10 Working Days	



Schedule of Fees	
Application Fee-Principal	\$1,400
Spouse/Dependent (per applicant)	\$300
Initial Annual PRA Fee (Inclusive of Principal and two (2) dependents)	\$360
In Excess of Three (3) Applicants	\$100

*****Processing time at the Bureau of Immigration not included***



2. PROCESSING OF DISCONTINUANCE OF SRRV APPLICATION

An act or an instance of discontinuing or cancelling the SRRV application.

Office/Division:	Processing Division (PD), Resident Retiree Servicing Department (RRSD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	SRRV Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original letter intent (1 original copy) 2. Passport bio page (1 photocopy) 3. SRRV Application form (1 photocopy) 4. Bank remittance slip/ bank confirmation (1 photocopy) 5. Official Receipt from PRA cashier for refund of fees (1 original, 1 photocopy) 6. Notarized/apostilled/authenticated Affidavit of Quitclaim (1 original, 1 photocopy) 7. Notarized/apostilled/authenticated Special Power of Attorney in the absence of SRRV applicant. 		<p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p> <p style="text-align: center;">SRRV Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Receives and evaluates submitted documents	None	1 Hour	Maria Cristina Ariate, RAO I - PD
2. Submits documentary requirements	2.1. Verification/Double checking with PRA Main Database whether the client is SRRV member or not	None	2 Hours	Joel Salcedo or John Kevin Dionisio, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request for Order of Payment Slip (OPS)	3.1. Bank Certificate pull-out from Front Desk Evaluator	None	2 Days	Maria Cristina Ariate, RAO I - PD
4. SRRV applicant confirms the correctness of declared bank details	4.1. Bank details confirmation thru emails, phone call, video call, etc. in case an applicant is not present during filing of discontinuance	None	2 Days	Maria Cristina Ariate, RAO I - PD
None	4.2. Preparation of endorsement memo for the return of visa deposit	None	2 Hours	Maria Cristina Ariate, RAO I - PD
None	4.3. Preparation of endorsement memo and DV/BUS for the refund of fees	None	3 Hours	Maria Cristina Ariate, RAO I - PD
None	4.4. Routing of complete documents for initial/signature	None	2 Hours	Annalyn Eria, Division Chief III - PD
None	4.5. Review and sign endorsement memo	None	2 Hours	Marilou Cantancio, Department Manager III - RRSB
None	4.6. Forward Endorsement Memo to the Office of the General Manager	None	2 Hours	Fiemela Kaye Cagalanan, Jr. Processing Staff I - PD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	4.7. Approve or Disapprove Endorsement	None	2 Days	Roberto Z. Zozobrado, CEO/General Manager - OGM
None	4.8. Forward signed Endorsement to the Financial Management Division (FMD)	None	1 Hour	Lemuel Justin Duran, Jr. Admin. Clerk I, OGM
5. Receives email update from Processing Division	5.1. Inform Client on the status of request	None	1 Hour	Maria Cristina Ariate, RAO I - PD
TOTAL		None	8 Working Days	



RESIDENT RETIREE'S SERVICING DEPARTMENT (RRSD)

**SERVICING DIVISION (SD)
(EXTERNAL SERVICES)**



3. PRA ID CARD RENEWAL

Pursuant to Resolution No. 01 dated 28 February 1996, s. 1996, the Authority shall issue to its retiree-members an Identification Card which shall be valid for one (1) year counted from the issuance date of his/her Special Resident Retiree's Visa. It was amended last 09 May 2023 as per PRA Circular No. 02 prescribing the issuance of PRA ID Card from one (1) year to two (2) years.

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)	
Classification:	If Walk-in - Complex If Satellite Offices - Highly Technical If Courier/Email - Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	1. Retiree-members 2. Authorized representatives of retiree-members	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p><i>If Walk-in</i></p> <ol style="list-style-type: none"> 1. Duly Accomplished Retiree Request Form (RRF) signed by or on behalf of the principal retiree (1 original) 2. Official Receipt (1 original) 3. Latest PRA ID Card (1 original) 4. Latest passport (1 photocopy) 5. Recent 2"x2" ID picture, if retiree wishes to update his/her photo (1 clear copy) 	<ol style="list-style-type: none"> a. PRA Website at https://pra.gov.ph/downloads/ b. E-mail at id_renewal@pra.gov.ph c. Servicing Division Front Desk <p style="margin-left: 40px;">PRA Cashier</p> <p style="margin-left: 40px;">Retiree-member</p> <p style="margin-left: 40px;">Retiree-member</p> <p style="margin-left: 40px;">Retiree-member</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>If thru Courier/Satellite Offices</u></p> <ol style="list-style-type: none"> 1. Duly Accomplished Retiree Request Form signed by or on behalf of the Principal (1 original) 2. Latest SRRV ID Card (1 original) 3. Latest passport (1 photocopy) 4. Recent 2"x2" ID picture, if retiree wishes to update his photo (1 clear copy) 5. Land Bank of the Philippines Deposit Slip/Remittance Confirmation for the payment of PRA fees including courier fee (1 original) <p><i>Note: Fees are net of bank charges</i></p> <p><i>To be validated by PRA cashier for the issuance of Official Receipt.</i></p>	<ol style="list-style-type: none"> a. PRA Website at https://pra.gov.ph/downloads/ b. E-mail at id_renewal@pra.gov.ph c. PRA Satellite Offices <p>Retiree-member</p> <p>Retiree-member</p> <p>Retiree-member</p> <p>Land Bank of the Philippines / Remitting Bank</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>If Renewal thru Email</u></p> <ol style="list-style-type: none"> 1. Duly Accomplished Retiree Request Form signed by or on behalf of the Principal (1 clear scanned copy) 2. Latest SRRV ID Card (1 clear scanned copy) 3. Latest passport (1 clear scanned copy) 4. Recent 2"x2" ID picture, if retiree wishes to update his photo (1 clear copy) 5. Land Bank of the Philippines Deposit Slip/Remittance Confirmation for the payment of PRA fees including courier (1 clear scanned copy) 	<ol style="list-style-type: none"> a. PRA Website at https://pra.gov.ph/downloads/ b. E-mail at id_renewal@pra.gov.ph c. Servicing Division Front Desk d. Satellite Officer (if thru Satellite Office) <p>Retiree-member</p> <p>Retiree-member</p> <p>Retiree-member</p> <p>Land Bank of the Philippines/Remitting Bank</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>If visa deposit is converted into:</u></p> <ol style="list-style-type: none"> 1. Condominium Unit <ul style="list-style-type: none"> ● Condominium Certificate of Title (CCT) annotated with PRA restriction as per executed Deed of Undertaking (1 certified true copy/true electronic copy) ● Notarized Deed of Absolute Sale (1 original) ● Surety/Performance Bond, if pre-selling (1 original) 2. Long-Term Lease <ul style="list-style-type: none"> ● Transfer Certificate of Title (TCT) annotated with PRA restriction as per executed Deed of Undertaking (1 certified true copy/true electronic copy) ● Updated Contract of Lease, if the submitted contract of lease on record has already expired (1 original) 3. Sublease <ul style="list-style-type: none"> ● Approval to the Sublease Agreement with provision of PRA restriction from the Clark Development Corporation (1 certified true copy) ● Certification that the Sublease Agreement with PRA restriction is registered with the Subic Bay Metropolitan Authority (1 original) 	<p>Registry of Deeds</p> <p>Developer/Seller</p> <p>Insurance Company thru the assistance of developer</p> <p>Registry of Deeds</p> <p>Lessor</p> <p>Clark Development Corporation</p> <p>Subic Bay Metropolitan Authority</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>If visa deposit is converted into:</u></p> <p>4. Shares of Stock*</p> <ul style="list-style-type: none"> ● Updated Certificate of Good Standing from the Securities and Exchange Commission (1 original) ● Updated General Information Sheet (GIS) received by the SEC (1 photocopy) ● Updated Mayor's Permit (1 photocopy) ● Latest Annual Income Tax Return of the corporation (1 photocopy) ● Latest Audited Financial Statements (1 photocopy) ● Certification for Latest Payment for PhilHealth premium (1 original) ● Certification for Latest Payment for SSS premium (1 original) <p>5. Golf Shares*</p> <ul style="list-style-type: none"> ● Certification from the Golf Club that golf shares are still existing and that the PRA restriction is annotated in the stock certificate and/or recorded in the stock transfer book (1 original) <p><i>*Allowed investment until 2006</i></p>	<p>Securities and Exchange Commission</p> <p>Corporation</p> <p>Corporation</p> <p>Corporation</p> <p>Corporation</p> <p>Corporation</p> <p>Corporation</p> <p>Corporation</p> <p>Golf Club</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>If submitted an Affidavit of Undertaking during the SRRV Application:</p> <ol style="list-style-type: none"> 1. Compliance with the Undertaking i.e Police Clearance from country of origin or last residence abroad, pension document and other documents issued from abroad, apostilled by the competent authority of issuing country or duly authenticated by the Philippine Consular Office, whichever is applicable (1 original) 	<p>Competent Authority of issuing country or Philippine Consular Office, whichever is applicable</p>
<p>Representative:</p> <ol style="list-style-type: none"> 1. Authorization Letter duly signed by the principal SRRV holder (1 original or scanned copy whichever is applicable) 2. Notarized Guarantee Letter (1 original or scanned copy whichever is applicable) 3. Government Issued Identification Card of the Authorized Representative (1 original and 1 photocopy or scanned copy whichever is applicable) 	<p>Principal retiree-member</p> <p>Authorized Representative</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, etc.</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>If Walk-in</u>				
1. Obtain queue number from Window 2 of the Servicing Lounge	1.1. Provide queue number to the client.	None	5 Minutes	Maria Belen Trajano, Jr. Servicing Staff - SD
2. Fill-out Retiree Request Form. Wait for the number to be called at Counters 2 and 4	2.1. Provide Retiree's Request Form 2.2. Direct client to Counters 2 to 4	None	10 Minutes	Perla Yason, Jr. Servicing Staff - SD Crisarmaine Culler, Jr. Servicing Staff - SD
3. Submit the required documents to Counters 2 and 4 of the Servicing Division for assessment and verification.	3.1. Assess the presented documents and check for completeness. 3.2. Verify compliance with investment requirements (if invested). 3.3. Record the transaction.	None	1 Hour	Perla Yason, Jr. Servicing Staff - SD Crisarmaine Culler, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Check payment history and status of visa deposit Secure Order of Payment Slip	4.1. Verify status of requisite visa deposit and check for deficiencies. 4.2. Issue Order of Payment if all required documents were received.	None	30 Minutes	Jamby Manolid, Jr. Accounting Staff / - FMD Cynthia Gepte, Jr. Accounting Staff / - FMD
5. Submit complete documentary requirements	5.1. Review and sign the Retiree Request Form	None	15 Minutes	Atty. Jerome Carlo Castro, Division Chief III - SD
6. Pay the required fees at the Cashier Window	6.1. Review and sign the Retiree Request Form	* See schedule of annual fees according to SRRV scheme	20 Minutes	Myra D. Olivar, Cashier III - FMD Robert M. Castro, Cashier II - FMD
7. Wait for request to be processed	7.1. Review and check all documents and record to the database. 7.2. Print new PRA ID Card. 7.3. Photocopy the new printed PRA ID Card.	None	2 Hours	Joel Salcedo or John Kevin Dionisio, Jr. Servicing Staff - SD
8. Receive the new PRA ID Card	8.1. Release the new PRA ID Card to the retiree	None	15 Minutes	Maria Belen Trajano, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>If thru Courier/Satellite Offices/Email</u>				
1. Submit documentary requirements thru Courier, Satellite Offices, or Email	<i>Satellite Offices</i> 1.1. Pre-evaluate documentary requirements and assist for payment.	None	35 Minutes	Frederick Pati, OIC/RAO III - BSO
	<i>Courier/Satellite Offices</i> 1.2. Transmit the documents to the Head Office.	Courier Fee (if thru courier, email)	2 Days	Reynelson delos Reyes, BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO
	<i>Courier/Satellite Offices/Email</i> 1.3. Acknowledge receipt of documents. 1.4. Print the requirements if submitted through email.	None	30 Minutes	Jherico Dominguez, Jr. Servicing Staff - SOU Rolyn Dumaquita, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. Assess the presented documents and check for completeness. 1.6. Verify compliance with investment requirements (if invested). 1.7. Record the transaction. 1.8. Forward document to Financial Management Division.	None	1 Hour	Shansmine Fatalla, Jr. Servicing Staff - SD
None	1.9. Verify the status of visa deposit and check for deficiencies. 1.10. Issue Order of Payment if all required documents were received.	None	1 Day	Jamby Manolid, Jr. Accounting Staff / - FMD Cynthia Gepte, Jr. Accounting Staff / - FMD
None	1.11. Collect proof of payment and issue the Official Receipt.	* See schedule of annual fees according to SRRV scheme	1 Day	Myra D. Olivar, Cashier III - FMD Robert M. Castro, Cashier II - FMD
None	1.12. Review and check all documents and records to the database. 1.13. Print of new PRA ID Card.	None	1 Day	Justine Mariz Dedeles, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.14. Record and update all printed IDs and Official Receipt 1.15. Prepare transmittal letter for courier.	None	2 Hours	Joel Salcedo or John Kevin Dionisio, Jr. Servicing Staff - SD Rolyn Dumaquita, Jr. Servicing Staff - SD Justine Mariz Dedeles, Jr. Servicing Staff - SD
None	1.16. Review and sign the transmittal letter and Retiree Request Form	None	2 Hours	Atty. Jerome Carlo Castro, Division Chief III - SD
None	1.17. Prepare courier form/payment	None	1 Hour	Rolyn Dumaquita, Jr. Servicing Staff - SD Shansmine Fatalla, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.18.Dispatch for courier service	None	1 Day	Rolyn Dumaquita, Jr. Servicing Staff - SD Justine Mariz Dedeles, Jr. Servicing Staff - SD
None	1.19.Transmit the new PRA ID Card to Satellite Offices/ retiree-member/ authorized representative	Courier Fee (If thru courier, email)	2 Days	Rolyn Dumaquita, Jr. Servicing Staff - SD Justine Mariz Dedeles, Jr. Servicing Staff - SD
None	1.20.Call/email retiree-member or Satellite Offices on the delivery of new PRA ID Card and send reference/tracking number	None	1 Hour	Rolyn Dumaquita, Jr. Servicing Staff - SD Justine Mariz Dedeles, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive the new PRA ID Card	2.1. Receive the new PRA ID Card from Head Office and release to retiree-member/ authorized representative	None	20 Minutes	Frederick Pati, OIC/RAO III - BSO Reynelson delos Reyes, Jr. Admin Staff I - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO
TOTAL, IF WALK-IN		* See schedule of annual fees according to SRRV scheme	4 Hours, 35 Minutes	
TOTAL, IF SATELLITE OFFICES			8 Working Days, 1 Hour, 25 Minutes	
TOTAL, IF COURIER/EMAIL			8 Working Days, 30 Minutes	



*** SCHEDULE OF ANNUAL FEES ACCORDING TO SRRV SCHEME**

PERIOD	SCHEME	SRRV NO.	VISITORIAL FEE	ID RENEWAL FEE
OLD SCHEME				
1987 to 13 September 2001	Regular Deposit Scheme	0000001- M0002161	1/2 of 1% of the amount withdrawn/invested payable every year	US\$10/member
14 September 2001 to 26 May 2006	Regular Deposit Scheme	M0002162- M0006392	1% of the amount withdrawn/invested payable every year	US\$10/member
14 September 2001 to 26 May 2006	Regular Scheme (For former Filipino citizens and Diplomats)	M0002162- M00018035	US\$15	US\$10/member
14 September 2001 to 26 May 2006	Use of Pre-existing Investment/s		1.5% of amount withdrawn/invested on the 1st year 1% of amount withdrawn/invested on the 2nd and succeeding years	US\$10/member
June 2006 to 11 May 2011	Special Reduced Deposit/Modified Special Reduced Deposit (SRD/MSRD)	M0006393- M0018035	US\$50,000 visa deposit - US\$750 or its Php equivalent US\$20,000/ US\$10,000 visa deposit - US\$500 or its Php equivalent US\$1,500 visa deposit - US\$15 or its Php equivalent	US\$10/member
NEW SCHEME (at least 35 years old)				



12 May 2011 to 14 May 2021	Classic	M0018036 to M0064626	N/A	US\$360 (principal + 2 dependents) additional US\$100/per dependent in excess of 2
	SMILE	M0018036 to M0064626	N/A	US\$360 (principal + 2 dependents) additional US\$100/per dependent in excess of 2
	Courtesy / Expanded Courtesy	M0018036 to M0064626	N/A	US\$10/member
	Human Touch	M0018036 to M0064626	N/A	US\$360 (principal + 1 dependent only)

NEW SCHEME (at least 50 years old)

17 May 2021 to present	Classic	M-0064626 onwards	N/A	US\$360 (principal + 2 dependents) additional US\$100/per dependent in excess of 2
	SMILE	M-0064626 onwards	N/A	US\$360 (principal + 2 dependents) additional US\$100/per dependent in excess of 2
	Courtesy/Expanded Courtesy	M-0064626 onwards	N/A	US\$10/member
	Human Touch	M-0064626 onwards	N/A	US\$360 (principal + 1 dependent only)

Under the old scheme, Harmonization Management Fee is 1.5% of the withdrawn amount which is also payable every year (if availed harmonization of visa deposit)

Courier Fee (if renewal thru courier/email)

If Domestic – P150.00



If International – depending on the rate prescribed by the courier based on country of destination



4. RE-STAMPING OF SPECIAL RESIDENT RETIREE'S VISA

This refers to the re-implementation/transfer of the SRRV sticker to SRRV holder's new passport.

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	1. Retiree-members 2. Authorized representatives of retiree-members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Basic Requirements:</p> <ol style="list-style-type: none"> 1. Duly accomplished Retiree Request Form signed by or on behalf of the principal retiree (1 original) 2. Official Receipt (1 original) 3. Old Passport with SRRV sticker and new Passport (1 original) <ol style="list-style-type: none"> a. Notarized Affidavit of Explanation/Loss of passport with SRRV sticker (1 original) <ol style="list-style-type: none"> i. If unable to submit the original passport with SRRV sticker ii. If executed or obtained abroad, it must be apostilled by the competent authority of the issuing country or duly authenticated by the Philippine Consular Office, whichever is applicable 	<ol style="list-style-type: none"> a. PRA Website at https://pra.gov.ph/downloads/ b. E-mail at restamping@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices <p>PRA Cashier Retiree-members</p> <p>Principal Retiree-member</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Representative</p> <ol style="list-style-type: none"> 1. Notarized Special Power of Attorney (SPA) (1 original) <i>If executed abroad, it must be apostilled by the competent authority of issuing country or duly authenticated by the Philippine Consular Office, whichever is applicable</i> 2. PRA ID Card of the SRRV holder being represented (1 photocopy) 3. Government-issued Identification Card of the Authorized Representative (1 original, 1 photocopy) 	<p>Principal retiree-member</p> <p>Principal retiree-member</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, etc.</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filed at the Satellite Offices				
<p>1. Submit the required documents to the Retiree Assistance Officer, Satellite Office</p>	<p>1.1. Pre-evaluate documentary requirements submitted by the retiree-member/ authorized representative.</p>	<p>None</p>	<p>10 Minutes</p>	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin Staff I - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Issue Order of Payment Slip for the payment of fees.	Refer to fees	10 Minutes	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin Staff I - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Receive complete requirements and proof of payment and record the transaction.	None	15 Minutes	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Sheila Ramos, Jr. Admin. Staff I - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO Jaypee Adlaon, Jr. Admin. Staff I - DSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Transmit the requirements to the PRA Head Office	None	2 Days	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. Receive and record the required documents from Satellite Offices thru Satellite Office Unit (<i>continue to No 3, Filed at the Head Office</i>)	None	10 Minutes	Jonalyn Saguros, UDRCon - SD
Filed at the Head Office				
1. Get queue number and Retiree Request Form from Window (2) of the Public Assistance Desk.	1.1. Provide queue number to the client 1.2. Provide Retiree Request Form 1.3. Direct client to proceed to the Servicing Lounge	None	5 Minutes	Maria Belen Trajano, Jr. Servicing Staff - SD Joven Robellon, Jr. Servicing Staff - SD
2.1 Fill-out the Retiree Request Form. 2.2 Wait for the number to be called/ flashed in the TV screen 2.3 Proceed to available counter (Counters 2-4)	2.1 Call numbers thru the queuing number system	None	10 Minutes	Perla Yason, Jr. Servicing Staff - SD Crisarmaine Culler, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the required documents to the available counter for initial assessment and verification.	3. Assess the received/presented documents and check for completeness	None	20 Minutes	Perla Yason, Jr. Servicing Staff - SD Crisarmaine Culler, Jr. Servicing Staff - SD
4. Get the Order of Payment that will be issued	4.1 Verify status of visa deposit and check for deficiencies 4.2 Issue Order of Payment if all required documents were given	None	10 Minutes	Jamby Manolid, Jr. Accounting Staff / - FMD Cynthia Gepte, Jr. Accounting Staff / - FMD
5. Pay the required fees at the Cashier Window	5.1 Collect payment and issue the Official Receipt Verify payment of fees with Land Bank and issue Official Receipt (if filed at the Satellite Office)	Refer to fees	20 Minutes 30 Minutes	Myra D. Olivar, Cashier III - FMD Robert M. Castro, Cashier II - FMD
6. Submit complete documentary requirements.	6.1 Acknowledge receipt of documents. 6.2 Record transaction to the database. 6.3 Forward the documents to the UDRCon of Servicing Division	None	20 Minutes	Perla Yason, Jr. Servicing Staff - SD Crisarmaine Culler, Jr. Servicing Staff - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.4 Record received documents 6.5 Forward the documents to the processor (Retiree Assistance Officer) of the Servicing Division	None	1 Hour	Jonalyn Saguros, UDRCon - SD
None	6.6 Receive request/ acknowledge receipt of documents from the UDRCon 6.7 Assess the presented documents and check for completeness 6.8 Verify correctness of information from the Records Section. 6.9 If all documents are complete, prepare an Endorsement Memo to the Bureau of Immigration. If there are concerns with the documents submitted, inform the client.	None	20 Minutes	Paul Manfred Amparo, RAO III - SD
None	6.10 Review and sign Endorsement Memo	None	2 Days	Atty. Jerome Carlo Castro, Division Chief III - SD Marilou Cantancio, Department Manager III - RRSB



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.11 Approve Endorsement Memo	None	3 Days	Roberto Zozobrado, CEO/General Manager - OGM
None	6.12 Deliver approved Endorsement for SRRV Restamping to the Bureau of Immigration	None	1 Day	Girard Glen Subong, Liaison Officer - SD
None	<i>Derogatory check</i>	<i>None</i>	<i>% B.I.*</i>	<i>Bureau of Immigration (BI)</i>
None (if cleared on the BI derogatory check)	6.13 Receive checked requests and endorse to the Bureau of Immigration for the issuance of Order of Payment.	None	1 Day	Girard Glen Subong, Liaison Officer - SD
7. If not cleared on the BI derogatory check, submit a Certificate of Not the Same Person to the Bureau of Immigration.	7.1 Receive submitted documents. Return the document to the PRA Processor.	None	1 Day	Paul Manfred Amparo, RAO III - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	7.2 Retiree Assistance Officer will inform the client to submit the Certificate of Not the Same Person to the Bureau of Immigration thru PRA. 7.3 Re-endorse the request together with the submitted proof.	None	1 Day	Paul Manfred Amparo, RAO III - SD
None	Issue Order of Payment Slip (OPS) to PRA		% B.I.	Bureau of Immigration
None	7.4 Prepare request for check payment of BI Fee	None	1 Day	Paul Manfred Amparo, RAO III - SD
None	7.5 Release check payment to Liaison Officer.	None	1 Day	Paul Manfred Amparo, RAO III - SD
None	7.6 Pay the BI Fees 7.7 Collect Official Receipt from the BI.	None	1 Day	Girard Glen Subong, Liaison Officer - SD
None	7.8 Submit passport to the BI for the implementation of the new SRRV sticker.	None	1 Day	Girard Glen Subong, Liaison Officer - SD
None	Implement new SRRV sticker		% B.I.*	Bureau of Immigration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	7.9 Claim the passport from the BI.	None	1 Day	Girard Glen Subong, Liaison Officer - SD
8.1 Acknowledge receipt of the information regarding the availability of the passport. 8.2 Claim the passport at the PRA Head Office or Satellite Office.	8.1 Receive passport with implemented SRRV sticker 8.2 Prepare receiving a copy of approved documents. 8.3 Inform client (thru email, call, or SMS) to claim the passport with an implemented SRRV sticker.	None	1 Day	Paul Manfred Amparo, RAO III - SD
9. Acknowledge receipt of the restamped passport.	9.1 Release the restamped passport to retiree-member/ authorized representative	None	30 Minutes	Paul Manfred Amparo, RAO III - SD
None	9.2 Transmit cancelled passport, restamped passport and Official Receipt to Satellite Offices (if filed at the Satellite Offices)	None	2 Days	Paul Manfred Amparo, RAO III - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	9.3 Receive and photocopy cancelled passport, restamped passport and Official Receipt from Head Office	None	10 Minutes	<p>Paul Manfred Amparo, RAO III - SD</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	9.4 Inform client (thru email, call, or SMS) to claim the passport with implemented SRRV sticker.	None	5 Minutes	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
9. Acknowledge receipt of the restamped passport.	9.5 Release the restamped passport to retiree-member/ authorized representative	None	5 Minutes	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



TOTAL, if filed thru Satellite Offices (Needs derogatory check)	Refer to fees	18 Working Days, 3 Hours, 45 Minutes	
TOTAL, if filed thru Satellite Offices (Does not need derogatory check)	Refer to fees	17 Working Days, 3 Hours, 45 Minutes	
TOTAL, If filed thru Head Office (Needs derogatory check)	Refer to fees	14 Working Days, 3 Hours, 15 Minutes	
TOTAL, If filed thru Head Office (Does not need derogatory check)	Refer to fees	13 Working Days, 3 Hours, 15 Minutes	

FEES	
PRA Service Fee	US\$10.00/retiree-member
Bureau of Immigration Fee	Php1,010.00/retiree-member



5. BANK TRANSFER

Pursuant to the Board Resolution No. 25 dated 24 September 1994 on the Memorandum of Agreement (MOA) with accredited banks, this define the procedures/guidelines for the transfer of accounts from one designated bank to another in case the depository bank chooses to terminate its MOA with Philippine Retirement Authority (PRA) or a retiree-member opts to transfer his/her visa deposit to another designated bank.

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
Who may avail:	1. Retiree-members 2. Authorized representatives of retiree-members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Bank Transfer Form (1 original)		a. PRA Website at https://pra.gov.ph/downloads/ b. Email at banktransfer@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices
Representative 1. Notarized Special Power of Attorney (1 original) <i>If an authorized representative/marketer will transact with the bank</i> <i>If executed abroad, it must be apostilled by the competent authority of issuing country or duly authenticated by the Philippine Consular Office, whichever is applicable</i>		Principal retiree-member



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Authorization Letter (1 original) <i>If an authorized representative/marketer will pick up the Transfer/Withdrawal Clearance and Letter of Introduction from PRA</i></p>	<p>Principal retiree-member</p>
<p>3. PRA ID Card of the SRRV holder being represented (1 photocopy)</p>	<p>Principal retiree-member</p>
<p>4. Government-issued Identification Card of the Authorized Representative (1 original, 1 photocopy)</p>	<p>BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, etc.</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly filled-out Bank Transfer Form	1.1. Receive and record duly filled-out Bank Transfer Form from retiree-member/ authorized representative.	None	25 Minutes	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Sheila Ramos, Jr. Admin. Staff I - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO Jaypee Adlaon, Jr. Admin. Staff I - DSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Transmit the document to the Head Office	None	2 Days	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Mara Kristine dela Cruz, RAO II - CSSO Elma Corbeta, OIC/RAO III - CSO Jacqueline Calumpang, RAO II - CSO Sheila Ramos, Jr. Admin. Staff I - CSO Jaime Llames, OIC/RAO III - DSO Lyra Mae Borrega, RAO II - DSO Jaypee Adlaon, Jr. Admin. Staff I - DSO
None	1.3. Receive duly filled-out Bank Transfer Form from UDRCon/Email/ Satellite Office Unit (SOU).	None	2 Hours	Rubie Jane Baguio, RAO II - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Request for pull out of folders/files of requesting retiree-members.	None	3 Hours	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.5. Evaluate retiree's records and prepare Memorandum/Recommendation for bank transfer.	None	2 Hours	Rubie Jane Baguio, RAO II - SD
None	1.6. Route Memorandum for Division Chief and Department Manager's review and signature.	None	2 Days	Rubie Jane Baguio, RAO II - SD Atty. Jerome Carlo Castro, Division Chief III - SD Marilou Cantancio, Department Manager III - RRSD
None	1.7. Record/forward memo to the Office of the General Manager (OGM) for signature.	None	10 Minutes	Jr. Accounting Staff / Financial Analyst - FMD
None	1.8. Approve the memo for bank transfer.	None	2 Days	Roberto Zozobrado, CEO/General Manager - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Receive and record approved bank transfer and forward signed memo from Office of the General Manager to Financial Management Division.	None	10 Minutes	Jonalyn Saguros, UDRCon - SD
2. Acknowledge receipt of the Transfer/Withdrawal Clearance/ LOI.	2.1. Prepare Transfer/Withdrawal Clearance and Letter of Introduction. 2.2. Inform the retiree that the approved Transfer/Withdrawal Clearance/LOI are available for release. 2.3. Issue the Transfer/Withdrawal Clearance/LOI to the retiree, authorized representative.	None	7 Days, 1 Hour, 30 Minutes	Financial Management Division
	2.4. Transmit the Transfer/Withdrawal Clearance/LOI to Satellite Offices	None	2 Days	Jherico Dominguez, Jr. Servicing Staff - SOU Claudia Cantanilla, Jr. Servicing Staff - SOU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.5.Receive Transfer/Withdrawal Clearance/LOI from the Head Office and release to retiree-member/ authorized representative.	None	20 Minutes	<p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Mara Kristine dela Cruz, RAO II - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jacqueline Calumpang, RAO II - CSO</p> <p>Sheila Ramos, Jr. Admin. Staff I - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p> <p>Lyra Mae Borrega, RAO II - DSO</p> <p>Jaypee Adlaon, Jr. Admin. Staff I - DSO</p>



TOTAL, if filed thru Satellite Offices	None	16 Working Days, 1 Hour, 35 Minutes	
TOTAL, if filed thru Head Office	None	12 Working Days, 50 Minutes	



6. CONVERSION OF VISA DEPOSIT INTO AN ACTIVE INVESTMENT

Pursuant to the Implementing Investment Guidelines under Rule VIII-A of the Rules and Regulations Implementing Executive Order No. 1037, an SRRV holder may, upon proper notice, apply for conversion of his/her visa deposit into an active investment; acquisition and ownership of condominium unit under the SRRV program. It also means acquisition of long-term leasehold rights of at least 25 years to a ready-for-occupancy condominium unit, townhouse, or house and lot (*PRA Circular No. PRA-RRSC-2011-001, s.2011*). As per *PRA Circular No. 11, s.2012*, a retiree can also substitute a condominium unit under his name as his investment in the SRRV Program. Such acquisition and ownership is for residential purposes; personal or family use.

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	<ol style="list-style-type: none"> 1. Retiree-members 2. Authorized representatives of retiree-members 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Conversion of Visa Deposit into a Condominium Unit under the Principal Retiree's Name <ol style="list-style-type: none"> 1. Duly Filled-Out Investment Request Form (1 original) 	<ol style="list-style-type: none"> a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices
	<ol style="list-style-type: none"> 2. Duly Filled-Out and Notarized Retiree's Deed of Undertaking (1 original) 	<ol style="list-style-type: none"> a. PRA Website at pra.gov.ph/downloads b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Notarized Deed of Absolute Sale indicating the selling price of at least US\$50,000.00 (1 original)</p> <p><i>Pursuant to PRA Circular No. 11 s.2012, the reckoning date for determining the exchange rate shall be the prevailing rate at the time the unit was acquired.</i></p>	<p>Developer/seller of the property</p>
<p>4. Condominium Certificate of Title (CCT) of the unit and parking space, <i>if any</i> (1 certified true copy/true electronic copy)</p> <p><i>The CCT must contain annotation with a PRA restriction.</i></p> <p><i>An endorsement letter to the Registry of Deeds for the annotation of PRA restriction will be issued to the retiree upon receipt of complete documentary requirements including ocular inspection.</i></p> <p><i>For the purpose of the endorsement letter, a photocopy of CCT will be submitted and the original copy will be presented.</i></p>	<p>Registry of Deeds</p>
<p>5. Latest Tax Declaration of the Condominium Unit (1 photocopy)</p>	<p>City/Municipality Assessor's Office</p>
<p>6. Ocular Inspection Report</p> <p><i>The ocular inspection will be conducted upon receipt of complete documentary requirements</i></p>	<p>Servicing Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Conversion of Visa into an Active Investment thru Long-Term Lease of Residential House and Lot, Townhouse or Condominium Unit</p> <p>1. Duly Filled-Out Investment Request Form (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>
<p>2. Duly Filled-Out and Notarized Retiree's Deed of Undertaking (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>
<p>3. Duly Filled-Out and Notarized Lessor's Deed of Undertaking (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>
<p>4. Transfer Certificate of Title (TCT) of the house and lot or Condominium Certificate of Title (CCT) of the townhouse/condominium unit to be leased (1 certified true copy/true electronic copy)</p> <p><i>The Lessor shall include the annotation of PRA restriction in the TCT/CCT</i></p> <p><i>An endorsement letter to the Register of Deeds for the annotation of PRA restriction will be issued to the retiree upon receipt of complete documentary requirements including ocular inspection</i></p> <p><i>For the purpose of the endorsement letter, a photocopy of TCT/CCT will be submitted and the original copy will be presented</i></p>	<p>Registry of Deeds</p>
<p>5. Latest Tax Declaration of the Property to be leased (1 photocopy)</p>	<p>City/Municipality Assessor's Office</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>6. Notarized Contract of Lease between the lessor and the retiree within a period of at least 25 years with a value of at least US\$50,000.00 (1 original)</p> <p><i>Pursuant to PRA Circular No. PRA-RRSC-2011-001, the basis for determining the value of the investment shall be the rate at the time of conversion of the visa deposit.</i></p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>
<p>7. Ocular Inspection Report</p> <p><i>The ocular inspection will be conducted upon receipt of complete documentary requirements</i></p>	<p>Servicing Division</p>
<p>Conversion of Visa Deposit into an Active Investment Thru Purchase of Condominium Unit (RFO)</p> <p>A. For PRA-accredited Retirement Facility</p> <p>1. Duly filled-out Investment Request Form (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>
<p>2. Duly filled-out and notarized Retiree's Deed of Undertaking (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/ b. Email at investment@pra.gov.ph c. Servicing Division Front Desk d. Satellite Offices</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Surety/Performance Bond (1 original) equal to the amount of the visa deposit that should indicate the following obligations:</p> <ul style="list-style-type: none"> i. Delivery to PRA within 180 days from the release of withdrawal clearance/manager's check of the CCT under the name of the retiree annotated with PRA restriction. ii. Failure to deliver the CCT within the said 180 days period shall require the exact amount of the withdrawn visa deposit to be returned. 	<p>Insurance Company thru the assistance of developer</p>
<p>4. Official Receipt of all payments made for the unit to be purchased (1 original)</p>	<p>Retiree</p>
<p>5. License to Sell from License to Sell from the Department of Human Settlements and Urban Development or DHSUD (1 photocopy)</p>	<p>Developer</p>
<p>6. Condominium Certificate of Title of the unit and parking space, if any (1 certified true copy/true electronic copy)</p>	<p>Developer</p>
<p>7. Duly notarized Contract to Sell which must contain the PRA restriction (1 original)</p>	<p>Developer</p>
<p>8. Updated PRA-Accreditation Certificate (1 photocopy)</p>	<p>Developer</p>
<p>9. Ocular Inspection Report</p>	<p>Servicing Division</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>B. For PRA-accredited Retirement Facility</p> <p>1. Duly Filled-Out Investment Request Form (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/</p> <p>b. Email at investment@pra.gov.ph</p> <p>c. Servicing Division Front Desk</p> <p>d. Satellite Offices</p>
<p>2. Duly Filled-Out and Notarized Retiree's Deed of Undertaking (1 original)</p>	<p>a. PRA Website at pra.gov.ph/downloads/</p> <p>b. Email at investment@pra.gov.ph</p> <p>c. Servicing Division Front Desk</p> <p>d. Satellite Offices</p>
<p>3. Surety/Performance Bond (1 original) equal to the amount of the visa deposit that should indicate the following obligations:</p> <p>i. Delivery to PRA within 180 days from the release of withdrawal clearance/manager's check of the CCT under the name of the retiree annotated with PRA restriction.</p> <p><i>"The herein Vendee of the above prescribed property is a participant in the Retirement Program of the Philippine Retirement Authority (PRA), a government-owned and controlled corporation created under EO 1037, dated July 4, 1985 with office address at the 29th Floor, BDO Towers Valero (formerly Citibank Tower), 8741 Paseo de Roxas, Makati City, Philippines, and as such the Condominium Certificate of Title to be issued in his/her name shall bear the following annotation:</i></p> <p><i>"The sale, transfer, or encumbrance of this property is subject to the approval of the Philippine Retirement Authority (PRA), the owner named herein being a holder of a Special Resident Retiree's Visa (SRRV), and is therefore, subject to the provision of Executive Order No. 1037 and its Implementing Rules and Regulations."</i></p> <p>ii. Failure to deliver the CCT within the said 180 days period shall require the exact amount of the withdrawn visa deposit to be returned.</p>	<p>Insurance Company thru the assistance of developer</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Government-issued Identification Card of the Authorized Representative (1 original, 1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, etc.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Investment Form and complete documentary requirements to the Retiree Assistance Officer in the Servicing Lounge, Head Office/ Satellite Offices for evaluation	<i>Filed at the Satellite Offices</i> 1.1. Receive CCT/TCT annotated with PRA Restriction	None	10 Minutes	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Elma Corbeta, OIC/RAO III - CSO Jaime Llames, OIC/RAO III - DSO
None	1.2. Transmit the documentary requirements to the PRA Head Office	None	2 Days	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Elma Corbeta, OIC/RAO III - CSO Jaime Llames, OIC/RAO III - DSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p><i>Filed at the Head Office</i></p> <p>1.3. Receive the required documents from retiree-member/ authorized representative or Satellite Offices</p> <p>1.4. Evaluate submitted documents for completeness</p> <p>1.5. Verify Retiree-member's information: Records Section FMD</p> <p>1.6. Acknowledge receipt of documents</p> <p>1.7. Record Investment Request</p>	None	30 Minutes	<p>Rad Wesley Eusebio, Jr. Servicing Staff - SD</p> <p>Ivana Lauren Sabio, RAO II - SD</p> <p>Naricris Sison, RAO IV - SD</p>
None	<p>1.8. Prepare Letter to the Register of Deeds for the annotation of PRA restriction and letter to the retiree for his obligation upon conversion of the visa deposit into an active investment (under the old SRRV scheme)</p> <p><i>Except purchase of RFO condominium unit</i></p>	None	1 Day	<p>Rad Wesley Eusebio, Jr. Servicing Staff - SD</p> <p>Ivana Lauren Sabio, RAO II - SD</p> <p>Naricris Sison, RAO IV - SD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.9. Review and sign the letter to the Register of Deeds	None	1 Day	Atty. Jerome Carlo Castro, Division Chief III - SD Marilou Cantancio, Department Manager III - RRSD
None	1.10. Approve and sign the Letter to the Register of Deeds	None	1 Day	Roberto Z. Zozobrado, CEO/General Manager - OGM
2. Acknowledge receipt of Letter to the Register of Deeds	2.1. Inform the retiree/Satellite Offices on the availability of the signed Letter to the Register of Deeds and remind to submit certified true copy/true electronic copy of Condominium Certificate of Title/Transfer Certificate of Title	None	10 Minutes	Rad Wesley Eusebio, Jr. Servicing Staff - SD Ivana Lauren Sabio, RAO II - SD Naricris Sison, RAO IV - SD
None	2.2. Transmit the signed Letter to the Register of Deeds to the Satellite Offices, if application is filed thru the Satellite Offices	None	2 Days	Jherico Dominguez, Jr. Servicing Staff - SOU Claudia Cantanilla, Jr. Servicing Staff - SOU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit certified true copy/true electronic copy of the Condominium Certificate of Title/Transfer Certificate of Title annotated with PRA restriction	<i>Filed at the Satellite Office</i> 3.1. Transmit the CCT/TCT annotated with PRA restriction to the Head Office, if application is filed thru the Satellite Offices	None	2 Days	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Elma Corbeta, OIC/RAO III - CSO Jaime Llames, OIC/RAO III - DSO
None	<i>Filed at the Head Office</i> 3.2. Acknowledge receipt of the certified true copy/true electronic copy of Condominium Certificate of Title/Transfer Certificate of Title annotated with PRA restriction received from retiree-member/authorized representative or Satellite Offices	None	10 Minutes	Rad Wesley Eusebio, Jr. Servicing Staff - SD Ivana Lauren Sabio, RAO II - SD Naricris Sison, RAO IV - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.3. Prepare Endorsement Memo and fill-out Investment Request Form for Conversion and Withdrawal of Visa Deposit	None	1 Day (<i>upon receipt of CCT/TCT with PRA restriction</i>)	Rad Wesley Eusebio, Jr. Servicing Staff - SD Ivana Lauren Sabio, RAO II - SD Naricris Sison, RAO IV - SD
None	3.4. Review and sign Investment Request Form and Endorsement Memo for Conversion and Withdrawal of Visa Deposit	None	1 Day	Atty. Jerome Carlo Castro, Division Chief III - SD
None	3.5. Record and forward signed Endorsement Memo to the Office of the General Manager for approval	None	10 Minutes	Jonalyn Saguros, UDRCon - SD
None	3.6. Approve Endorsement Memo	None	1 Day	Roberto Z. Zozobrado, CEO/General Manager/ - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	3.7. Receive and record approved endorsement from the Office of the General Manager 3.8. Forward the approved endorsement to the Retiree Assistance Officer	None	10 Minutes	Jonalyn Saguros, UDRCon - SD
None	3.9. Receive and record the approved endorsement	None	10 Minutes	Rad Wesley Eusebio, Jr. Servicing Staff - SD Ivana Lauren Sabio, RAO II - SD Naricris Sison, RAO IV - SD
None	3.10. Forward the approved endorsement to Financial Management Division for the preparation of Manager's Check (DBP) or Withdrawal Clearance (private banks)	None	10 Minutes	Jonalyn Saguros, UDRCon - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Acknowledge receipt of the Manager's Check (DBP) or Withdrawal Clearance (private banks) .	4.1. Prepare Manager's Check (DBP) or Withdrawal Clearance (private banks) and issue to the retiree, authorized representative or Satellite Office Unit	None	5 Days, 4 Hours	Banking Unit Staff: <i>Private Banks:</i> Cynthia R. Gepte, Jr. Accounting Staff - FMD Lyka Korina Cillo, Jr. Accounting Staff - FMD Andrew Lisaca, Jr. Accounting Staff - FMD <i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD Fernando Anerson Hilvano, Jr. Accounting Staff - FMD Resurrecion Jedidiah Gumban, FA I - FMD
	4.2. Transmit the Manager's Check or Withdrawal Clearance to Satellite Offices	None	2 Days	Jherico Dominguez, Jr. Servicing Staff - SOU Claudia Cantanilla, Jr. Servicing Staff - SOU



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3. Receive the Manager's Check or Withdrawal Clearance from Head Office and release to retiree-member/ authorized representative	None	20 Minutes	Frederick Pati, OIC/RAO III - BSO Scarlet Lachica, OIC/RAO III - CSSO Elma Corbeta, OIC/RAO III - CSO Jaime Llames, OIC/RAO III - DSO
TOTAL, if filed thru Satellite Offices		None	20 Working Days, 3 Hours	
TOTAL, if filed thru Head Office		None	11 Working Days, 5 Hours, 30 Minutes	

* Processing of conversion of visa deposit into investment shall commence upon receipt of complete documentary requirements including the ocular inspection report and certified true copy of CCT/TCT annotated with PRA restriction.



7. TERMINATION OF PARTICIPATION FROM THE RETIREMENT PROGRAM

The indefinite stay privilege of being an SRRV holder will cease upon the voluntary or involuntary cancellation of the visa. As provided in the Rules and Regulations implementing E.O. No. 1037 Rule IX. Termination of Participation, the termination of membership from the program may be done as requested by the retiree-member (Section 1), or may be revoked upon the recommendation of the Philippine Retirement Authority (Section 2).

In case of the death of the Principal retiree-member, the spouse shall have the option to assume the status of resident retiree together with the attendant rights and obligations under Section 4, Rule IV of the Rules and Regulations implementing E.O. No. 1037 (Policy on Subrogation).

Office/Division:	Servicing Division (SD), Resident Retiree Servicing Department (RRSD)	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government	
Who may avail:	<ol style="list-style-type: none"> 1. Retiree-members 2. Authorized representatives of retiree-members 3. Other Government Agencies pursuant to a lawful order 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Termination of Membership of Retiree-member <ol style="list-style-type: none"> 1. SRRV Cancellation Service Request Form signed by or on behalf of the Principal (1 original) 2. Official Receipt (2 photocopies) 		<ol style="list-style-type: none"> a. PRA Website b. Servicing Division Front Desk c. Satellite Offices c. cancellation@pra.gov.ph PRA - Cashier



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. Passport with SRRV (1 original per retiree-member, and photocopy of the passport biopage and the SRRV)</p> <ul style="list-style-type: none"> a. If unable to submit original passport with SRRV, submit Notarized Affidavit of Explanation/Loss of Passport with SRRV (1 original) b. If executed or obtained abroad, must be Apostilled or duly authenticated. 	<p>Retiree-member(s)</p> <p>Retiree-member(s) or custodian of the passport</p> <p>Competent Authority where the document was executed/issued (ex. Foreign Affairs/Foreign Ministry)</p>
<p>Termination of Membership of Retiree-member with Downgrading of Visa</p> <ul style="list-style-type: none"> 1. SRRV Cancellation Service Request Form signed by or on behalf of the Principal (1 original) 2. Official Receipt (2 photocopies) 3. Passport with SRRV (1 original per retiree-member, and 1 photocopy of the passport biopage and the SRRV) <ul style="list-style-type: none"> a. Notarized Affidavit of Explanation/Loss of Passport with SRRV (1 original) <ul style="list-style-type: none"> - Applicable if unable to submit original Passport with SRRV. If executed or obtained abroad, must be Apostilled or duly authenticated. 4. Active Passport (1 original per retiree-member and 1 photocopy of passport biopage) <ul style="list-style-type: none"> - Applicable only if active passport is different from the passport with SRRV 	<ul style="list-style-type: none"> a. PRA Website b. Servicing Division Front Desk c. Satellite Offices d. Email at cancellation@pra.gov.ph <p>PRA - Cashier</p> <p>Retiree-member(s)</p> <p>Retiree-member(s) or custodian of the passport</p> <p>Retiree-member(s)</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Termination of Membership of a Deceased Retiree-member</p> <ol style="list-style-type: none"> 1. SRRV Cancellation Service Request Form (1 original) 2. Death Certificate (1 certified true copy) <ol style="list-style-type: none"> a. If obtained abroad, must be Apostilled or duly authenticated. 3. Official Receipt (2 photocopies) 4. Passport with SRRV (1 original per retiree-member, and 1 photocopy of the passport biopage and the SRRV) <ol style="list-style-type: none"> a. Notarized Affidavit of Explanation/Loss of Passport with SRRV (1 original) <ul style="list-style-type: none"> - Applicable if unable to submit original Passport with SRRV. <p><i>* If executed or obtained abroad, must be Apostilled or duly authenticated.</i></p>	<ol style="list-style-type: none"> a. PRA Website b. Servicing Division Front Desk c. Satellite Offices d. Email at cancellation@pra.gov.ph <p>Civil Registry Competent Authority where the document was executed/issued (ex: Foreign Affairs/Foreign Ministry)</p> <p>PRA - Cashier</p> <p>Retiree-member(s)</p> <p>Retiree-member(s) or custodian of the passport</p> <p>Competent Authority where the document was executed/issued (ex: Foreign Affairs/Foreign Ministry)</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Termination of Membership with Request for Subrogation / Principal / Deceased</p> <ol style="list-style-type: none"> 1. SRRV Cancellation Service Request Form (1 copy) – Dependent-Spouse must indicate clear intent to subrogate 2. Death Certificate (1 certified true copy) <ol style="list-style-type: none"> a. If obtained abroad, must be Apostilled or duly authenticated. 3. Official Receipt (2 photocopies) 4. Passport with SRRV (1 original per retiree-member, and 1 photocopy of the passport biopage and the SRRV) <ol style="list-style-type: none"> a. Notarized Affidavit of Explanation/Loss of Passport with SRRV (1 original) <ol style="list-style-type: none"> i. Applicable if unable to submit original Passport with SRRV. If executed or obtained abroad, must be Apostilled or duly authenticated. 	<ol style="list-style-type: none"> a. PRA Website b. Servicing Division Front Desk c. Satellite Offices d. Email at cancellation@pra.gov.ph <p>Civil Registry</p> <ol style="list-style-type: none"> a. Competent Authority where the document was executed/issued (ex. Foreign Affairs/Foreign Ministry) <p>PRA - Cashier</p> <p>Retiree-member(s)</p> <p>Retiree-member(s) or custodian of the passport</p>
<p>Representative</p> <ol style="list-style-type: none"> 1. Notarized Special Power of Attorney (1 original) - If executed or obtained abroad, must be Apostilled or duly authenticated 2. Valid government-issued Identification Card(1 photocopy) 	<p>Principal Competent Authority where the document was executed/issued (ex: Foreign Affairs/Foreign Ministry)</p> <p>2. DFA, SSS, GSIS, LTO, PRC, BIR, PSA, Pag-IBIG, Philhealth, Post Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If filing at PRA Head Office:</p> <p>1. Obtain queuing number from Window 2 of the RRSD Lounge.</p> <p>2. Fill-out Service Request Form. Wait for the number to be called at Counters 2 to 4.</p> <p>If filing at a Satellite Office:</p> <p>1. Obtain queuing number from Satellite Office personnel</p> <p>2. Fill-out Service Request Form. Wait for number to be called by Satellite Office personnel</p>	<p>1.1 Provide queue number to client</p> <p>2.1 Provide Service Request Form</p> <p>2.2 If filed at PRA Head Office: Direct client to Counters 2 to 4.</p>	<p>None</p>	<p>20 Minutes</p>	<p>If filed at PRA Head Office:</p> <p>Maria Belen Trajano or Joven Robellon, Jr. Servicing Staff - SD</p> <p>Agnes Dapapac or Perla Yason, Jr. Servicing Staff - SD</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If filing at PRA Head Office:</p> <p>3. Submit the required documents to Counters 2 to 4 of the Servicing Division Front Desk for initial assessment and verification.</p> <p>3.1 Surrender Unexpired PRA IDs</p> <p>If filing at a Satellite Office:</p> <p>3. Present the required documents to Satellite Office personnel for initial assessment and verification.</p> <p>3.1 Surrender Unexpired PRA IDs</p>	<p>3.1 Assess the presented documents and check for completeness</p> <p>3.2 Collect unexpired PRA IDs</p>	<p>None</p>	<p>1 Hour</p>	<p>If filed at PRA Head Office:</p> <p>Agnes Dapapac or Perla Yason, Jr. Servicing Staff - SD</p> <p>If filed at a Satellite Office:</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Obtain the Order of Payment that will be issued</p>	<p>4.1. Verify status of Requisite deposit and check for deficiencies.</p> <p>4.2 Issue Order of Payment if all required documents were given</p>	<p>None</p>	<p>10 Minutes</p>	<p>If filed at PRA Head Office:</p> <p>Jamby Manolid, Jr. Accounting Staff / - FMD</p> <p>If filed at a Satellite Office:</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Pay required fees</p> <p>If filing at PRA Head Office: Pay the required fees at the Cashier Window.</p> <p>If filing at a Satellite Office: Pay the required fees thru Landbank. Make sure to secure the deposit slip.</p>	<p>5.1 If filed at PRA Head Office: Collect payment and issue the Official Receipt</p> <p>If filed at a Satellite Office: Collect proof of payment</p>	<p>Cancellation only: PRA Service Fee of USD10.00 + BI Service Fee of Php500.00 / retiree-member</p> <p>Cancellation & Downgrading: PRA Service Fee of USD20.00 + BI Service Fee of Php4,020.00</p>	<p>10 Minutes</p>	<p>If filed at PRA Head Office:</p> <p>Myra Olivar, Cashier III - FMD</p> <p>If filed at a Satellite Office:</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>6. Submit complete documentary requirements.</p> <p>Wait for the request to be processed.</p>	<p>6.1 Acknowledge receipt of documents. Record transaction.</p> <p>If filed at PRA Head Office:</p> <p>6.2 Forward the documents to the UDRCon of Servicing Division</p> <p>If filed at a Satellite Office:</p> <p>6.3 Prepare documents for transmittal to the PRA Head Office.</p>	<p>None</p>	<p>If filed at PRA Head Office:</p> <p>20 Minutes</p> <p>If filed at a Satellite Office:</p> <p>3 Days</p>	<p>If filed at PRA Head Office:</p> <p>Agnes Dapapac or Perla Yason, Jr. Servicing Staff - SD</p> <p>If filed at a Satellite Office:</p> <p>Frederick Pati, OIC/RAO III - BSO</p> <p>Scarlet Lachica, OIC/RAO III - CSSO</p> <p>Elma Corbeta, OIC/RAO III - CSO</p> <p>Jaime Llames, OIC/RAO III - DSO</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.4 Record received documents Forward the documents to the SRRV Cancellation Processors	None	1 Hour	Jonalyn Saguros, UDRCon - SD
None	<p>6.5 Receive request/acknowledge receipt of documents from the UDRCon;</p> <p>6.6 Assess the presented documents and check for completeness; Verify correctness of information from the Records Section.</p> <p>6.7 If payment is made via bank transfer (filed thru Satellite Office), forward OPS and proof of payment to the Cashier for the issuance of Official Receipt)</p> <p>6.8 If all documents are complete, prepare an Endorsement Memo to the Bureau of Immigration. If there are concerns with the documents submitted, inform the client.</p>	None	<p>If paid directly at the Cashier: 3 Days</p> <p>If paid via bank transfer: 6 days (starting a day after payment at the bank)</p>	<p>Marvelous AW Gismundo, RAO II - SD or Mark Joshua Mendoza, RAO I - SD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.9. Review and sign Endorsement Memo	None	1 Day	Atty. Jerome Carlo Castro, Division Chief III - SD Marilou Cantancio, Department Manager III - RRSD
None	6.10. Approval of Endorsement Memo by the General Manager	None	2 Days	Roberto Z, Zozobrado, CEO/General Manager/ - OGM
None	6.11. Deliver Approved Endorsement for SRRV Cancellation to the Bureau of Immigration	None	1 Day	Girard Glen Subong, Liaison Officer - SD
	6.12 Derogatory Check	None	% B.I.	Bureau of Immigration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>None if cleared on the Bureau of Immigration's Derogatory Check</p>	<p>6.13 Receive requests cleared by derogatory review. If name on endorsement has no derogatory records, endorse to the Bureau of Immigration for the issuance of Order of Payment</p> <p>6.14 If the name on the endorsement is not cleared by the Bureau of Immigration, return the document to the PRA Processor. Retiree Assistance Officer is to inform the client to clear their name with the Bureau of Immigration before the transaction can proceed.</p>	<p>None</p>	<p>1 Day</p>	<p>Girard Glen Subong, Liaison Officer - SD</p> <p>Marvelous AW Gismundo, RAO II - SD or Mark Joshua Mendoza, RAO I - SD or Joan Ponce, RAO I - SD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If the name of the retiree-member is not cleared by the Bureau of Immigration's Dero Section, settle the issue first with the Bureau of Immigration.</p> <p>Once settled, submit proof to the Servicing Division of PRA.</p>	<p>6.15 Receive submitted documents. Re-endorse the request together with the submitted proof.</p>	None	1 Day	<p>Girard Glen Subong, Liaison Officer - SD</p> <p>Marvelous AW Gismundo, RAO II - SD or Mark Joshua Mendoza, RAO I - SD or Joan Ponce, RAO I - SD</p>
None	<p>6.16 Batching of Requests. Preparation of Disbursement Voucher. Forwarding of Request to FMD to issue payment</p>	None	2 Days	<p>Marvelous AW Gismundo, RAO II - SD or Paul Manfred Amparo, RAO III - SD</p>
None	6.17 Issuance of Check	None	3 Days	Jamilah Amer, FA II - FMD
None	6.18 Issue Order of Payment Slip (OPS) to PRA	None	% B.I.	Bureau of Immigration



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	6.19 Pay Bureau of Immigration Fees 6.20 Collect Official Receipt from the Bureau of Immigration. 6.21 Endorse document to the Bureau of Immigration's DRTS	None	1 Day	Girard Glen Subong, Liaison Officer - SD
None	6.22 Issuance of Cancellation Order	None	% B.I.	Legal & Office of the Commissioner Bureau of Immigration
None	6.23 Submit Passport to the Bureau of Immigration for the Implementation of the Cancellation Order	None	1 Day	Girard Glen Subong, Liaison Officer - SD
None	6.24 Implement Cancellation Order (stamping of "CANCELLED" on the visa sticker).	None	% B.I.	Legal Division, Bureau of Immigration
None	6.25 Claim the following from the Bureau of Immigration: - Passport with Cancelled SRRV - Implemented Order of Cancellation	None	1 Day	Girard Glen Subong, Liaison Officer - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>6.26 Receive Passport with cancelled SRRV and the Implemented Order of Cancellation.</p> <p>6.27 Prepare receiving copy of approved documents;</p> <p>6.28 Inform Client (Email, call, or DM/PM) regarding the approval of Cancellation Request and the release of said documents;</p>	None	2 Days	<p>Marvelous AW Gismundo, RAO II - SD or Mark Joshua Mendoza, RAO I - SD or Joan Ponce, RAO I - SD</p>
	<p>If filed at a Satellite Office:</p> <p>6.29 Forward to the respective Satellite Office through the Satellite Office Unit at the PRA Head Office</p>	None	3 Days	<p>Jherico Dominguez, Jr. Servicing Staff - SOU</p> <p>Claudia Cantanilla, Jr. Servicing Staff - SOU</p>
<p>7. Claim Passport and Copy of the implemented Order of Cancellation</p> <p>Sign Receiving Copy</p>	<p>7.1 Release Passport and Cancellation Order. Ensure receiving copies are signed.</p> <p>7.2 Provide reminders</p>	None	1 Hour	<p>Marvelous AW Gismundo, RAO II - SD or Mark Joshua Mendoza, RAO I - SD or Joan Ponce, RAO I - SD</p>



TOTAL For cancellation of SRRV only:	US\$10.00 + ₱500.00 (Per retiree- member)		
TOTAL For cancellation of SRRV with Downgrading of Visa:	US\$20.00 + ₱4,020.00 (Per retiree- member)		
TOTAL If filed at the PRA Head Office		18 Working Days, 4 Hours	
TOTAL If filed at the PRA Head Office (with Derogatory Record)		20 Working Days, 4 Hours	
TOTAL If filed via Satellite Office:		27 Working Days, 3 Hours, 40 Minutes	
TOTAL If filed via Satellite Office (with Derogatory Record):		29 Working Days, 3 Hours, 40 Minutes	



OFFICE OF THE GENERAL MANAGER (OGM)

**ACCREDITATION UNIT (AU)
(EXTERNAL SERVICES)**



8. ACCREDITATION OF MARKETER PROCESS

The Philippine Retirement Authority (PRA) accredits marketers as part of its efforts to promote and attract foreign retirees to the country through its Special Resident Retiree's Visa (SRRV) program. Accredited marketers serve as authorized agents or representatives of the PRA, tasked with promoting the benefits of retiring in the Philippines and assisting potential retirees throughout the application process. By accrediting marketers, the PRA ensures that retirees receive accurate information, guidance, and assistance from knowledgeable and trustworthy sources. Accredited marketers are expected to adhere to certain standards of professionalism, ethics, and transparency in their dealings with prospective retirees, thereby safeguarding the integrity of the SRRV program. Moreover, accrediting marketers helps streamline the application process and facilitates communication between retirees and the PRA, making it easier for individuals to navigate the requirements and avail of the benefits offered by the program. Overall, accrediting marketers contributes to the PA's objectives of attracting foreign retirees, stimulating investment, and promoting economic development in the Philippines.

Office/Division:	Accreditation Unit (AU), Office of the General Manager (OGM)	
Classification:	Complex	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Business Establishments (<i>Single Proprietorships, Partnerships, Corporations, Law Firms, Medical Facilities, Hospitals or Clinics etc.</i>)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>New Marketer Applicant</p> <p>1. General Requirements:</p> <ul style="list-style-type: none"> a. Letter of Intent to become an Accredited PRA Marketer b. Accomplished Marketer's Application and Information Sheet c. NBI Clearance of the Authorized Representative/s or Police Clearance issued abroad for overseas Authorized Representative/s 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA Office thru the Accreditation Officer</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>New Marketer Applicant</p> <ul style="list-style-type: none"> d. Signed Contract with PRA (<i>to be notarized after signing of the GM/CEO</i>) e. Photo of current office f. Accomplished ID Request Form with photo/s of the Authorized Representative/s <p>2. Additional requirements:</p> <ul style="list-style-type: none"> a. For Sole Proprietor: <ul style="list-style-type: none"> i. Business Name Registration Certificate issued by the Department of Trade and Industry (DTI) ii. Copy of current/updated Mayor's Permit iii. Copy Registration Certificate issued by the Bureau of Internal Revenue (BIR) iv. Copy of the Official Receipt (OR) issued by the Bureau of Internal Revenue (BIR) 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA Office thru the Accreditation Officer</p> <p>Business Establishments (Applicants)</p> <p>Business Establishments (Applicants)</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>b. For Partnership / Corporation:</p> <ul style="list-style-type: none"> i. Amended Securities and Exchange Commission (SEC) Certificate of Partnership or Incorporation, Articles of Partnership or Articles of Incorporation and By-Laws to include in its secondary purpose the promotion of the Special Resident Retiree's Visa (SRRV) program of PRA ii. Board Resolution / Secretary's Certificate for the list of authorized representatives to transact with PRA on behalf of the corporation iii. Copy of Mayor's Permit iv. Copy of Registration Certificate issued by the Bureau of Internal Revenue (BIR) v. Copy of the Official Receipt (OR) issued by the Bureau of Internal Revenue (BIR) 	<p>Business Establishments (Applicants)</p>
<p>Renewal of Marketer Accreditation</p> <ul style="list-style-type: none"> 1. General Requirements: <ul style="list-style-type: none"> a. Updated Marketer Application Form 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA Office thru the Accreditation Officer</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Renewal of Marketer Accreditation</p> <ul style="list-style-type: none"> b. Updated NBI Clearance of the Authorized Representatives / Police Clearance issued abroad for overseas Authorized Representative/s c. Signed Contract with PRA (<i>to be notarized after signing of the GM/CEO</i>) d. Updated Department of Trade and Industry (DTI) Registration Certificate / Amended Securities and Exchange Commission (SEC) Articles of Incorporation and By-Laws to include in its secondary purpose the promotion of the Special Resident Retiree's Visa (SRRV) program of PRA. e. Accomplished ID Request Form with photo/s of the Authorized Representative/s f. Board Resolution or Secretary's Certificate for the designation of the authorized person/s or signatory to transact with PRA on behalf of the corporation g. Photo of Current Office h. Copy of Mayor's Permit i. Copy of Registration Certificate issued by the Bureau of Internal Revenue (BIR) j. Copy of the Official Receipt (OR) issued by the Bureau of Internal Revenue (BIR) k. Copy of the previously issued Accreditation Certificate 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA Office thru the Accreditation Officer</p> <p>Business Establishments (Applicants)</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Renewal of Marketer Accreditation I. List of clients and updated information of SRRV members (Member Information Registry)		Business Establishments (Applicants)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Queuing Number	1.1. Fill-out Visitor Request Form	None	2 Minutes	Agnes Dapapac, - PACD
2. Submit documentary requirements	2.1. Pre-evaluate documentary requirements	None	40 Minutes	Ryan Trinidad, Accreditation Officer - OGM
3. Pay necessary fees		Accreditation Fee New US\$300.00 Renewal US\$150.00 I.D. for Authorized Representative – <i>PHP300.00</i> per additional Authorized Representative (<i>in excess of two representatives</i>) Penalty fee and charges for late renewal:	10 Minutes	Myra Olivar, Cashier III - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>(Marketer is given a three-month grace period after the expiration of the accreditation before penalty is implemented)</p> <p>Renewal fee of US\$150.00 shall also be paid for the year accreditation was not renewed</p>		
<p>4. Present copy of the Original Receipt issued by the PRA Cashier</p>	<p>4.1. Verify original copy of the Official Receipt (OR)</p> <p>4.2. Photocopy original copy of Official Receipt (OR)</p> <p><i>* Original copy of the OR shall be given to the applicant / Marketer; Photocopy of the OR shall be retained by the Accreditation Unit</i></p>	<p>None</p>	<p>5 Minutes</p>	<p>Ryan Trinidad, Accreditation Officer - OGM</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Preparation and printing of Memorandum of Accreditation Endorsement	5.1. Encode the information provided in the documents submitted by the applicant or Marketer in the Retiree Information 5.2. Management System (RIMS) 5.3. Print Marketer Accreditation Certificate 5.4. Preparation and printing of Memorandum of Accreditation Endorsement	None	40 Minutes	Ryan Trinidad, Accreditation Officer - OGM
6. Review and signing of documents	6.1. Letter of Intent (<i>For new Marketer</i>) 6.2. Marketer's Accreditation certificate 6.3. Contract between PRA and Marketer 6.4. Memorandum of Accreditation Endorsement 6.5. Accomplished ID form	None	5 Days	Roberto Zozobrado, CEO/General Manager - OGM or Atty. Maria Milagros Lisaca, Deputy General Manager - ODGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Releasing of Certificate	7.1. Releasing of the original copy of the Marketer Accreditation <i>* Photocopy of the original signed Marketer Accreditation Certificate shall be retained by the PRA</i>	None	5 Minutes	Ryan Trinidad, Accreditation Officer - OGM
8. Releasing of Marketer's ID	8.1. Printing of Marketer's ID 8.2. Releasing of Marketer's ID	None	2 Hours	Ryan Trinidad, Accreditation Officer - OGM
TOTAL		See table of Accreditation Fees	5 Working Days, 3 Hours, 42 Minutes	

Accreditation Fees	
New	US\$300.00
Renewal	US\$150.00
I.D. for Authorized Representative	<i>PHP300.00 per additional Authorized Representative (in excess of two representatives)</i>
Penalty fee and charges for late renewal	US\$5.00 per month (Marketer is given a three-month grace period after the expiration of the accreditation before penalty is implemented) Renewal fee of US\$150.00 shall also be paid for the year accreditation was not renewed



9. ACCREDITATION OF RETIREMENT FACILITY PROCESS

The Philippine Retirement Authority (PRA) accredits retirement facilities as part of its efforts to enhance the retirement experience for foreign retirees who avail of the Special Resident Retiree's Visa (SRRV) program. Accredited retirement facilities offer a range of services tailored to the needs and preferences of retirees, such as housing, healthcare, recreational activities, and social amenities. Accreditation ensures that these facilities meet certain standards of quality, safety, and suitability for retirees, providing them with peace of mind and assurance about their living arrangements in the Philippines. Additionally, accreditation helps promote transparency and accountability within the retirement industry, fostering trust between retirees and service providers. Overall, accrediting retirement facilities aligns with the PRA's goal of attracting and retaining retirees in the Philippines while also supporting the country's economy and tourism sector.

Office/Division:	Accreditation Unit (AU), Office of the General Manager (OGM)	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Facility Owners / Developers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p><i>For New Application</i></p> <ol style="list-style-type: none"> 1. Checklist of Documentary Requirements for Retirement Facility 2. Accomplished Application Form 3. Accomplished Information Sheet 4. Ocular Inspection Report 5. Authorization Letter for Representative 6. Project Profile 7. Updated Mayor's Permit 8. HLURB/DHSUD Certificate of Registration 9. HLURB/DHSUD License to Sell 10. Securities and Exchange Commission Registration 11. Articles of Incorporation with By-Laws 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA office thru the Accreditation Officer.</p> <p style="text-align: center;"><i>Facility Owners / Developers (Applicants)</i></p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
12. Audited Financial Statements for the last 3 years 13. Income Tax Return for the last 3 years 14. Pro-forma Contract to Sell / Lease 15. BIR Certificate of Registration		<i>Facility Owners / Developers (Applicants)</i>		
<i>Additional Requirement/s</i> For: <u>Ready-for-Occupancy (RFO) Retirement Facility</u> Occupancy Permit For: <u>Pre-selling (PS) Retirement Facility</u> Project Feasibility Study				
<i>For Renewal of Application</i> 1. Checklist of Documentary Requirements for Retirement Facility 2. Updated Application Form 3. Updated Information Sheet 4. Ocular Inspection Report 5. Latest Mayor's Permit 6. License to Sell, if RFO, Occupancy Permit 7. Latest Audited Financial Statements 8. Latest Income Tax Return		Checklist and forms may be downloaded from the PRA website or requested from the PRA Office thru the Accreditation Officer <i>Facility Owners / Developers (Applicants)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Queuing Number	1.1. Fill out Visitor Request Form	None	2 Minutes	Agnes Dapapac, - PACD
2. Submit documentary requirements	2.1. Evaluate documents submitted. Brief/orient client, if needed.	None	1 Hour	Alyssa Jane Lacuesta, Accreditation Officer - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.2. Conduct ocular inspection (to be scheduled)	None	1 Day within NCR (3 Days in case outside NCR)	Alyssa Jane Lacuesta, Accreditation Officer - OGM
None	2.3. Prepare Ocular Inspection Report	None	1 Day	Alyssa Jane Lacuesta, Accreditation Officer - OGM
None	2.4. Endorsement Memo Preparation for Accreditation Unit Head and GM's approval	None	1 Hour	Alyssa Jane Lacuesta, Accreditation Officer - OGM
None	2.5. Review application and approve accreditation 2.6. Sign Certificate of Accreditation (for <u>Pre-Selling Unit see Step #11</u>)	None	5 Days	Jose Nazareth Delas Alas, MS IV- OGM Atty. Maria Milagros Lisaca, Deputy General Manager - ODGM Roberto Zozobrado, CEO/General Manager - OGM
None	2.7. Prepare Billing Statement (<u>for RFO Properties</u>)	None	1 Hour	Alyssa Jane Lacuesta, Accreditation Officer - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Visit PRA Office	3.1. Issue Billing Statement / Order of Payment Slip (<i>for RFO Unit</i>)	None	15 Minutes	Alyssa Jane Lacuesta, Accreditation Officer - OGM
4. Pay accreditation fee at the PRA Cashier (<i>For RFO unit only</i>)	4.1. Issue Official Receipt	Accreditation Fee <i>New -</i> US\$250.00 <i>Renewal -</i> US\$125.00	30 Minutes	Myra Olivar, Cashier III - FMD
5. Present Official Receipt to Accreditation Officer (for RFO Unit only)	5.1. Draft Certificate of Accreditation for the General Manager/CEO's signature	None	2 Days	Alyssa Jane Lacuesta, Accreditation Officer - OGM Jose Nazareth Delas Alas, MS IV - OGM Atty. Maria Milagros Lisaca, Deputy General Manager - ODGM Roberto Zozobrado, CEO/General Manager - OGM



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	5.2. Inform Business Owner on the status of accreditation application	None	10 Minutes	Alyssa Jane Lacuesta, Accreditation Officer - OGM
6. Visit PRA	6.1. Proponent will meet the CEO/General Manager for interview	None	30 Minutes	Roberto Zozobrado, CEO/General Manager - OGM
None	6.2. Release Certificate of Accreditation	None	15 Minutes	Alyssa Jane Lacuesta, Accreditation Officer - OGM
TOTAL, if within NCR			9 Working Days, 4 Hours, 42 Minutes	
TOTAL, if outside NCR			11 Working Days, 4 Hours, 42 Minutes	
TOTAL, if new application		US\$250.00		
TOTAL, if renewal		US\$125.00		

Note: Transmittal of the requested information to the requesting party shall be within fifteen (15) working days upon receipt of the request for information.



10. ACCREDITATION OF MERCHANT PARTNERS PROCESS

The Philippine Retirement Authority (PRA) accredits merchant partners to provide a range of services and benefits to retirees under its retirement visa program. These merchant partners may offer discounts, special deals, or exclusive privileges to retirees holding the Special Resident Retiree's Visa (SRV) issued by the PRA. By accrediting merchant partners, the PRA aims to enhance the attractiveness of the retirement program, provide additional incentives for retirees, and promote economic activity in the Philippines. Additionally, accrediting partners ensures that retirees have access to reputable and reliable services during their stay in the country.

Office/Division:	Accreditation Unit (AU), Office of the General Manager (OGM)	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Business Establishments (<i>Single Proprietorships, Partnerships, Corporations, Law Firms, Medical Facilities, Hospitals or Clinics, etc.</i>)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p><i>For New / Renewal of Application</i></p> <ol style="list-style-type: none"> 1. Checklist of Documentary Requirements for Merchant Partner 2. Accomplished Application Form 3. Memorandum of Agreement (pro-forma provided by PRA) 4. Ocular Inspection Report (to be provided by PRA) 5. Company Profile 6. Department of Tourism (DOT) Accreditation (For DOT-Accredited Establishments) 7. Latest / Current Mayor's Permit (For Non-DOT Accredited Establishments) 8. BIR Certificate of Registration (For Non-DOT Accredited Establishments) 	<p>Checklist and forms may be downloaded from the PRA website or requested from the PRA office thru the Accreditation Officer</p> <p>Business Establishments (Applicants)</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Registration Documents: a. <u>For Sole Proprietorship:</u> i. Latest / Current DTI Registration b. <u>For Partnership / Corporation:</u> i. SEC Registration, Articles of Incorporation and By-Laws		Checklist and forms may be downloaded from the PRA website or requested from the PRA office thru the Accreditation Office Business Establishments (Applicants)		
Additional Requirement (only if applicable): <ul style="list-style-type: none"> ● <u>For Hospital, Clinic, Laboratory, or HMO:</u> <ul style="list-style-type: none"> ○ Latest DOH Bureau of Health Facilities and Services Accreditation ● <u>For Insurance Company:</u> <ul style="list-style-type: none"> ○ Insurance Commission License ● <u>For School / Institute / Training Center:</u> <ul style="list-style-type: none"> ○ DepED / CHED / TESDA Permit ● <u>For Law Firm:</u> <ul style="list-style-type: none"> ○ IBP membership receipt 		Checklist and forms may be downloaded from the PRA website or requested from the PRA office thru the Accreditation Office Business Establishments (Applicants)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Queuing Number	1.1. Fill out Visitor Request Form	None	2 Minutes	Agnes Dapapac, - PACD
2. Submit documentary requirements	2.1. Evaluate documents submitted. Brief/orient client, if needed.	None	1 Hour	Sean Isaac Dulfo, Accreditation Officer - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.2. Conduct ocular inspection. <i>(to be scheduled)</i>	None	1 Day within NCR (3 Days in case outside NCR)	Sean Isaac Dulfo, Accreditation Officer - OGM
None	2.3. Prepare Ocular Inspection Report	None	1 Day	Sean Isaac Dulfo, Accreditation Officer - OGM
None	2.4. Endorsement Memo Preparation for Accreditation Unit Head and GM's approval	None	1 Hour	Sean Isaac Dulfo, Accreditation Officer - OGM
None	2.5. Review application and approve accreditation	None	5 Days	Jose Nazareth Delas Alas, MS IV - OGM Roberto Zozobrado, CEO/General Manager - OGM
None	2.6. Notarize Memorandum of Agreement	None	2 Hours	Sean Isaac Dulfo, Accreditation Officer - OGM
None	2.7. Inform business owner on the status of accreditation application	None	10 Minutes	Sean Isaac Dulfo, Accreditation Officer - OGM



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Visit PRA Office	3.1. Release Certificate of Accreditation, MOA, and Official Sticker	None	15 Minutes	Sean Isaac Dulfo, Accreditation Officer - OGM
TOTAL, if within NCR		None	7 Working Days, 4 Hours, 27 Minutes	
TOTAL, if outside NCR		None	9 Working Days, 4 Hours, 27 Minutes	



ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT (AFSD)

FINANCIAL MANAGEMENT DIVISION (FMD) (EXTERNAL SERVICES)



11. WITHDRAWAL OF VISA DEPOSIT

The visa deposit can be withdrawn by the retiree, his authorized representative or heirs (in case of death) due to the following: termination of membership, discontinuance of application, subrogation, transfer to other accredited banks, excess visa deposit and change of account name.

Office/Division:	Financial Management Division (FMD), Administrative and Finance Services Department (AFSD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	1. Retirees 2. Authorized Representatives (SPA) or heirs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Requirement/s 1. Approved Endorsement Letter		Resident Retiree's Services Department - Servicing Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1. Receipt of RRSD endorsement 1.2. Recording in the Monitoring Registry (Retiree's name, SRRV, date and time of receipt)	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Preparation of Withdrawal Clearance for Private Banks or DBP withdrawal forms	None	1 Day	Banking Unit Staff: <i>Private Banks:</i> Cynthia R. Gepte, Jr. Accounting Staff - FMD Lyka Korina Cillo, Jr. Accounting Staff - FMD Andrew Lisaca, Jr. Accounting Staff - FMD <i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD Fernando Anerson Hilvano, Jr. Accounting Staff - FMD Resurrecion Jedidiah Gumban, FA I - FMD
None	1.4. Review	None	1 Day	Remegio Abaigar, Division Chief III - FMD Philip John Moreno, Department Manager III - AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. Submission to the Office of the General Manager for approval	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD
None	1.6. Approval	None	2 Days	Roberto Zozobrado, CEO/General Manager - OGM Or Atty. Maria Milgros Lisaca, Deputy General Manager - ODGM
None	1.7. Receipt from the Office of the General Manager	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Claim the withdrawal clearance at the FMD Front Desk for those visa deposits with private banks</p> <p>Receives a copy of the DBP acknowledged withdrawal forms</p>	<p>2.1. Release of the withdrawal clearance/withdrawal forms to the client</p>	<p>None</p>	<p>1 Day</p>	<p>Banking Unit Staff:</p> <p><i>Private Banks:</i> Cynthia R. Gepte, Jr. Accounting Staff - FMD</p> <p>Lyka Korina Cillo, Jr. Accounting Staff - FMD</p> <p>Andrew Lisaca, Jr. Accounting Staff - FMD</p> <p><i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD</p> <p>Fernando Anerson Hilvano, Jr. Accounting Staff - FMD</p> <p>Resurrecion Jedidiah Gumban, FA I - FMD</p>
<p>TOTAL</p>		<p>None</p>	<p>5 Working Days, 1 hour, 30 Minutes</p>	



12. ACCREDITATION OF BANKS FOR VISA DEPOSIT

Pursuant to the Rules and Regulations Implementing Executive Order 1037, s.1987, Rule VIII, Section 1, Accreditation on Banks - The Authority shall accredit any foreign or domestic bank or banks duly authorized by the Central Bank to accept foreign currency deposits, which bank or banks shall be the depository of the retiree's requisite US\$50,000.00 or any equivalent acceptable foreign currency. For this purpose, the AUTHORITY shall enter into the necessary separate Memorandum of Agreement with such bank or banks, containing the system and procedure for the opening and maintenance of the retiree's account.

Office/Division:	Banking Committee	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Full Service Commercial/Government Banks	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Basic Requirements</p> <ol style="list-style-type: none"> 1. Certificate granted by the Bangko Sentral ng Pilipinas (BSP) to operate as full service commercial/ government bank; 2. License issued by the Monetary Board of the BSP as an Expanded Foreign Currency Deposit Unit; 3. License to transact business in the Philippines issued by the Securities and Exchange Commission (SEC) as of latest; 4. Audited Financial Statements for the last three years; 5. SAFr Rating (at least 3) or equivalent from the BSP; and 6. Latest Annual Report 	<p>Bangko Sentral ng Pilipinas (BSP) Securities and Exchange Commission</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to apply for accreditation	1.1. Receives and endorses the application to the Banking Committee for evaluation	None	1 Day	Remegio Abaigar, Division Chief III - FMD
None	1.2. Evaluation of application	None	9 Days	Philip John Moreno, Department Manager III - AFSD Banking Committee
None	1.3. Submission to Board for approval	None	3 Days	Roberto Zozobrado, CEO/General Manager - OGM Atty. Reyna Mae Cabangon, Board Sec. IV- OBS
None	1.4. Board Approval	None	5 Days	DOT Sec. Maria Esperanza Christina Garcia Frasco - Chairperson, PRA Board of Trustees
2. Receive notice of approval	2.1. Notice of approval	None	1 Day	Atty. Reyna Mae Cabangon, Board Sec. IV- OBS



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Sign the Memorandum of Agreement	3.1. Contract signing	None	1 Day	Roberto Z. Zozobrado, CEO/General Manager - OGM
TOTAL		None	20 Working Days	



13. REQUEST FOR BANK MANAGERS CHECK DUE TO CONVERSION OF VISA DEPOSIT INTO ACTIVE INVESTMENT

Pursuant to the Implementing Investment Guidelines under Rule VIII-A of the Rules and Regulations Implementing Executive Order 1037, an SRRV holder may, upon proper notice, apply for conversion of his/her visa deposit into an active investment; purchase, acquisition and ownership of condominium unit under the SRRV program. It also means acquisition of long-term leasehold rights to a ready-for-occupancy condominium unit, townhouse, or house and lot (*PRA Circular No. PRA-2011-001*). Such acquisition and ownership is for residential purposes; personal or family use.

Office/Division:	Financial Management Division (FMD), Administrative and Finance Services Department (AFSD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ol style="list-style-type: none"> 1. Retirees 2. Authorized representatives (SPA) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic Requirement		Servicing Division - Investment Unit		
1. Approved Service Request and Endorsement Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1. Receipt of the approved endorsement/memo	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Preparation of Bank Instruction	None	1 Day	Banking Unit Staff: <i>Private Banks:</i> Cynthia R. Gepte, Jr. Accounting Staff - FMD Lyka Korina Cillo, Jr. Accounting Staff - FMD Andrew Lisaca, Jr. Accounting Staff - FMD <i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD Fernando Anerson Hilvano, Jr. Accounting Staff - FMD Resurrecion Jedidiah Gumban, FA I - FMD
None	1.3. Review	None	1 Day	Remegio Abaigar, Division Chief III - FMD Philip John Moreno, Department Manager III - AFSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Submission for Approval	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD
None	1.5. Receipts from Authorized Signatories	None	30 Minutes	Amer G. Mama-O, UDRCon - FMD
2. Claim approved withdrawal clearance (if private banks)	2.1. Release the withdrawal clearance to client (if private banks) or submit to DBP the request for issuance of Manager's Check	None	1 Day	<p>Banking Unit Staff:</p> <p><i>Private Banks:</i> Cynthia R. Gepte, Jr. Accounting Staff - FMD</p> <p>Lyka Korina Cillo, Jr. Accounting Staff - FMD</p> <p>Andrew Lisaca, Jr. Accounting Staff - FMD</p> <p><i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD</p> <p>Fernando Anerson Hilvano, Jr. Accounting Staff - FMD</p> <p>Resurrecion Jedidiah Gumban, FA I - FMD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.2. Receipt of Manager's Check from DBP 2.3. Prepare Acknowledgment Receipt	None	1 Hour	<i>DBP:</i> Janice Conde, Jr. Accounting Staff - FMD Fernando Anerson Hilvano, Jr. Accounting Staff - FMD Resurrecion Jedidiah Gumban, FA I - FMD
None	2.4. Review and approval of Acknowledgment Receipt	None	30 Minutes	Remegio Abaigar, Division Chief III - FMD
3. Claim the DBP Manager's Check at the FMD Front Desk	3.1. Release of Manager's Check	None	1 Hour	Jamby Manolid, Jr. Accounting Staff / - FMD Cynthia Gepte, Jr. Accounting Staff / - FMD
TOTAL		None	5 Working Days, 4 Hours	

Note: Excluding of the DBP process of preparing the manager's check and delivering it to PRA



14. PAYMENT OF MARKETER'S FEE

Pursuant to the Rules and Regulations Implementing Executive Order 1037, s. 1987, Rule IV, Section 10 and 4

Office/Division:	Financial Management Division (FMD), Administrative and Finance Services Department	
Classification:	Highly Technical	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Marketers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>Basic Requirements:</p> <ol style="list-style-type: none"> 1. Billing Statement 2. Below attachments are to be forwarded to FMD by Accreditation Unit within seven (7) days from the date of Oath Taking <ol style="list-style-type: none"> a. Originally signed Notice of Client Registration (NCR) b. SRRV Application Form c. Marketer's Accreditation Certificate d. Photocopy of Official Receipt for the payment of SRRV application fee e. Bureau of Immigration (BI) order approving the SRRV of the SRRV applicant f. Copy of Oath of Affirmation 	<p style="text-align: center;">Marketer</p> <p style="text-align: center;">PRA</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing statement	1.1. Receive billing statement from marketer	None	1 Hour	Amer G. Mama-O, UDRCon - FMD
None	1.2. Process Accounts Payable	None	1 Day	<i>Disbursement Unit</i> Pamelan Ann Manangan, Jr. Accounting Staff - FMD Anjelica De Leon, Jr. Accounting Staff - FMD Gerlie Butac, Jr. Accounting Staff - FMD
None	1.3. Budgetary Review - certification of availability of funds (BURS approval)	None	1 Day	<i>Budget Officers</i> Mari Thea Vasquez, BO III - FMD Ederliza R. Cuarte, BO II - FMD
None	1.4. Review	None	1 Day	Remegio Abaigar, Division Chief III - FMD
None	1.5. Approval of DV (Box D)	None	2 Days	Roberto Zozobrado, CEO/General Manager - OGM
None	1.6. Check Preparation	None	1 Day	Jamilah Amer, FA II - FMD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7. Check Signing	None	2 Days	Roberto Zozobrado, CEO/General Manager - OGM Philip John Moreno, Department Manager III - AFSD
2. Receive check from cashiers	2.1. Check Releasing	None	1 Day	Myra Olivar, Cashier III - FMD
TOTAL		None	10 Working Days, 1 Hour	



MANAGEMENT SERVICES DEPARTMENT (MSD)

**CORPORATE PLANNING DIVISION (CPD)
(EXTERNAL SERVICES)**



15. PRA FREEDOM OF INFORMATION (FOI) REQUEST PROCESS

This service covers the Authority's response to the call for transparency and full public disclosure of information that is maintained and retained by the Authority pursuant to pertinent laws, rules, and regulations.

Office/Division:	Corporate Planning Division (CPD), Management Services Department (MSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOI Form 2. Valid Government-issued ID of the requesting party		PRA Website: pra.gov.ph FOI Receiving Officer (FRO)		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client requested for information: a. Written - via email or personally delivered request:	1. Receipt of Request for Information			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>The request can be made through email, provided that the requesting party shall attach in the email a duly accomplished FOI request form and a copy of a duly recognized government ID with a photo and signature.</p> <p>For requests under eFOI, the requesting party must accomplish the request through the Authority's eFOI portal.</p> <p>b. Oral request</p>	<p>Continuation of 1. Receipt of Request for Information</p>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.1. Written Request			
None	1.1.a. Receiving the written request for information from the requesting party and checking compliance with the requirements	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD
None	1.2. Oral Request			
None	1.2.a. Receiving an oral request for information from the requesting party and checking compliance with the requirements * In case the requesting party is unable to make a written request, because of illiteracy or due to being a person with disability.	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD
None	1.2.b. Reducing oral request to writing	None	1 Hour	Karla Camille Bartolome, PO II / Asst. FRO - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3. Stamping (received stamp) of the request			
None	1.3.a. Stamping (received stamp) of the request, indicating the date and time of the receipt of the written request, and the name, rank, title, and position of the public officer who actually received it, with a corresponding signature and a copy furnished to the requesting party.	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD
None	1.3.b. Printing of email/eoi requests, followed by the procedure mentioned above (1.3.1), and acknowledge requests by electronic mail (for emailed requests only).	None	15 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD
None	1.3.c. Input the details of the request on the Request Tracking System and allocate a reference number.	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Requests received from Satellite Offices			
None	1.4.a. The Satellite Office staff shall assist the requesting party following the steps under 1.1 to 1.3	None	45 Minutes (written/email) 1 Hour, 30 Minutes (oral)	Frederick Pati, OIC/RAO III - BSO Elma Corbeta, OIC/RAO III - CSO Scarlet Lachica, OIC/RAO III - CSSO Jaime Llames, OIC/RAO III - DSO
None	1.4.b. Scanning and forwarding the request to the FOI Receiving Officer (FRO) through email on the same day the request was received.	None	15 Minutes	Frederick Pati, OIC/RAO III - BSO Elma Corbeta, OIC/RAO III - CSO Scarlet Lachica, OIC/RAO III - CSSO Jaime Llames, OIC/RAO III - DSO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. Initial Evaluation of the request for information by the FRO (following referral and discussions with the FOI Decision Maker (FDM))			
None	<i>1.5.a. If the requested information is not in the custody of the Authority or any of its offices</i>			
None	<p>1.5.a.1 Transfer/ forwarding of request immediately to the appropriate agency/office through email.</p> <p>Informing the appropriate agency / office concerned that the information is not held within the fifteen (15) working day limit.</p> <p>* The fifteen (15) working day requirement for the receiving office commences the day after it receives the request.</p>	None	1 Hour	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5.a.2 Advising the requesting party if the records requested refer to an office, not within the coverage of E.O. No. 2 and providing the contact details of the concerned office if known.	None	1 Hour	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD
None	<i>1.5.b. If the requested information is already posted and available online.</i>			
None	1.5.b.1 Informing the requesting party that the information requested is already posted and publicly available on the Authority's corporate website. Providing the website link where the information is posted personally or through email.	None	1 Hour	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<i>1.5.c. If the requested information is substantially similar or identical to the previous request.</i>			
None	<p>1.5.c.1 Informing the requesting party of the reasons why his/her request is denied.</p> <p>* When the requested information is substantially similar or identical to the previous request made by the same requesting party.</p>	None	1 Hour	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>
None	1.6. Transmittal of request by the FRO to the Department/Division Concerned			
None	1.6.a. Forwarding of request to the concerned department/ division /office and recording the date, time, and the name of the Department Manager/Division Chief who received the request in a record book with signature.	None	10 Minutes	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1.6.b. Processing of the request/s, locating and retrieval of the requested information.</p> <p>* The Department/ Division shall ensure that the complete information requested is submitted to the FRO within 10 days upon receipt of such request.</p>	None	5 Days	Concerned Department/ Division/Office
None	1.6.c. Receipt of the completed requested information for review and approval of the FOI Decision Maker (FDM)	None	10 Minutes	<p>Concerned Department / Division / Office</p> <p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>
None	1.7. Review and recommendation of the FDM and DPO			
None	1.7.a. Seek clarification from the requesting party, through the FRO, for further details to identify or locate the information.	None	2 Hours	Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.7.b Consult with the agency concerned on the disclosability of the requested records containing information of interest to another office through a letter sent via email or courier.	None	3 Days	Divina Hernandez, PO V/FOI Decision Maker - CPD
None	1.7.c. Forward recommendation (approval/denial) of the report/ requested information by the FDM and DPO to the FRO.	None	2 Hours	Divina Hernandez, PO V/FOI Decision Maker - CPD Atty. Mary Gail Abenio, Atty. II/Data Protection Officer - OGM Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.8. Notice to the Requesting Party of the Approval/Denial of the Request			
None	<p>1.8.a. Approved Request</p> <p>Prepare the letter or email informing the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.</p> <p>* All unclaimed requests after fifteen (15) working days from the agreed date of pick-up shall be disposed of accordingly.</p>	None	1 Hour	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>
None	<p>1.8.b. Denied Request (wholly or partially)</p> <p>Prepare the letter or email informing the requesting party within the prescribed period that the request was denied.</p> <p>* The notice shall set forth the ground or grounds for denial and the circumstances on which the denial is based.</p>	None	1 Hour	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>1.8.1. Request for an Extension of Time</p> <p>Prepare the letter or email informing the requesting party within the prescribed period of the request for extension, setting forth the reasons for such extension.</p> <p>* extension shall not exceed twenty (20) working days on top of the mandated fifteen (15) working days to act on the request, unless exceptional circumstances warrant a longer period.</p>	None	1 Hour	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>
None	<p>1.9. Routing of the draft response for review and approval of the FDM</p>	None	10 Minutes	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p> <p>Divina Hernandez, PO V/FOI Decision Maker - CPD</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.10. Review and approval of the FDM	None	1 Day	Divina Hernandez, PO V/FOI Decision Maker - CPD
None	1.11. Receive the approved response to the requesting party	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD Divina Hernandez, PO V/FOI Decision Maker - CPD
2. Receipt of the approved/ denied report/reply including the cover/ transmittal letter and CSM Survey.	2.1. Ensure that all records that have been retrieved are checked for possible exemptions, prior to actual release	None	10 Minutes	Karla Camille Bartolome, PO II / Asst. FRO - CPD Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	<p>2.2. Forwarding of the response to the requesting party through:</p> <p>2.2.1. Personal pick-up at PRA office;</p> <p>2.2.2. Email; and</p> <p>2.2.3. eFOI portal</p> <p>* Includes scanning of report</p>	None	20 Minutes	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>
None	<p>2.3. FOI clients who requested via email and who opted to receive their request for information personally at the PRA office are asked to accomplish the Client Satisfaction Survey form.</p>	None	10 Minutes	<p>Karla Camille Bartolome, PO II / Asst. FRO - CPD</p> <p>Ruzielle M. Retoria, PO III / FOI Receiving Officer - CPD</p>



<p>TOTAL, if Written or EFOI:</p>	<p>None</p>	<p>10 Working Days, 5 Hours, 5 minutes or 10 Working Days, 5 hours, 20 minutes (if received through Satellite Office)</p>	
<p>TOTAL, if Oral:</p>	<p>None</p>	<p>10 Working Days, 5 Hours, 50 Minutes or 10 Working Days, 6 Hours, 5 Minutes (if received through Satellite Office)</p>	

Note: Transmittal of the requested information to the requesting party shall be within fifteen (15) working days upon receipt of the request for information.



INTERIM FEEDBACK MANAGEMENT UNIT (IFMU)

(EXTERNAL SERVICES)



16. STAKEHOLDERS' FEEDBACK MANAGEMENT

The **Interim Feedback Management Unit (IFMU)** is responsible for receiving, managing, monitoring, and recording feedback from stakeholders, including suggestions, queries, complaints, and reports from the whistleblowing portal. This covers various areas such as matters pertaining to the **Special Resident Retiree's Visa (SRRV)**, financial transactions with the Authority, accreditation of marketers or retirement facilities, human resource affairs, trainings, official events, and more. The unit ensures that all feedback is promptly directed to the **Concerned Process Owners (CPOs)** for appropriate action, ensuring timely resolution of stakeholders' needs and concerns.

a. Simple Transactions

IFMU shall respond to general inquiries and clarifications received. Inquiries considered as simple transactions include the following: inquiries which can be addressed by readily available data without the need for analysis or a report.

Office/Division:	Interim Feedback Management Unit (IFMU), Interim Legal Services Unit (ILSU)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Feedback related to any basic information, service, or process provided by the Philippine Retirement Authority (PRA or the Authority)	Inquiry@pra.gov.ph



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph or to IFMU at 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	1.1. Acknowledge receipt of the email	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
None	1.2. Review feedback or concern and prepare necessary response.	None	2 Days, 4 Hours	C
2. Receive a response for the inquiry sent to inquiry@pra.gov.ph ; or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxas, Bel-Air, Makati City, and/or to the Satellite Offices.	2.1. Provide a response to the client's or citizen's email.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



TOTAL	None	3 Working Days	
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b. Complex Transactions

IFMU shall refer complex queries or concerns to Controlled Process Owners (CPOs). Inquiries considered as complex transactions include the following: inquiries which require data analysis and reporting.

Office/Division:	IFMU and CPOs			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback related to any complex information, service, or process provided by the Authority.		Inquiry@pra.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph; or to IFMU at 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	1.1. Acknowledge receipt of the email.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Forward and refer the email to the CPOs	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
None	1.3. <i>CPOs shall evaluate the feedback or concern, conduct investigation, and/or prepare the necessary report and documents.</i>			
None	1.3.1. Addressing SRRV related queries	None	3 Days	Vernon Vilorio, IO III - CRPDD
None	1.3.2. Processing of SRRV applications	None	3 Days	Glenez Buna, RAO III - PD
None	1.3.3. Discontinuance of SRRV applications	None	3 Days	Maria Cristina Ariate, RAO I - PD
None	1.3.4. ID Renewal / Replacement	None	3 Days	Shansmine Fatalla, Jr. Servicing Staff I - SD
None	1.3.5. Re-stamping of Special Resident Retiree's Visa (SRRV)	None	3 Days	Paul Amparo, RAO III - SD
None	1.3.6. Conversion of Visa deposit into an active investment	None	3 Days	Naricris Sison, RAO IV - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.3.7. Bank Transfer	None	3 Days	Rubie Jane Baguio, RAO II - SD
None	1.3.8. Termination of participation from the retirement program	None	3 Days	Marvelous AW Gismundo, RAO II - SD
None	1.4. Head of the CPO shall review and sign the document or report if everything is in order.			
None	1.4.1. Transactions with other government agencies such as: <ul style="list-style-type: none"> • Land Transportation Office (LTO) • Department of Labor and Employment (DOLE) • Bureau of Internal Revenue (BIR) • Department of Finance (DOF) • Philippine Health Insurance Corporation (PhilHealth) 	None	2 Days	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.4.2. Accreditation of Marketers (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM
None	1.4.3. Accreditation of Retirement Facilities (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4.4. Accreditation of Merchant Partners (new and renewal)	None	2 Days	Jose Nazareth Delas Alas, MS IV - OGM
None	1.4.5. Bank Accreditation	None	2 Days	Remegio Abaigar, Division Chief III - FMD
<p>2. Receive a response for the inquiry sent to inquiry@pra.gov.ph or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxaas Bel-Air, Makati City; and/or to Satellite Offices.</p>	<p>2.1. <i>CPOs shall provide a response to the client's or citizen's email, copy furnished the IFMU for proper monitoring</i></p>			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.1. Withdrawal (full/partial) of Visa Deposit due to various reasons: <ul style="list-style-type: none"> • Discontinuance of SRRV Application • Termination of Membership • Conversion of Visa Deposit into an active investment • Transfer of Visa Deposit to another accredited banks DBP Private Banks	None	1 Day, 2 Hours	Lina Antatico, FA III - FMD
None	2.1.2. Claim/Release of Marketer's Fee	None	1 Day, 2 Hours	Jamilah Amer, FA II - FMD
None	2.1.3. Request for Information under FOI Policy	None	1 Day, 2 Hours	Karla Camille Bartolome, PO II - CPD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.4. Satellite Offices Transactions: <ul style="list-style-type: none"> • SRRV Application Cancellation • ID Renewal • Re-stamping • Conversion to Investment • Marketer Accreditation • Other Servicing Transaction • Accreditation 	None	1 Day, 2 Hours	Marcelina Carbonel, Chief Admin. Officer and Head Satellite Offices CLARK/SUBIC Scarlet Lachica, OIC/RAO III BAGUIO Frederick de Ausen Pati, OIC/RAO III CEBU Elma Corbeta, OIC/RAO III DAVAO Jaime Llamas, OIC/RAO III
None	2.1.5. Human Resource Management Transactions <ul style="list-style-type: none"> • Training Invitations • Job Applications • Background Check/Confidential Informant (CI) of previous personnel 	None	1 Day, 2 Hours	Kimberly Ambo-an-Manese, HRMO II - ASD
None	2.1.6. Criminal Record Checking and other legal inquiries	None	1 Day, 2 Hours	Belen Asuelo, HRMO III - ASD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	2.1.7. Official Events/Training Invitations	None	1 Day, 2 Hours	Lemuel Duran, Jr. Admin Staff I - OGM
None	2.1.8. IFMU will record the date of receipt of the email transaction type, response time, and resolution time.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
TOTAL		None	7 Working Days	



c. Highly Technical Transactions

IFMU shall refer to CPOs highly technical questions and concerns received. Inquiries considered as highly technical transactions include the following: inquiries which require the preparation of data, reports, analysis, and collaboration among various government agencies and/or private entities to provide the requested information. Such requests shall be answered via an official letter.

Office/Division:	IFMU, CPOs, and OGM			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Feedback related to any highly technical information, service, or process provided by the Authority.		inquiry@pra.gov.ph Hotline 8888 (Contact Center ng Bayan)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry to inquiry@pra.gov.ph ; or to IFMU at 29th floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices	1.1. Acknowledge receipt of the email	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.2. Forward and refer the email to the CPOs	None	2 Hours	Leah Lopena/Sheena Sedon, IFMU Technical Officers
None	1.3. CPOs shall evaluate the feedback or concern, conduct investigation, and/or prepare the necessary report and documents			
None	1.3.1. Addressing SRRV related queries	None	10 Days	Vernon Vilorio, IO III - CRPDD
None	1.3.2. Processing of SRRV applications	None	10 Days	Glenez Buna, RAO III - PD
None	1.3.3. Discontinuance of SRRV applications	None	10 Days	Maria Christina Ariate, RAO I - PD
None	1.4. Prepare a letter to the concerned government agency and/or private entity and transmit the same upon clearance by the head of CPO and/or the Authority's General Manager (GM)			
None	1.4.1. ID Renewal / Replacement	None	1 Day	Shansmine Fatalla, Jr. Servicing Staff I - SD
None	1.4.2. Re-stamping of Special Resident Retiree's Visa (SRRV)	None	1 Day	Paul Manfred Amparo, RAO III - SD
None	1.4.3. Conversion of Visa deposit into an active investment	None	1 Day	Naricris Sison, RAO IV - SD
None	1.4.4. Bank Transfer	None	1 Day	Rubie Jane Bagiuio, RAO II - SD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.5. The head of the CPO shall review and approve the report and documents for endorsement to the Office of the General Manager (OGM)			
None	1.5.1. Termination of participation from the retirement program	None	1 Day	Marvelous AW Gismundo, RAO II - SD
None	1.5.2. Transactions with other government agencies such as: <ul style="list-style-type: none"> • Land Transportation Office (LTO) • Department of Labor and Employment (DOLE) • Bureau of Internal Revenue (BIR) • Department of Finance (DOF) • Philippine Health Insurance Corporation (PhilHealth) 	None	1 Day	Maria Belen Trajano, Jr. Servicing Staff - SD
None	1.6. Transmit report to the OGM for review and approval.			
None	1.6.1. Accreditation of Marketers (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM
None	1.6.2. Accreditation of Retirement Facilities (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.6.3. Accreditation of Merchant Partners (new and renewal)	None	1 Hour	Jose Nazareth Delas Alas, MS IV - OGM
None	1.6.4. Bank Accreditation	None	1 Hour	Remegio Abaigar, Division Chief III - FMD
None	<p>1.6.5. Withdrawal (full/partial) of Visa Deposit due to various reason:</p> <ul style="list-style-type: none"> ● Discontinuance of SRRV Application ● Termination of Membership ● Conversion of Visa Deposit into an active investment ● Transfer of Visa Deposit to another accredited banks <p>DBP</p> <p>Private banks</p>	None	1 Hour	Lina Antatico, FA III - FMD
None	1.7. Review and approve the report and other pertinent documents if in order			
None	1.7.1. Claim Release of Marketer's Fee	None	5 Days	Jamilah Amer, FA II - FMD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.8. Transmit the final and signed report for appropriate action			
None	1.8.1. Request for Information under FOI Policy	None	1 Hour	Karla Camille Bartolome, PO II - CPD
None	1.8.2. Satellite Offices Transaction: <ul style="list-style-type: none"> ● SRRV Application ● Cancellation ● ID Renewal ● Re-stamping ● Conversion to Investment ● Marketer Accreditation ● Other Servicing Transaction ● Accreditation 	None	1 Hour	Marcelina Carbonel, Chief Admin. Officer and Head Satellite Offices CLARK/SUBIC Scarlet Lachica, OIC/RAO III BAGUIO Frederick de Ausen Pati, OIC/RAO III CEBU Elma Corbeta, OIC/RAO III DAVAO Jaime Llames, OIC/RAO III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive a response for the inquiry sent to inquiry@pra.gov.ph ; or to IFMU at the 29th Floor, BDO Towers, 8741 Paseo De Roxas Bel-Air, Makati City; and/or to Satellite Offices.	2.1. CPOs shall provide a response to the client's or citizen's email, copy furnished the IFMU for proper monitoring.			
	2.1.1. Human Resource Management Transactions: <ul style="list-style-type: none"> • Training Invitations • Job Applications • Background Check/ Confidential Informant (CI) of previous personnel 	None	2 Days	Kimberly Ambo-an-Manese, HRMO II - ASD
	2.1.2. Criminal Record Checking and other legal inquiries.	None	2 Days	Belen Asuelo, HRMO III - ASD
	2.1.3. Official Events/ Trainings/ Invitations	None	2 Days	Lemuel Duran, Jr. Admin Staff - OGM
	2.2. IFMU will record the date of receipt of the email, transaction type, response time, and resolution time.	None	2 Hours	Leah Lopena, Secretary II - MSD or Sheena Sedon, ISA I - ICTD / IFMU Technical Officers
TOTAL		None	20 Working Days	



HEAD OFFICE INTERNAL SERVICES



ADMINISTRATIVE AND FINANCE SERVICES DEPARTMENT (AFSD)

ADMINISTRATIVE SUPPORT DIVISION (ASD) (INTERNAL SERVICES)



17. APPLICATION FOR LEAVE

It refers to the filing of leave benefits enjoyed by the employees.

Office/Division:	Administrative Support Division (ASD), Administrative and Finance Services Department (AFSD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PRA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for leave form (CS Form No. 6, Revised 2020)		Civil Service Commission Website www.csc.gov.ph Philippine Retirement Authority Website at www.pra.gov.ph Administrative Support Division (ASD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out application for leave form	1.1. Receives and acknowledge receipt of signed leave application form from employees	None	2 minutes	Pauline May Aldea, HRMO I - ASD
None	1.2. Providing the application for leave form the updated employee's certification of leave balances	None	2 Hours	Pauline May Aldea, HRMO I - ASD
None	1.3. Certification of Leave Balances to be signed by the Administrative Officer IV	None	1 Hour	Randy Aviles, AO IV - ASD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Forwarding the application for leave form to the assigned division/department of the applicant for the department manager's signature	None	1 Day	Mohammad Khalid Pendatun, Jr. Admin. Staff/UDRCon - ASD
None	1.5. Receiving and filing of the fully accomplished application for leave form	None	30 minutes	Pauline May Aldea, HRMO I - ASD
TOTAL		None	1 Working Day, 3 Hours, 32 Minutes	



18. APPLICATION FOR MONETIZATION

It refers to the filing of leave commutation of employees.

Office/Division:	Administrative Support Division (ASD), Administrative and Finance Services Department (AFSD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PRA employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for leave form (CS Form No. 6, Revised 2020)		Civil Service Commission Website www.csc.gov.ph Philippine Retirement Authority Website at www.pra.gov.ph Administrative Support Division (ASD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out application for leave form	1.1. Receive and acknowledge receipt of signed leave application form from employees	None	2 Minutes	Pauline May Aldea, HRMO I - ASD
None	1.2. Providing the application for leave form the updated employee's certification of leave balances	None	30 Minutes	Pauline May Aldea, HRMO I - ASD
None	1.3. Certification of Leave Balances to be signed by the Administrative Officer IV	None	1 Hour	Randy Aviles, Administrative Officer IV - ASD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Forwarding the application for leave form to the OGM for the General Manager's signature	None	1 Day	Mohammad Khalid Pendatun, Jr. Admin. Staff/UDRCon
None	1.5. Receiving and filing of the fully accomplished application for leave form.	None	30 Minutes	Pauline May Aldea, HRMO I - ASD
None	1.6. Preparation of DV/BUS with the proper amount of leave commutation.	None	1 Hour	Kimberly Mae Ambo-an-Manese, HRMO II - ASD
None	1.7. Endorse the Financial Management Division for approval/ appropriate action.	None	10 Minutes	Mohammad Khalid Pendatun, Jr. Admin. Staff/UDRCon
TOTAL		None	1 Working Day, 3 hours, 12 minutes	



19. PROCESSING OF REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND CLEARANCE FORM

It refers to the documents requested by employees that are used for official or personal purposes.

Office/Division:	Administrative Support Division (ASD), Administrative and Finance Services Department (AFSD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	PRA employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or email request from Employee		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits memorandum for request	1.1. Receives and acknowledge receipt of request from employees	None	2 Minutes	Kimberly Mae Ambo-an-Manese, HRMO II - ASD
None	1.2. Preparation of requested document/s for submission to DM III, AFSD/ Administrative Officer V/OIC, ASD	None	1 Day	Kimberly Mae Ambo-an-Manese, HRMO II - ASD
None	1.3. Review and signature of Department Manager III, AFSD/ Administrative Officer V/OIC, ASD	None	2 Hours	Philip John Moreno, Department Manager III - AFSD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1.4. Release of signed requested document	None	10 Minutes	Kimberly Mae Ambo-an-Manese, HRMO II - ASD
None	1.5. Filing of received copy to 201 file	None	30 Minutes	Lita Rebamontan, Jr. Admin. Clerk II - ASD
TOTAL		None	1 Working Day, 2 Hours, 42 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>For walk-ins: Clients may answer the feedback form in the Public Assistance and Complaints Desk, and put it in the dropbox located in the same area.</p> <p>For online: Clients may send their concern or feedback at inquiry@pra.gov.ph</p> <p>Other concerns may be coursed through the Administrative and Finance Services Department (AFSD)</p> <p>Tel. No. 8848-1412 loc. 2021</p>
How is feedback processed?	<p>For walk-ins: The Administrative and Human Resource Management Officers compile and record all feedback received. For feedback that necessitates answers, it is forwarded to the concerned personnel or unit, or to the Interim Feedback Management Unit of the Authority for immediate and appropriate action and response.</p> <p>For calls: The Telephone Operator clarifies the nature of feedback/complaint and verifies personnel/division concerned. Upon clarification and verification, the Telephone Operator then forwards the call to the concerning unit where immediate response transpires.</p>
How to file a complaint?	<p>You may send all complaints against PRA to inquiry@pra.gov.ph or call at 8848-1412</p> <p>Or you may course them through:</p> <p>Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph Or call at 8478-5099, 0969-257-7242, 0928-690-4080</p>



	<p>Presidential Complaint Center (PCC) pcc@malacanang.gov.ph Hotline 8888 or 82498310 loc. 8175 or 8182 Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph 0908–881–6565</p>
<p>How are complaints being processed?</p>	<p>All complaints received against the Philippine Retirement Authority are evaluated, verified, and handled by the Interim Feedback Management Unit (IFMU).</p> <p>The IFMU conducts their usual process for every feedback/complaint received which involves the general flow of acknowledgement of concern, review of the case, and provision of response to the client. Additional steps may be conducted, depending on the complexity of the concern. For full disclosure of the process flow, clients may refer to No. 26 of the Citizen’s Charter, page 126.</p>



LIST OF OFFICES

Office	Address	Contact Information
PRA Head Office	29/F BDO Towers Valero (formerly Citibank Tower) Paseo de Roxas, Makati City 1226 Metro Manila, Philippines	<p>Telephone No: (02) 8848 1412 to 14 (02) 8247 1679 (02) 8247 1632</p> <p>Email: clientrelations@pra.gov.ph</p> <p>Fax: (02) 8848 1421</p>
Baguio Satellite Office	Unit 8, Bldg.3 Nevada Square, No.2 Loakan Road, Baguio City	<p>Telephone No: +639175755605</p> <p>Email: baguio@pra.gov.ph</p> <p>Fax: +740424-1423</p>
Clark-Subic Satellite Office	3rd Floor Savers Mall, Best Western Metro Clark McArthur Highway, Angeles City, Pampanga 2009	<p>Telephone No: +639178553811</p> <p>Email: pra.centrelluzon@gmail.com or clarksubic@pra.gov.ph</p>
Cebu Satellite Office	Unit 202 Club Ultima Tower II, Crown Regency Hotel & Towers, Jones Ave, Cebu City	<p>Telephone No: +639173071943 +322342722</p> <p>Email: cebu@pra.gov.ph</p>



Davao Satellite Office	Suite A306 Plaza de Luisa Building, Ramon Magsaysay Avenue, Davao City	Telephone No: +639175750419 (082) 2245691 Email: davao@pra.gov.ph
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