

## 7. OTHER SERVICING TRANSACTIONS

This process provides the procedure for Other Servicing Transactions such as Bank Transfer, Certification Requests, and Other Simple Servicing Requests filed through the PRA Satellite Office, from submission of complete requirements until release of documents.

<b>Office/Division:</b>	PRA Satellite Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	PRA retirees and their authorized representatives/marketers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Request Form</li> <li>2. Authorization Letter or SPA (if applicable)</li> <li>3. Guarantee Letter (if applicable)</li> <li>4. Copy of Passport</li> <li>5. SRRV ID(s)</li> <li>6. Letter Request (if applicable)</li> </ol>	PRA retirees and/or their authorized representatives

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Pre-evaluate documentary requirements	NONE	15 mins	PRA Satellite Officer/Staff
	1.2 Record request and submitted documents on Transaction Tracker/Database	NONE	5 mins	PRA Satellite Officer/Staff
	1.3 Scan submitted requirements	NONE	5 mins	PRA Satellite Officer/Staff
	1.4 Transmit to Head Office via courier	NONE	2-3 business days	PRA Satellite Officer/Staff
	1.5 Processing of request at Head Office	NONE	Refer to the Head Office Process Flow	HO Personnel
	1.6 Receipt of documents from Head Office	NONE	5 mins	PRA Satellite Officer/Staff
	1.7 Photocopy of documents for receiving copy	NONE	5 mins	PRA Satellite Officer/Staff
	1.8 Send notification to client	NONE	5 mins	PRA Satellite Officer/Staff
2. Claim documents	2.1 Release of documents	NONE	5 mins	PRA Satellite Officer/Staff