



Conduct of Customer Satisfaction Survey (CSS) for 2022

Final Report



1/13/2023

This report details the results of the conduct of customer satisfaction survey for 2022 of the Philippine Retirement Authority.



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EXECUTIVE SUMMARY

The 2022 PRA Client Satisfaction Survey was undertaken primarily to measure the current level of customer satisfaction as well as to determine the drivers of overall satisfaction. The survey adhered to the "Guidebook for GOCCs on the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey (CSS)" where online survey questionnaires collected both quantitative and qualitative data.

A total of 681 customer retirees had participated in this CSS 2022.

Major findings revealed that:

1. Overall, PRA recorded 80.00% positive raters who were either satisfied or very satisfied with its rendered products and services this year. This was a remarkable improvement from the last year's performance of 76.00%. PRA was also rated with an overall mean satisfaction rating of 4.09 (Satisfied) in 2022 which was greater than the preceding year's 4.00. Moreover, in terms of service attributes, PRA generally enriched its rendered services as it registered an improved rating of 3.87 this year compared to the 2021 rating of 3.78.
2. Descriptively, it can be inferred that the respondents had the highest level of satisfaction in terms of the service attributes on Staff and Organization (4.18). On the other hand, Complaints Handling and Record-Keeping remained to be the least rated domain at 3.60.
3. Qualitatively, the very satisfactory performance of PRA this year can be attributed to the expressed experiences of the respondents captured from the theme of "Outstanding Service", "Very Responsive Organization" and "Competent Personnel". Those who gave satisfied ratings were driven primarily by the PRA "Staff Competence" and some have noted areas for improvement. Meanwhile, those who were considered negative raters cited "Cost-related Woes", "Service Inconsistencies", "Online/Website/Virtual Response Delays", "Dissatisfaction with the 3 to 1-year ID renewal policy" and "Horrible Communication/Very Delayed Email Response".
4. In terms of the statistical drivers of overall satisfaction, staff and organization, customer service and Office facilities significantly predicted customer satisfaction.



5. Lastly, PRA this year has leverage attributes of PRA staff and organization and facilities while the attributes needing improvement were those of customer service, information and communication and complaints handling and record-keeping necessitated preferential attention.

I. INTRODUCTION

Philippine Retirement Authority (PRA) is a Government-Owned and Controlled Corporation (GOCC) created by virtue of Executive Order No. 1037 (E.O. 1037) and is an agency attached to the Department of Tourism (DOT). **PRA** is primarily mandated to develop and promote the Philippines as a retirement haven as a means of accelerating the social and economic development of the country, strengthening its foreign exchange position at the same time, and providing the best quality of life to enrolled retirees in a most attractive package.

In compliance with the Governance Commission for GOCCs (GCG) Memorandum Circular 2017-02 Interim Performance Evaluation System (PES) for the GOCC Sector, where one of the strategic measures in the performance scorecard is to determine the percentage of satisfied customers of the **PRA**, and as an ISO 9001:2015 Certified GOCC since 2018, who values customer feedback for the continual improvement of the Agency, **PRA** seeks to carry out a transparent and objective customer satisfaction survey, to be organized and facilitated by a third party. The CSS serves as a monitoring tool to measure how **PRA** relates to retirees/SRRV holders, as this provides tangible and verifiable data on **PRA's** delivery of services.

In addition, **PRA** engaged People Dynamics, Inc. to undertake the Customer Satisfaction Survey (CSS) in 2022.

Based on the TOR for this project, the main objective of this CSS survey is to identify the overall customer satisfaction rating, by determining how much of PRA's foreign retirees are satisfied as opposed to dissatisfied, and the factors that lead to both. The survey shall also be engaged to:

1. Provide analysis of the overall customer satisfaction to PRA's services;
2. Review the effectiveness of the customer communication channels of PRA;
3. Identify areas for improvement; and
4. Recommend short-and long-term action plans for the efficient and effective delivery of its services, more importantly in areas where gaps are identified.



II. METHODOLOGY

The **PRA CSS 2022** was conducted by PDI following the “Guidebook for GOCCs on the Enhanced Standard Methodology for the Conduct of the Customer Satisfaction Survey (CSS)” issued by the Governance Commission for Government-owned or Controlled Corporations (GCG) on customer satisfaction survey (CSS). Further, since the CSS was undertaken during the time (second year) of the COVID-19 pandemic, the survey also adhered to the “Additional Guidelines in the Conduct of the CSS for 2020 in the GOCC Sector” issued on August 14, 2020, and its applicability extended to CSS conducted in 2021, to ensure the safety of all individuals involved, as well as all issuances on the new normal guidelines released by the Inter-Agency Task Force on Emerging Infectious Diseases (IATF).

A. Research Design

This research utilized both quantitative and qualitative methods. The **Online Survey Tool/ Platform or self-accomplished survey questionnaire** was utilized as the data collection method for the PRA CSS 2022 as prescribed in the Terms of Reference pertinent to this engagement.

Furthermore, PDI used a cross-sectional research design in data collection and analysis to simultaneously measure the overall satisfaction score and the different attributes among respondents. Another method used was the survey, which contains both quantitative and qualitative data and is analyzed separately as well as through systematic integration, or “mixing,” and provides superior advantages, particularly in customer satisfaction surveys. There is synergy in data interpretation and analysis because the data has been validated (i.e., the qualitative data validating or supporting the figures in the quantitative part of the survey).

Moreover, qualitative data can provide insight or an explanation for numerical trends or phenomena that cannot be quantified in quantitative data. As a result, this integration enables a more comprehensive and synergistic use of data than separate quantitative and qualitative data collection and analysis. The descriptive research design was used in this study to identify the behavior, patterns, and responses from client feedback and their satisfaction with the services provided by PRA.



Survey is a method of using self-reports that directly elucidates respondents' thoughts, feelings, and behavior pertinent to an issue, activity, and information among others. The survey conduct of PRA Customer Satisfaction Survey 2022 was guided by the Republic Act No. 10149 or the GOCC Governance Act of 2011, ISO 9001:2015, the Guidebook on Enhanced Customer Satisfaction Survey Conduct issued by the Governance Commission for Government-owned or Controlled Corporations (GCG), Additional Guidelines in the Conduct of the CSS for 2020 in the GOCC Sector, and all issuances on the new normal guidelines released by the IATF.

B. Survey Respondents

PDI engaged the customers identified by PRA in its terms of reference for this engagement. The PRA's primary customers are SRRV holders or retiree members who availed of PRA's services from January to October 2022. To qualify, respondent must meet the following criteria:

1. Must have a valid SRRV number;
2. Must be in an active status with an updated email address*; and
3. Had a least one (1) transaction with PRA in 2022

*PDI utilizes Email Verification software that cleans out invalid email addresses. The said software shall automatically delete email addresses of respondents which are misspelled and expired. This shall in effect remove the respondent from the sample lists.

C. Sample and Sampling Technique

PDI engaged a total of 500 respondents/ retirees and aimed for proportionate sampling. Sampling design followed the parameters in the GCG Guidebook for GOCCs on Enhanced Standard Methodology for the conduct of the CSS, as follows:

- 500 for nationwide coverage with a margin of error (MOE) of +/- 4.3% at 95% confidence level

This year, more respondents were able to take the survey and completed it. Hence, the final total sample size of 681.



The selection of the respondents was done through the systematic sampling technique using the customer list provided by PRA.

Systematic random sampling was employed in this study, as provided for in the sampling procedures for the Online Survey Method prescribed in the GCG Guidebook. This included selection of interviewees through determined sampling intervals and a random start number.

In cases when selected respondent did not meet the required recruitment criteria or was not willing to participate in the survey, interval scheme was employed in identifying the customer respondents, until the target sample size was reached.

When the selected respondent did not reply to the first email, a maximum of two (2) follow-up emails were made.

Even with a second follow-up, 12 of the respondents still did not respond, the respondents were then replaced still following the interval scheme.

It is important to note that respondents who used the online survey platform were free to complete the survey at their own pace. Thus, their pace is determined by a number of factors, including, but not limited to, each respondent's individual reading speed and preferred rate for completing the survey.

D. Survey Instruments

PDI utilized structured questionnaires, which will ensure consistency throughout the project and eliminate interview bias. PDI shall specifically use the following survey questionnaires:

The questionnaire shall be composed of three (3) sections:

1. Screener
2. Main Questionnaire
 - a. Transacting with PRA
 - b. Overall Satisfaction
 - c. Execution of Service
3. Socio-Demographic Profile



Questions under the Main Questionnaire are fixed and may not be altered, modified, or deleted. PRA may only add service or product – specific questions, in the Execution of Service Section, without the need to secure prior authorization from the GCG.

A 5-point Likert scale was used for the overall satisfaction rating question that determines the level of satisfaction/dissatisfaction of the customers. The below-indicated labels was followed:

Very Satisfied	Satisfied	Neither Satisfied Nor Dissatisfied	Dissatisfied	Very Dissatisfied
5	4	3	2	1

These scales were clearly defined in this survey as follows:

Likert-Scale	Description	EXPLANATION
5	Very Satisfied	Performance of the GOCC meets and exceeds the needs and expectations, to the benefit, of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
4	Satisfied	Performance of the GOCC meets the minimum expectations of the customer. The service was provided with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.
3	Neither Satisfied nor Dissatisfied	This is the midpoint at which the respondents cannot truly pick a side in the spectrum. However, this does not mean that the respondent has no opinion or does not know. Performance of the GOCC neither meets nor doesn't meet the minimum expectations of the customer.
2	Dissatisfied	Performance of the GOCC does not meet the minimum expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a problem for which the GOCC has not yet identified corrective actions.



		If there were corrective actions, then the action is perceived by the customer as ineffective or has not been fully implemented to be effective.
1	Very Dissatisfied	Performance of the GOCC does not meet most or did not meet any of the expectations of the customers. There are a number of elements or aspects in the GOCC's customer service that reflects a serious problem for which the GOCC has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as very ineffective or has totally been disregarded.

Pre-Survey. PDI reviewed the existing survey questionnaires along with key documents pertinent to the engagement. Further, PDI did NOT alter any questions, under the Main Questionnaires of the GCG-prescribed and -transmitted questionnaires.

Pre-test. The survey questionnaires were pre-tested through online survey of eight (8) respondents. The pre-test aimed to standardize the conduct of the interview and determine any problems that should be addressed prior to the actual data collection. These respondents were randomly selected from the target respondent list provided by PRA, and their data were excluded from the final data subjected to statistical analysis. The data for the pre-test was collected using an online survey and encoded using PDI's Lime Survey platform.

The clarity and comprehension of survey items were established across the eight (8) interviews. No questions were raised by the respondents on the items during the survey administration. Moreover, the period by which pre-test respondents answered the online surveys averaged to 31 minutes.

While this is slightly longer than GCG's recommended length of 15 minutes, which aims to minimize the impact of respondents who do not complete the survey, it is important to note that the respondents who used the online survey platform were free to complete the survey at their own pace. Thus, their pace is determined by a variety of factors, including, but not limited to, each respondent's individual reading speed and preferred rate for completing the survey.



E. Data Collection

1. Training of Telephone Interviewers/ Online Survey Team

The training was given to the online survey team to be able to give an overview of the project, its design, and objectives; train on the sampling procedure and selection of respondents; brief on the online survey administration. The training also covered the importance of adhering to data privacy and non-disclosure of information rules and regulations, techniques, and other information relevant to conducting effective online survey interviews.

2. Data Collection Method

PDI administered the survey through the use of online survey tool/platform or self-accomplishment of the survey questionnaire (e.g. e-mail, post mail, etc.) through Lime Survey, PDI's Online Survey platform, as data gathering method for the conduct of the PRA Customer Satisfaction Survey (CSS) for 2022.

As a secure online survey platform, LimeSurvey ensures the data privacy and confidentiality of the survey responses since it reduces the risk of misuse of the data sets.

Further, upon using the aforementioned data gathering method, PDI will secure a comprehensive quality control measure to ensure the validity and reliability of the data collected. PDI will likewise submit a detailed quality control report to evidence the implementation of such measures. Furthermore, PDI ensured that data collection quality control procedures were implemented for the quality assurance of the data to be obtained

This online survey platform had features for data comparison and validation which allowed for automated verification consistency checks on the data encoded, such that the telephone interviewers would receive a real-time prompt if the response they had encoded for an item was incorrect or not aligned with the instructions or if they missed inputting any responses on any item. Further, supervision was undertaken to ensure the proper implementation of the survey conduct (i.e., the telephone interviews) whereas spot checking was undertaken to ensure that the interviewers (a) did proper sampling; (b) implemented proper skipping of items; and (c) were conducting the interviews correctly.



Back-checking was undertaken as a validation measure, i.e., to ensure that the survey interviews were actually conducted and completed and that all responses recorded by the interviewer were consistent and accurate. Details of the Back Checking conduct and its results are detailed in the Back Checking Conduct Report.

Once the data reached zero error, data was prepared for table processing. The survey data was loaded onto the SPSS program for data processing and analysis. Data tabulation specifications or tab specs were developed as the reference of the data processing team. Details such as table titles, segments read in the table banners/headers, stubs, formatting of the tables, and a list of possible responses were included.

F. Data Analysis

PDI utilized the Statistical Package for the Social Sciences (SPSS) program for quantitative data processing and analysis. Descriptive statistics were used for reporting demographic data. The responses are treated as interval rather than ordinal information and therefore have an interpretable means.

The ratings for overall satisfaction and component domains were determined by averaging mean ratings. Mean ratings were categorized into 5 tiers as shown in the table below:

Table 1. Interpretation of Mean Ratings

Mean Ratings	Interpretation	
	Satisfaction	Agreement
4.21 – 5.00	Very Satisfied	Strongly Agree
3.41 – 4.20	Satisfied	Agree
2.61 – 3.40	Neither Satisfied nor Dissatisfied	Neither Agree nor Disagree
1.81 – 2.60	Dissatisfied	Disagree
1.00 – 1.80	Very Dissatisfied	Strongly Disagree

“Not applicable” responses were treated as missing data so the mean ratings would not be affected by a zero value. Rating areas of concern in need of immediate action are those areas whose mean ratings are below or equal to 3.

Thematic analysis of qualitative data (i.e. open-ended questions in both the main questionnaire and in the customer survey data/ Part B) was performed by encoding the responses, then grouping the responses into common themes and further



analyzing them to form domains. Frequency counts of categorized responses were likewise performed to determine common themes and domains.

Derived importance was determined by correlating the satisfaction levels of each attribute with the overall satisfaction rating. A regression analysis was also performed to determine the magnitude of the significance of a component domain to the overall satisfaction index.

Conclusions about the statistical significance of the results presented herein are based on a standard 95% confidence interval. This level of significance indicates that there is a 5% chance of a “false positive,” meaning that we are detecting a difference in the population that may not really exist. The independent sample t-test and one-way analysis of variance (ANOVA) were used to test for mean rating differences.



III. PRA CUSTOMER SATISFACTION SURVEY 2022 RESULTS

A. PRA Socio-Demographic Profile of Respondents & Services Regularly Availed

Table 2: Distribution of Respondents by having a close family/relatives working at PRA

Response	Frequency	Percent
1. Yes	0	0.0
2. No	681	100.0
Total	681	100.0

All respondents being engaged in this year's survey did not have any close family/relatives working at the PRA. This is important in maintaining the fairness and objectivity of the results for this study.

Table 3: Distribution of Respondents by service/s availed from PRA

Services	Frequency	Percent
1. SRRV Enrollment	365	53.6
2. ID Renewal	581	85.3
3. Re-stamping	151	22.2
4. Conversion of deposit into active investment	47	6.9
5. Assistance with government transactions	26	3.8
6. Assistance with non-government transactions	6	.9
7. Travel Pass	310	45.5
8. Others	15	2.2
9. Did not avail of the services of PRA	0	0.0

Majority of the respondents (85.3%) who participated in this year's survey availed for the ID renewal at PRA. This was followed by those who had engaged in SRRV enrolment at a rate of 53.6%. Moreover, there were also a significant proportion of respondents who processed their travel passes (45.5%) during this pandemic and re-stamping (22.2%). Very minimal availment was recorded for getting assistance with non-government transactions.



Table 3a: If others, please specify:

Response	Frequency	Percent
1. Assistance with returning to the Republic of The Philippines after visiting the United States and losing my wallet to include all my forms of identification and passport.	1	6.7
2. Cancel	1	6.7
3. Cancellation	1	6.7
4. Deposit of interest earned	1	6.7
5. Helping my friends get their SRRVs	1	6.7
6. I had help to get the Driver license	1	6.7
7. I hope removed travel pass it very uncomfortable.	1	6.7
8. Include dependent persons in the enrollment	1	6.7
9. Inquiry about travel requirements, and agencies to go to.	1	6.7
10. Management for use of partial deposit.	1	6.7
11. Paying the resident fee at the airport sucks. Please renew every 3 years again.	1	6.7
12. Payment of the unfair Visitorial fee.	1	6.7
13. To cancel SRRV	1	6.7
14. Trying to secure a EED (entry exemption document) early 2021	1	6.7
15. VISA Cancellation	1	6.7
Total	15	100.0

Other than the identified services availed by the respondents at PRA, fifteen (15) of them indicated other services as tabulated above.

Table 4: Distribution of Respondents by no. of years availing service/s from PRA

Response	Frequency	Percent
a. Less than a year	17	2.5
b. 1 - 2 years	13	1.9
c. 3 - 5 years	127	18.6
d. 6 - 10 years	210	30.8



e. More than 10 years	234	34.4
f. Don't know/refused	80	11.7
Total	681	100.0

As to the number of years availing the services from PRA, 34.4% of the respondents signified that they have been dealing with PRA for more than 10 years already. This was followed by those who engaged with PRA for 6 to 10 years already. Very few of these survey participants had engaged with PRA for less than 2 years.

Table 5: Frequency Distribution of Respondents by ways of transacting with PRA last 2022

Response	Frequency	Percent
1. Office visit	474	69.6
2. Phone call	191	28.0
3. Mail delivery	83	12.2
4. Send text/SMS message	114	16.7
5. Visit website	215	31.6
6. Send email	395	58.0
7. Chat using apps (e.g. Viber, WhatsApp, Line, Facebook messenger, Skype etc.)	42	6.2
8. Connected to their social media accounts (e.g. Facebook, Twitter, LinkedIn, Instagram, etc.)	26	3.8
9. Others	31	4.6

Office visit was the most common way of transacting with PRA last 2022 as it was chosen by 69.6% of the respondents. This was followed by sending of emails (58.0%) and visit to PRA's website (31.6%).

Table 5a: Others

Response	Frequency	Percent
1. Thru agent	4	12.9
2. Renewal of ID	3	9.7
3. PRA staff	2	6.5
4. A friend visited PRA to pay my SRRV renewal	1	3.2
5. Agent	1	3.2
6. Bank transaction	1	3.2



Response	Frequency	Percent
7. Courier service to PRA Makati	1	3.2
8. Email	1	3.2
9. Extension PRA-ID-Card	1	3.2
10. Getting a friend to renew my ID in person at the PRA office while I was outside the country	1	3.2
11. got visa renewed	1	3.2
12. I got the job done with the help of experts.	1	3.2
13. Membership renewal	1	3.2
14. since COVID, obligatory travel pass	1	3.2
15. SMS	1	3.2
16. Substituted by an agent	1	3.2
17. Taiwanese SRRV line group	1	3.2
18. Third party	1	3.2
19. Through messenger	1	3.2
20. through my bank	1	3.2
21. Thru representative	1	3.2
22. Travel pass	1	3.2
23. Tried to call. Never works.	1	3.2
24. Use agency to renew my visa	1	3.2
25. very very difficult to get anybody to answer the telephone many times I have tried	1	3.2
Total	31	100.0

In terms of other means, transacting thru an agent and the renewal of ID were identified as the most common ways of transacting with PRA.

Table 6: Distribution of Respondents by ways of getting information about PRA and its services

Response	Frequency	Percent
1. Information desk	72	10.6
2. Website	322	47.3



3. Phone/Hotline	43	6.3
4. Social Media (Facebook)	57	8.4
5. Conferences	0	0.0
6. Text/SMS	44	6.5
7. Bulletins	47	6.9
8. Others	96	14.1
Total	681	100.0

PRA's website was declared as the most frequently utilized way of getting information about PRA and its services this year accounting to 47.3% of the total respondents. Other means (14.1%) ranked the 2nd and are enumerated below.

Table 6a: if others, please specify:

Response	Frequency	Percent
1. Email	59	61.5
2. Did not receive any information from PRA	9	9.4
3. Friends	3	3.1
4. Thru agent/representative	3	3.1
5. American retirees	1	1.0
6. Bank	1	1.0
7. Basically I'm not familiar with the services, I just pay my dues every year.	1	1.0
8. GMA, TV Patrol	1	1.0
9. Korean association	1	1.0
10. My secretary communicates with office	1	1.0
11. newspaper, internet news or SNS	1	1.0
12. PRA staff	1	1.0
13. quite less info from PRA, I usually get info from PRA-Japan club.	1	1.0
14. Taiwanese SRRV line group	1	1.0
15. Third party	1	1.0
16. Various employees	1	1.0
17. VISA Agent Company	1	1.0
18. Respondents refused to disclose	9	9.4
Total	96	100.0



Emails received the highest proportion (61.5%) of respondents when it comes to other ways of getting information about PRA and its services.

Table 6b : If social media, please specify:

Response	Frequency	Percent
1. Facebook	45	78.9
2. Messenger	3	5.3
3. Facebook and emails	1	1.8
4. Facebook and Messenger	1	1.8
5. Facebook and Twitter	1	1.8
6. LINE	1	1.8
7. newspaper, internet news or SNS	1	1.8
8. Portal sites and Youtube	1	1.8
9. Youtube	1	1.8
10. Respondent refused to disclose	2	3.5
Total	57	100.0

Among those who identified social media as a means of getting information about PRA services, 78.9% revealed that Facebook was the most frequently accessed social media application.

Table 7: Distribution of Respondents by Gender

Gender	Frequency	Percent
1. Male	597	87.7
2. Female	84	12.3
Total	681	100.0

Most of the participating SRRV holders / retirees in the survey this year were males accounting to 87.7% of the total sampled respondents.

Table 8: Distribution of Respondents by Nationality

Nationality	Frequency	Percent
1. American	162	23.8
2. British	72	10.6
3. Korean	70	10.3
4. Japanese	55	8.1



Nationality	Frequency	Percent
5. Chinese	32	4.7
6. Australian	30	4.4
7. Indian	29	4.3
8. Canadian	27	4
9. German	22	3.2
10. Swiss	22	3.2
11. Taiwanese	21	3.1
12. Dutch	17	2.5
13. French	16	2.3
14. Netherlands	9	1.3
15. Swedish	9	1.3
16. Belgian	8	1.2
17. Malaysian	8	1.2
18. Singaporean	8	1.2
19. Austrian	6	0.9
20. Italian	6	0.9
21. Irish	5	0.7
22. Filipino	4	0.6
23. Iranian	4	0.6
24. Sri Lankan	4	0.6
25. Norwegian	3	0.4
26. Bangladesh	2	0.3
27. Danish	2	0.3
28. Fil - American	2	0.3
29. Finnish	2	0.3
30. New Zealand	2	0.3
31. Spanish	2	0.3
32. African	1	0.1
33. Earthling	1	0.1
34. Egyptian	1	0.1



Nationality	Frequency	Percent
35. European	1	0.1
36. Fil-American	1	0.1
37. Filipino/French	1	0.1
38. Indian/ British	1	0.1
39. Indonesian	1	0.1
40. Lebanese	1	0.1
41. Pakistani	1	0.1
42. Palestinian	1	0.1
43. Russian	1	0.1
44. Saint Lucian	1	0.1
45. Saudi	1	0.1
46. Somalian	1	0.1
47. stkits and nevis	1	0.1
48. Switzerland	1	0.1
49. Turkish	1	0.1
50. Ukrainian	1	0.1
51. Vietnamese	1	0.1
Total	681	100

In terms of respondents' nationality, the Americans comprised the largest proportion at 23.8%, followed by the British at 10.6%, Korean at 10.3% and Japanese with 8.1%.

Table 9: Distribution of Respondents by Civil Status

Civil Status	Frequency	Percent
1. Single	183	26.9
2. Married	412	60.5
3. Separated	39	5.7
4. Widow/Widower	27	4.0
5. Respondent refused to disclose/does not know the answer	20	2.9
Total	681	100.0



In terms of civil status, more than half of the respondents are married (60.5%). There were 26.9% who were single.

Table 10: Distribution of Respondents by Working Status

Working Status	Frequency	Percent
1. Working	110	16.2
2. Studying	6	.9
3. Working/Studying	12	1.8
4. Not working/not studying	498	73.1
5. Respondent refused to disclose/does not know the answer	55	8.1
Total	681	100.0

As to the working status of the respondents, majority (73.1%) claimed that at the time of the survey, they were no longer working nor studying. There were 16.2% who declared that they are working.

Table 11: Distribution of Respondents by Occupation

Occupation	Frequency	Percent
1. Consultant	19	86.4
2. Business owner	12	54.5
3. Company Director	9	40.9
4. CEO	7	31.8
5. Engineer	7	31.8
6. Manager	4	18.2
7. Missionary	4	18.2
8. President of the company	4	18.2
9. Restaurant	3	13.6
10. General Manager	2	9.1
11. Management	2	9.1
12. Office worker	2	9.1
13. Accountant	1	4.5
14. Adviser	1	4.5
15. Audio engineering	1	4.5
16. Business Development Head	1	4.5



Occupation	Frequency	Percent
17. Business Owner	1	4.5
18. Church Administrator	1	4.5
19. Data Scientist & Mathematician	1	4.5
20. Destination Management Company	1	4.5
21. Driving teacher in Germany	1	4.5
22. Entrepreneur	1	4.5
23. Exporter	1	4.5
24. Freelance	1	4.5
25. Garments	1	4.5
26. General trading	1	4.5
27. HR OFFICER	1	4.5
28. In A Korean Company	1	4.5
29. Infrastructure marketing	1	4.5
30. Instructor	1	4.5
31. Insurance Consultant	1	4.5
32. IT	1	4.5
33. Marketing Director	1	4.5
34. Military Officer	1	4.5
35. Money lending	1	4.5
36. Officer	1	4.5
37. OIM	1	4.5
38. Part time Financial adviser	1	4.5
39. Pastor	1	4.5
40. Physical Therapist	1	4.5
41. PRODUCTION SUPERVISOR	1	4.5
42. Professor	1	4.5
43. project and procurement management	1	4.5
44. Project Director (IT)	1	4.5
45. Proofreader for the British School Manila	1	4.5
46. Sales	1	4.5



Occupation	Frequency	Percent
47. Security	1	4.5
48. Service	1	4.5
49. Shipping Company	1	4.5
50. Strategic Advisor	1	4.5
51. Supervisor	1	4.5
52. Teacher	1	4.5
53. Technician	1	4.5
54. Trading	1	4.5
55. Transport Economist	1	4.5
56. US Federal Government	1	4.5
57. Work in a Nuclear Power plant more than 35 years	1	4.5
58. Respondent refused to disclose	2	9.1
Total	122	100

For those who have worked and those who disclosed the nature of their work, majority revealed that they were Consultants (86.4%), Business owners (54.5%), Company Directors (40.9%), CEOs (31.8%) and Engineers (31.8%).

Table 12: Distribution of Respondents by Age Bracket

Age bracket	Frequency	Percent
a. 18 - 25 years old	1	.1
b. 26 - 30 years old	2	.3
c. 31 - 35 years old	0	0.0
d. 36 - 40 years old	4	.6
e. 41 - 45 years old	30	4.4
f. 46 - 50 years old	30	4.4
g. 51 - 55 years old	58	8.5
h. 56 - 60 years old	68	10.0
i. 61 - 65 years old	94	13.8
j. 65 years old and Above	384	56.4
k. Respondent refused to disclose/does not know the answer	10	1.5
Total	681	100.0



More than half of the respondents (56.4%) of the survey this year were aged 65 years and older. There were also 13.8% of the respondents who were on their 61-65 years old during the time of the survey.

Table 13: Distribution of Respondents by Educational Attainment

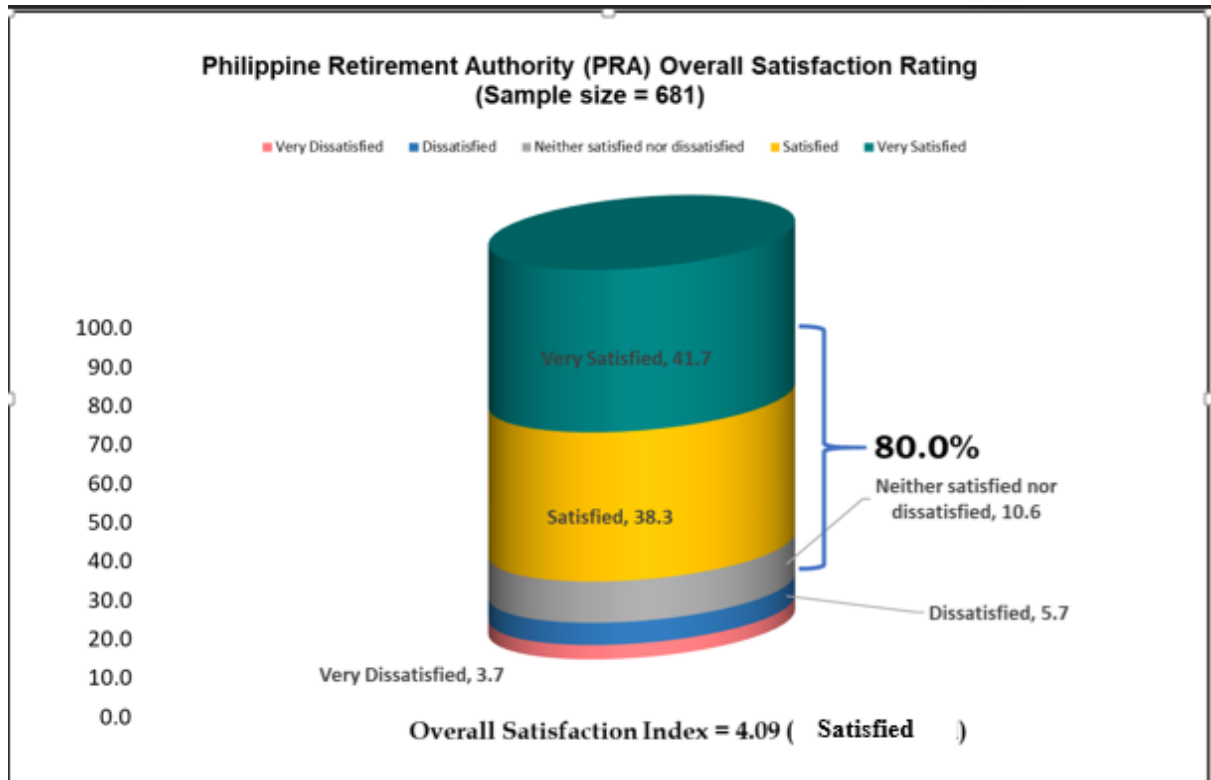
Educational Attainment	Frequency	Percent
1. No formal education	2	.3
2. Some elementary	2	.3
3. Completed elementary	5	.7
4. Some high school	6	.9
5. Completed high school	38	5.6
6. Some vocational	3	.4
7. Completed vocational	15	2.2
8. Some college	52	7.6
9. Completed college	250	36.7
10. Post graduate	277	40.7
11. Respondent refused to disclose/does not know the answer	31	4.6
Total	681	100.0

As to the respondents' educational attainment, most of them had post graduate education (40.7%) followed by those who had their diplomas from college at a rate of 36.7%.



B. Overall Satisfaction & Top 2 Boxes (By Percentages)

Figure 1: PRA 2022 CSAT Overall Satisfaction Rating (with TOP 2 BOXES)



In the 2022 conduct of the Customer Satisfaction Survey, PRA recorded 80% positive raters, comprised of 41.7% Very Satisfied clients and 38.3% Satisfied customers. This is indicative that the majority of the respondents perceived that the performance of the PRA this year meets or exceeds the needs and expectations, to the benefit, of the customer. Moreover, the services PRA provided were with few minor problems or none at all. If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.

Meanwhile, 10.6% of the respondents were neutral about their perception on how PRA was able to satisfy their needs as clients. This is indicative that performance of the PRA neither meets nor doesn't meet the minimum expectations of these customers.

This year, 5.7% of the customers were dissatisfied which translates that these respondents believed that the performance of PRA does not meet their minimum expectations where there are a number of elements or aspects in the customer service that reflects a problem for which the PRA has not yet identified corrective actions. If there were corrective actions, then the action is perceived by the customer as ineffective or has not been fully implemented to be effective.

Moreover, there were 3.7% of the total respondents who expressed that they were Very Dissatisfied with the services rendered by PRA.



Overall, PRA got a mean satisfaction index of 4.09 or generally translated to Satisfied customers in the year 2022.

Shown in the table is the detailed frequency of the respondents' perceived satisfaction of the PRA services this year.

Table 14: Overall Percentage of Level of Satisfaction of Respondents

Response	Frequency	Percent
1. Very Satisfied	284	41.7
2. Satisfied	261	38.3
3. Neither satisfied nor dissatisfied	72	10.6
4. Dissatisfied	39	5.7
5. Very Dissatisfied	25	3.7
Total	681	100.0

C. Satisfaction Index by Attributes

1. PRA CSAT Attributes

Table 16: Mean Satisfaction Rating Per Attribute and Top 2 Boxes

PRA Attributes	Mean Rating	Interpretation	Top 2 Box
1. Staff and Organization	4.18	Agree	83.7%
2. Customer Service	3.81	Agree	66.9%
3. Complaints Handling and Record Keeping	3.60	Agree	54.1%
4. Information and Communication	3.85	Agree	70.3%
5. Information and Communication (Website)	3.83	Agree	68.8%
6. Facilities	3.95	Agree	74.7%
General Weighted Average	3.87	Agree	69.8%

Legend: Strongly Agree–4.21 to 5.00, Agree–3.41 to 4.20, Neither Agree nor Disagree–2.61 to 3.40, Disagree–1.81 to 2.60, Strongly Disagree–1.00 to 1.80

Table 16 provides that on the overall, the customers agree (3.87) that PRA was able to execute and deliver the different expected service attributes this year. Staff and organization were rated with the highest rating of 4.18 or being Agreed by 83.7% of the customers followed by facilities at 3.95 while Complaints Handling and Record Keeping was rated the least with 3.60.



a. PRA Staff and Organization

Table 17: PRA Staff Mean Attribute Rating

Staff and Organization	Mean Rating	Interpretation	Top 2 Box
1. Treats customer with respect	4.37	Strongly Agree	90.2%
2. Strictly and fairly implements the policies, rules and regulations (e.g. no discrimination, no "palakasan" system)	4.32	Strongly Agree	87.4%
3. Is knowledgeable and competent or skilled in delivering the needed services	4.18	Agree	85.5%
4. Provides clear and sufficient information (i.e., solutions to problems, answers to inquiries, and information on products and services)	4.07	Agree	80.3%
5. Addresses queries/concerns in a prompt manner	4.07	Agree	79.9%
6. Demonstrates willingness to assist customers	4.23	Strongly Agree	84.5%
7. Is easy to contact	3.88	Agree	71.0%
8. Appears neat, well-dressed, and professional	4.32	Strongly Agree	90.4%
9. Conveys trust and confidence	4.20	Agree	83.9%
Weighted Average	4.18	Agree	83.7%

Legend: Strongly Agree–4.21 to 5.00, Agree–3.41 to 4.20, Neither Agree nor Disagree–2.61 to 3.40, Disagree–1.81 to 2.60, Strongly Disagree–1.00 to 1.80

Table 17 details the result when respondents were surveyed regarding their interaction with the PRA staff and the organization. It can be verified that generally, this service attribute was rated by the respondents with 4.18 (translating to agree) by 83.7% of the customers. This reflects that the clients were able to observe the manifestation of the PRA staff competency this year. In fact, they expressed their highest agreement to the item that the PRA Staff "Treat customers with respect" which was rated the highest with 4.37. This was followed by the item that PRA personnel "Strictly and fairly implemented



the policies, rules and regulations (e.g., no discrimination, no "palakasan" system)" and "Appeared neat, well-dressed, and professional" both with a mean rating of 4.32.

It can also be observed from the tabular presentation that the item on "Is easy to contact" was the least rated item on this dimension with 3.88.

b. Customer Service

Table 18: PRA Customer Service Mean Attribute Rating

Customer Service	Mean Rating	Interpretation	Top 2 Box
1. Application for visa is simple and easy to do	3.97	Agree	75.9%
2. Documentary requirements to be submitted are reasonable	3.99	Agree	79.3%
3. Forms are simple and easy to fill out	4.01	Agree	79.6%
4. Waiting time for over-the-counter transactions are fast (i.e., no long lines, fast queuing time, adequate number of staff to attend to customers)	3.92	Agree	73.5%
5. Transactions are processed within a reasonable amount of time	3.82	Agree	70.7%
6. Fees and charges are reasonable	3.82	Agree	69.6%
7. Benefits offered are of good value for money	3.85	Agree	68.1%
8. Benefits offered meet my needs and expectations	3.91	Agree	72.9%
9. The number of accredited Merchant Partners and Retirement Facilities are adequate	3.45	Agree	45.2%
10. Products/services offered by Merchant Partners are satisfactory	3.49	Agree	45.8%
11. Accredited Retirement Facilities are accessible	3.67	Agree	55.1%
Weighted Average	3.81	Agree	66.9%

Legend: Strongly Agree-4.21 to 5.00, Agree-3.41 to 4.20, Neither Agree nor Disagree-2.61 to 3.40, Disagree-1.81 to 2.60, Strongly Disagree-1.00 to 1.80



The survey also reveals that the respondents generally agreed (3.81) that PRA was able to meet their minimum expectations as to the provision of customer service when they engaged with the institution. Clearly, PRA got the highest rating of customer service in terms of “Forms are simple and easy to fill out” with 4.01. This was followed by “Documentary requirements to be submitted are reasonable” rated at 3.99 and “Application for visa is simple and easy to do” with 3.97.

The least rating however for the customer service domain can be traced from “The number of accredited Merchant Partners and Retirement Facilities are adequate” with 3.45 mean rating and “Products/services offered by Merchant Partners are satisfactory” with 3.49. It can also be observed that only 45.2% and 45.8% of the respondents agreed respectively of these times of getting the quality customer service that they deserve from PRA.

c. Complaints Handling and Record Keeping

Table 19: PRA – Complaints Handling Mean Attribute Rating

Complaints Handling	Mean Rating	Interpretation	Top 2 Box
1. Filing of complaints is easy and systematic.	3.53	Agree	51.4%
2. Complaints are resolved within prescribed timeframe.	3.46	Agree	47.4%
3. Resolutions to complaints are satisfactory/acceptable.	3.51	Agree	48.6%
4. Files/records are accurate and updated.	3.89	Agree	69.1%
Weighted Average	3.60	Agree	54.1%

Legend: Strongly Agree–4.21 to 5.00, Agree–3.41 to 4.20, Neither Agree nor Disagree–2.61 to 3.40, Disagree–1.81 to 2.60, Strongly Disagree–1.00 to 1.80

Table 19 illustrates that this year, 54.1% of the customers who responded to the survey were at least in an agreement (3.60) that PRA was able to properly handle when they endorsed their complaints and likewise, there were minimal issues regarding their records. For the latter, PRA was rated by the respondents with 3.89 in terms of “Files/records are accurate and updated”. Meanwhile, the item on “Complaints are resolved within prescribed timeframe” was rated the least with 3.46 only.



d. Information and Communication

Table 20: PRA Information and Communication Mean Attribute Rating

Information and Communication	Mean Rating	Interpretation	Top 2 Box
1. Easy to obtain.	3.86	Agree	71.3%
2. Clear and relevant.	3.84	Agree	69.4%
Weighted Average	3.85	Agree	70.3%

Legend: Strongly Agree-4.21 to 5.00, Agree-3.41 to 4.20, Neither Agree nor Disagree-2.61 to 3.40, Disagree-1.81 to 2.60, Strongly Disagree-1.00 to 1.80

In terms of the provision of Information and Communication to its clients, PRA this year were rated by the respondents with a mean rating of 3.85 or Agree. This is indicative that the institution's information were easy to obtain (3.86) and communications were done in a clear and relevant manner (3.84)

e. Information and Communication (Website)

Table 21: Information and Communication (Website) Mean Attribute Rating

Information and Communication (Website)	Mean Rating	Interpretation	Top 2 Box
1. Is accessible (e.g., no downtime, loads easily).	3.95	Agree	76.7%
2. Is user-friendly and easy to navigate.	3.78	Agree	67.8%
3. Contains the information needed.	3.77	Agree	66.6%
4. Is secured.	3.84	Agree	64.2%
Weighted Average	3.83	Agree	68.8%

Legend: Strongly Agree-4.21 to 5.00, Agree-3.41 to 4.20, Neither Agree nor Disagree-2.61 to 3.40, Disagree-1.81 to 2.60, Strongly Disagree-1.00 to 1.80

As to PRA's ability to cater to their clients through online means, 68.8% respondents agreed to an extent (3.83) that indeed, the information and communication that they needed were accessible (3.95) and secured (3.84) for PRA's website.

f. Facilities

Table 22: Facilities Mean Attribute Rating

Facilities	Mean Rating	Interpretation	Top 2 Box
1. Utilizes up-to-date and modern procedures, facilities, and resources	3.72	Agree	64.2%
2. Signages are visible and readable (e.g. Citizen's	3.88	Agree	71.9%



Charter, steps and procedures, directional signages)			
3. Office premises are clean, orderly and well-maintained	4.12	Agree	84.9%
4. Office premises are well-ventilated and have good lighting	4.12	Agree	84.2%
5. Office premises are safe and secure (e.g., with security guard)	4.16	Agree	85.6%
6. Office has separate lane for senior citizens, PWDs, pregnant women	3.67	Agree	57.4%
Weighted Average	3.95	Agree	74.7%

Legend: Strongly Agree–4.21 to 5.00, Agree–3.41 to 4.20, Neither Agree nor Disagree–2.61 to 3.40, Disagree–1.81 to 2.60, Strongly Disagree–1.00 to 1.80

Table 22 succinctly depicts the perception of the respondents on the facilities provided by PRA. This service attribute achieved a mean rating of 3.95 or being agreed upon by 74.7% of the total respondents. It can also be shown that the respondents had a good regard for PRA's Office premises being safe and secure with 4.16. Likewise, it is worth noting in this survey that PRA "Office premises are clean, orderly and well-maintained" and "Office premises are well-ventilated and have good lighting" which both have the mean rating of 4.12.

On the other hand, the item on "Office has separate lane for senior citizens, PWDs, pregnant women" got the lowest mean rating of 3.67 this year.

D. Correlation and Regression Analysis

1. Correlation

Using the Pearson rho-correlation analysis, the coefficient of relationship (R) was derived. This is to measure the nature (sign) and extent (significance) of the relationship between the ratings for the execution of service attributes and the overall satisfaction as perceived by the PRA customers in the current year surveyed.

Table 23: Pearson Correlation & Coefficient of Determination

Overall satisfaction and PRA Attributes	Pearson Correlation	Coefficient of Determination	Interpretation	P - Value	Remark
Staff and Organization	0.694	48.2%	Strong positive linear relationship	0.000	Significant
Customer Service	0.604	36.5%	Strong positive linear relationship	0.000	Significant
Complaints Handling and record Keeping	0.570	32.5%	Moderate positive linear relationship	0.000	Significant



Information and Communication	0.533	28.4%	Moderate positive linear relationship	0.000	Significant
Information and Communication (Website)	0.467	21.8%	Moderate positive linear relationship	0.000	Significant
Facilities	0.499	24.9%	Moderate positive linear relationship	0.000	Significant

***Relationship is Significant at p-value <0.05 , Evans (1996) on Interpretation and Classification of the value of r**

Table 23 provides the Pearson correlation results to assess the linear relationship between the level of satisfaction and the various service attributes delivered by PRA in the year 2022. It can be validated that there were significant strong positive correlations between the level of satisfaction and the provision of services in the areas of Staff and Organization ($R=0.69$, $p = .000$), and Customer Service ($R=0.60$, $p = .000$). These strong positive correlations are indicative that there was sufficient statistical evidence to conclude that as these areas of service attributes were delivered by PRA and agreed upon by customers this year, their satisfaction also tended to increase as well.

Moreover, Complaints handling and record Keeping ($R=0.57$, $p = .000$), Information and Communication ($R=0.53$, $p = .000$), Information and Communication (Website) ($R=0.47$, $p = .000$) and Facilities ($R=0.50$, $p = .000$) were also observed to be linearly correlated at a moderate degree with the overall satisfaction of the retirees.

2. Regression Analysis

Since correlation does not imply causation, a multiple linear regression analysis was performed to test if the common service attributes of PRA had a significant effect size to drive the overall customer satisfaction for the current year being surveyed.

Table 24: Regression Model Summary

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.706 ^a	.499	.493	.755

It can be observed from the Model Summary that the total coefficient of determination (R-square) was 50.0% which statistically imply that the data provided sufficient sets of factors to explain the 50% of the total variations of customer satisfaction.

Table 25: Analysis of Variance

ANOVA ^a						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	281.789	6	46.965	82.378	.000 ^b
	Residual	283.345	497	.570		



	Total	565.135	503			
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Moreover, using the ANOVA, the linear regression model provided a statistically significant good fit ($R^2 = 0.50, 82.38 (6, 497) p= 0.000$).

Table 26: Regression Beta Coefficients

Coefficients ^a						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-.011	.215		-.053	.958
	Staff and Organization	.678	.078	.470	8.665	.000
	Customer Service	.409	.090	.285	4.555	.000
	Complaints Handling and record Keeping	.130	.066	.105	1.983	.048
	Information and Communication	.079	.068	.066	1.155	.249
	Information and Communication (Website)	-.038	.077	-.028	-.486	.627
	Facilities	-.238	.087	-.154	-2.743	.006

^aRelationship is Significant at $p\text{-value} < 0.05$

Using the beta coefficients, it was found that staff and organization ($\beta = 0.68, p = 0.00$), customer service ($\beta = 0.41, p = 0.00$) and PRA Office facilities ($\beta = -0.24, p = 0.006$) significantly predict customer satisfaction). For the former two service attributes, it can be statistically deduced that as the staff and organization and customer service of the PRA were perceived to have been delivered; the more satisfied the customers became. In fact, for every unit increase in the rating for staff services, it induced 0.68 units of making the customers more satisfied. Moreover, a unit increase in the provision of quality customer service enabled an increase of 0.41 units to the overall customer satisfaction. For the latter, a negative coefficient was recorded which was indicative of an inverse relationship that as the Office facilities of PRA were perceived to be functional, it did not translate to increasing the customer satisfaction but otherwise.



E. The Derived Importance Grid

A scatter diagram was utilized to plot the average performance score against the derived importance of the different major attributes of the main (GCG) survey. The following were the data source for the scatterplot:

Attribute	Derived Importance	Average Performance Score
Staff and Organization	48	4.18
Customer Service	36	3.81
Complaints Handling and record Keeping	32	3.60
Information and Communication	28	3.85
Information and Communication (Website)	22	3.83
Facilities	25	3.95
Average of Derived Importance (x-axis)	32	
Average Performance Score (y-axis)		3.9

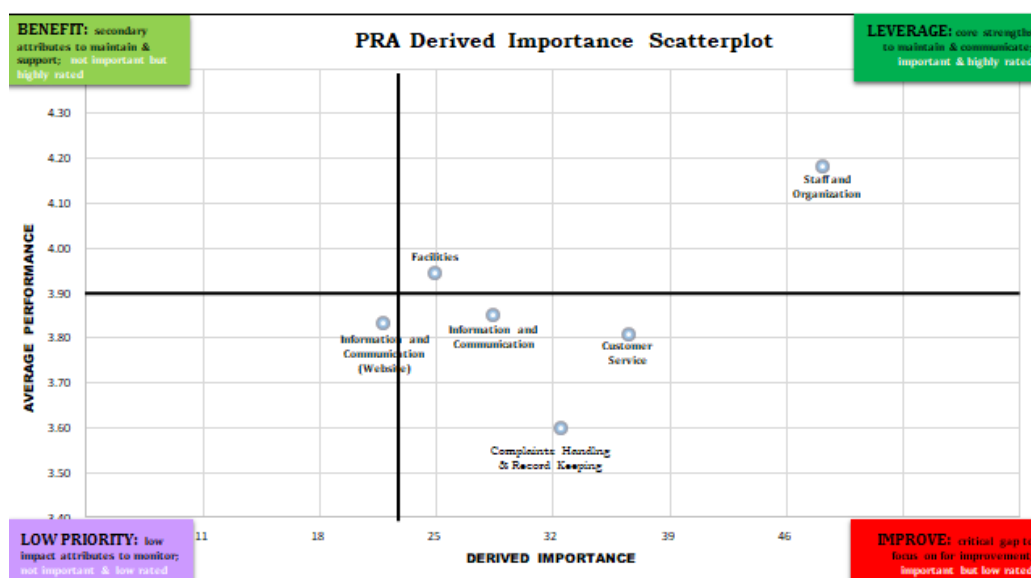


Figure 2: The Derived Importance Grid

Quadrant 1: Leverage Attributes

Among respondents, **leverage** attributes, or major attributes which are both important and highly rated, included PRA staff and organization as well as facilities. These attributes are considered core strengths of the company, and should therefore be capitalized, strengthened, and communicated to all stakeholders of the company.

Quadrant 2: Secondary Benefit

Benefit attributes, which are secondary attributes that are important but not highly rated, are secondary attributes that are needed by PRA to maintain and support. This year, no attribute belonged to this section.



Quadrant 3: Low Priority

Attributes that are classified as low priority are low rated attributes that have low correlation to overall satisfaction. For this year, this attribute includes the PRA website as a means of delivering information and communication.

Quadrant 4: Critical Area for the Service Gap

Improve attributes are important but low-rated and are considered critical gaps to focus on for improvement. Customer service, information and communication and complaints handling and record-keeping were found to belong under this category.

F. Drivers of Satisfaction (Thematic Analysis of Customers' Verbatim Responses on Drivers for the Overall Satisfaction Ratings Given)

1. Drivers for "Very Satisfied" Ratings

Table 27: Themes of Drivers for "Very Satisfied" Rating

No.	Theme Name	Verbatim
Theme 1	"Outstanding Service"	I have always received outstanding service.
		The local Cebu office team is always extremely helpful.
		Excellent service from the Cebu office
		Very responsive and my visit to the office was fast and productive
		PRA Davao staffs are very accommodating and always attending to my needs especially during emergency.
		Pre-appointment service was good and very fast
		All of my office visits since my arrival here in the Philippines, since 2007, has been very pleasant & there efficiency in service was expedient. Additionally, there periodic email correspondence of various PRA changes & activities through the years has assured me that my well-being here is valued by PRA.
		The manger for Region o Eric is super helpful and friendly
		Everything is do without fuss. Including my visa being re-stamped and ID being renewed
		The website service is easy and fast. The people in the office are friendly and helpful. The waiting time is short.
		Was a fast relatively speedy service, except for what seemed to be extremely unnecessary delay having the updated id card issued. When queried delay was told person reviewing it or something like that was unavailable... but then that is a typical Philippines government dept/agency response.



		<p>They offer a good service.</p> <p>The manager of the Cebu Office Corbeta has always been helpful and pleasant.</p> <p>Seamless Transactions and quick follow-up</p> <p>Helpful and responsive staff on pho / at the desk / email , and service rendered (restamping etc.) are gerally fast .</p> <p>Very effective got the service needed</p> <p>In all my transactions with Jackie in the Cebu office, she has always been fast in responding, accurate and complete in her answers, and very helpful.</p> <p>The Baguio Office of the PRA is extremely well managed by Mr Eric Pati who has looked after my affairs from the very beginning with efficiency, reliability, and empathy.</p> <p>Whenever I visit the office in Makati, my concerns are addressed promptly (I come once per year for ID renewal)</p> <p>They make the entry/departure through immigration smooth and hassle free.</p> <p>I travel overseas frequently. PRA travel requirements are clear and quickly accomplished. Service whenever I come in for renewal is timely and professional.</p> <p>I sent an email for renewal and received a response within 5 minutes (and this was 7 am), a few emails back and forth and all was concluded in 20 minutes and my renewal arrived a week later.</p> <p>compared with my experiences in government agencies, i am really satisfied with PRA service, as PRA has been always trying to provide the convenience to the members of SRRA and simplified all procedures as they can</p> <p>Its hassle free to renew you visa every 3 to 7 months.</p>
Theme 2	"Very Responsive"	<p>PRA is very responsive and supportive. Even during Covid 19 the authority was always updating information. There was no single instance when PRA didnt respond. Even the staff was so kind to receiving phone calls even when I was stuck in abroad. Much appreciated.</p> <p>PRA always responds with answers that I can trust and follows through.</p> <p>My id renewal was very fast and the person handling was very helpful.</p> <p>Email response is very good.</p> <p>Good service and quick response to queries. problems encountered so far.</p> <p>I received always immediately the right answer ; polite and competent .</p> <p>I have always had excellent service from PRA</p> <p>They responded promptly to all my requirements.</p>



		<p>All my questions are quickly and correctly.</p> <p>Quick response</p> <p>They reply my email and I can get easily travel pass</p> <p>So fast response. when I applied for Travel Pass, it answered within 5 seconds. I thought it would take o week more.</p> <p>Staff are polite and responsive</p> <p>1. Fast response on questions asked. 2. Good service on SRRV card renewal in 2022 3. Offer of help for Driving License application in 2022 (In the end my friend assisted, but the offer was appreciated)</p> <p>excellent responsive staff provided positive results to all issues despite covid restrictions</p> <p>I have had prompt service from my transactions. There was a bit of a hiccup when I was overseas but it got sorted out</p> <p>PRA went further to help me, more than expected. Since I am here in Philippines w for the remaining time I have left in this life, and Philippines is my, PRA has accommodated well. I have already burial plot purchase 3 and 1/2 years ago.</p>
<p>Theme 3</p>	<p>"Competent Personnel"</p>	<p>PRA staff is very kind and helpful to their customers. They renew our id card very fast and they guide very kindly.</p> <p>The staffs are polite, professional and knowledgeable.</p> <p>The office service was very professional, and the staff were very helpful. I think it would be best that all members kw that they should make an appointment before doing business at the office.</p> <p>Outstanding customer service!</p> <p>Always responsive to customer needs and very friendly</p> <p>I needed some help to satisfy the US IRS and the help and follow up was fast and efficient.</p> <p>They assists me very well</p> <p>Very helpful, transparent, clear procedures, friendly staff, good location</p> <p>Kind and good inform and guiding</p> <p>THE CUSTOMER SERVICES AND STAFF ARE APPROACHABLE AND PATIENT WITH CLIENTS AND GIVING INFORMATION.</p> <p>Very friendly and efficient staff</p> <p>Fast and professional in all aspects of providing services.</p> <p>Fast service and friendly staff</p> <p>They are very kind.</p> <p>Always very welcoming and helpful</p> <p>Very effective and friendly attitude</p> <p>Very kind n fast processing</p>



	<p>There is a nice level of personal service, especially during the covid drama, when PRA staff both in Manila and Angeles were particularly helpful in overcoming local restrictions and facilitating my ID renewal in a timely fashion before I departed Philippines both in 2020 and 2021.</p>
	<p>They are very accommodating to me considering my age</p>
	<p>I received always immediately the right answer ; polite and competent .</p>
	<p>Polite and prompt service without hassle</p>
	<p>Professionalism of staffs are excellent</p>
	<p>All aspects of staff and services</p>
	<p>Always treated with respect from the staff.</p>
	<p>Because at overall I am very satisfied with PRA: the people, the service. Only remark is that w again I have to renew my SRRV every year, just because apparently there are some people who are abusing the "system"!</p>
	<p>PRA Staff are nice and easy to transact when there's minor problems.</p>
	<p>dealing with the Costumer they are very attentive and soo friendly.</p>
	<p>PRA officers and staff members are very attentive, efficient and effective, in getting things do, such as renewal of IDs from a distance under the pandemic. Much appreciated!</p>
	<p>Evert time, my wife and I went to get our PRA cards extended, they did the job so very well and all with a smile on the staff's face. This year too we got our card extended for three years (all that they required was a short letter as to why we would like a 3 year extension than the 1 year extension. so after a while the staff came back and said her boss has approved our plea for 3year extension.</p>
	<p>Always help me to solve my problem.</p>
	<p>My experience with the PRA Staff has been extremely positive, as well as very beneficial while living in the Philippines.</p>
	<p>Professional services rendered</p>
	<p>I really feel at home when I transact with you</p>
	<p>Good service over the years, great visa, friendly staff</p>
	<p>PRA is an outstanding organization. Each and every employee is host, knowledgeable, proficient, professional and friendly. Every experience I have had over the years has been a pleasure. Congratulations to PRA leadership.</p>
	<p>Staff are polite and responsive</p>
	<p>Very efficient Group and happy customers</p>



		They are very professional
		PRA went further to help me, more than expected. Since I am here in Philippines w for the remaining time I have left in this life, and Philippines is my, PRA has accommodated well. I have already burial plot purchase 3 and 1/2 years ago.

2. Drivers for “Satisfied” ratings

Table 28: Themes of Drivers for “Satisfied” Rating

No.	Theme Name	Verbatim
Theme 4	"Staff Competence"	Responsive and helpful
		Kind service attitude.
		Satisfied with service. My interactions with the PRA have been very professional. Dissatisfied with the new travel pass requirement and year to year renewal. Many of us went through numerous screenings and paid a large fee for the benefits of being an SRRV retiree. Now if we want to travel we have to fill out a travel pass which is not even required of someone on a tourist's visa. It feels like the benefits are going backwards instead of getting better. I highly recommend discontinuing a travel pass requirement and going back to the passport Visa stamp and SRRV Card presentation at immigration. Thank you, Stephen Morris
		Service was satisfactory.
		I am satisfied since the personnel in charge of reading and replying to the emails are always ready to give a hand.
		Staff is knowledgeable and takes the time to listen to your concerns.
		They provided basic services required
		Helpful
		Staff were very helpful in assisting in documents for ID Renewal.
		A very professional illustration by the staff of PRA in its office when we visited, we had a very good experience of that meeting because we got all the information we want to know and the staff was patiently explained it clearly to us. Also in the following processes when we dealt with PRA, all correspondences were taken careful and efficiently without too much waiting. That's why we didn't give up PRA program and benefited from it when we're more frequently traveling between Taipei and Manila that each trip as a 'homecoming' tour with pleasant. Thank you!



		<p>The personal staff service is excellent, BUT THE RENEWAL TIME AND REQUESTING THE STAMP RENEWED INTO MY NEW PASSPORT TAKES FAR TOO LONG..... PREVENTING ME FROM TRAVELING WHEN NECESSARY.</p> <p>The renewal and office visit is very convenient, obey restamping takes too long</p> <p>APPROACHABLE STAFF</p> <p>PRA officer's attitudes and work skills are satisfactorily acceptable to me according to my PRA office experience. Hopefully, there is a PRA office extension in Palawan Island too.</p> <p>personnel were very accommodating</p> <p>Good response to emails, good service in Makati office but sometimes long wait</p> <p>Always helpful and polite.</p> <p>PRA employees has been very accommodating and kind .</p> <p>Every visit PRA office, there is good response and polite. Sevice is finished fastly. All is good, but no longer 3 years renewal I missed.</p> <p>THE PRA WAS KIND AND EXPLAINED WELL THEIR WORK CLEARLY FOR ME.</p> <p>Most information given was accurate. They have friendly staff and ar every accommodating.</p> <p>efficient, courteous..</p> <p>They are doing the right thing</p> <p>They are kind and friendly.</p> <p>I find service generally satisfactory, and the PRA staff very helpful.</p>
Theme 5	"It could have been a 5 but..."	<p>Quite long processing time for restamping</p> <p>Communication via email could be improved. Physical delivery of correspondence was completely ignored. No relevant Newsletter sent to inform members of benefits of membership. Events appear to be focused more at staff than members</p> <p>No complaints about service. Its hard to get through via telephone/landline.</p> <p>Now fortunately covid is no longer an issue, I hope that the PRA will lift its travel pass requirement very soon. It would be a mistake to "forget" to lift this requirement now it no longer serves a useful purpose. (Perhaps it may still be convenient for bureaucratic statistical purposes, but this does not outweigh the hassle for frequent travellers).</p> <p>People do not know PRRA</p> <p>I don't like to apply for a travel pass to leave the country. Since immigration is recording my travels, I don't see any reason PRA is doing the same.</p>



		<p>The PRA department has been great. There are two issues that cause me frustration.</p> <ol style="list-style-type: none"> 1. The amount of time it takes to transfer the visa from my expired passport to my news passport if crazy. I cannot give up my passport for such a long time. 2. The new policy to have to renew the card yearly is so inconvenient. There should be a 5 year option.
		<p>Why should I ask for the travel pass every time I am leaving the Philippines? This has never happened before, it started during the COVID pandemic, why it is continuing now?</p>
		<p>Still can improve</p>
		<p>I'm satisfied, because when I visit the Philippines I feel free... but every year I need to renew my PRA Card and expensive.</p>
		<p>It was difficult to get hold of PRA during Covid-19, which was expected. Also the rules were always changing and little feedback to the PRAs. I got information from other PRAs.</p>
		<p>Too slow in transacting visa renewal</p>
		<p>I was able to conduct and conclude my business with the PRA. The wait time for the restamping of my passport was longer than expected but I was kept informed. My main concern is that credit card payments are not accepted</p>
		<p>Satisfied with service. My interactions with the PRA have been very professional. Dissatisfied with the new travel pass requirement and year to year renewal. Many of us went through numerous screenings and paid a large fee for the benefits of being an SRRV retiree. Now if we want to travel we have to fill out a travel pass which is not even required of someone on a tourist's visa. It feels like the benefits are going backwards instead of getting better. I highly recommend discontinuing a travel pass requirement and going back to the passport Visa stamp and SRRV Card presentation at immigration. Thank you, Stephen Morris</p>
		<p>I would like to see PRA work to get SRRV holders who are senior citizens the some of the benefits as native seniors and PWDs. I am an American so I cannot speak for other foreign nationals, but being unable to avail of Medicare here it would be financially helpful to get a senior discount on medicines and medical supplies. I am not suggesting SRRV seniors get ALL the same benefits as native seniors as some benefits are government funded. But we do spend most, if not all, our money here so a few financial benefits would be greatly appreciated.</p>



		<p>My expectations were not exceeded. My purpose and business were well looked after but sometimes there are questions that are not answered with sufficient detail, or personnel could have been more helpful.</p>
		<p>Wait times are too long. Sometimes I feel like the staff is not too enthusiastic serving members.</p>
		<p>The Travel pass return requirement is confusing between what the portal login home page says versus what is said elsewhere and I didn't get an email reply when I queried it.</p>
		<p>Lounge/waiting room can be improved by showcasing native furniture of international standard. However reception is very good & cannot complain.</p>
		<p>Met my needs. The only problems were during the pandemic when the office was virtually closed and unable to process renewals, and the shift to annual renewal of the ID.</p>
		<p>Staff in Cebu Office are friendly and helpful but they are required to forward renewals to Makati and it takes 3 to 4 months which, I feel, is too long for me to be without my Passport.</p>
		<p>I think we could have had better notification of the new PRA Travel Advice requirement. I first found out at the immigration desk and it was stressful trying to obtain the travel approval letter in the immigration hall</p>
		<p>Any policy updates etc should be sent DIRECTLY to the member and not left by chance on Facebook which can be easily missed.</p>
		<p>Got what I wanted but a little confusing.</p>
		<p>PRA - Cebu is efficient and helpful. However, the inability to handle simple things like paying for PRA ID Cards using credit cards or another more convenient way (gCash, etc.) causes unnecessary travel, expense, time, and waiting than it should if an online electronic payment was allowed (with the option of picking up the ID at the local PRA office or having it securely sent (with the appropriate fee for sending it).</p>
		<p>My ONLY dissatisfaction that I (and many others) have is that the "Gloss" of purchasing an SRRV has been taken off the initiative by the fact that it (SRRV) now needs to be renewed every year and not every three years which was the original Govt decision.</p>
		<p>When we handed in the passports for the restamping, we were not told that we had to pay 220 peso for the return shipment. we had to do it afterwards with a lot of effort by bank transfer.</p>
		<p>Only concern i have is the revocation of the 3 year renewal pattern. You have punished many for the actions of a few.</p>



		<p>1. Stop requiring travel pass. Return to pre pandemic norm.</p> <p>2. Enable cashless payment ie gcash, credit card</p>
		<p>restamping process – bureaucratic and very long process. Travel pass – web registration not functional. manually via Email with problems.</p>
		<p>Some of the PRA policies are not equal to the benefits and quality of this great program:</p> <p>1. We do we no need to one year renewals. We have all been vetted and approved via a long enrolment process, there is no need to require one-year renewals. This adds to much time and effort to both the enrollees and the PRA staff. Three or Five years should be allowed. We have committed to the PH, now the PRA and PH should show commitment back by not requiring us to visit the office and go thru the renewal process every year. Makes no sense. If it's about money, just charge a higher renewal fee, say 2000 pesos for every 3 to 5 years. This would also be fair, or even give the option.</p> <p>- TRAVEL PASS – I've traveled 6 times since this travel pass requirement was implemented. Not once, never, has the BI at the airport or anyone else ever asked to see this pass. Why make us do this requirement, if no cares and no one asks for it. This needs to be removed ASAP</p>
		<p>The service had got better through the new setup. The only problem is paying. It goes out of the office and the cashier seems not so interested. I have a change and when I say keep it, she seemed to be happy</p>
		<p>The website changes but access to documents for ID renewal are always difficult or impossible to find. I had to find my forms from last year and reuse them.</p>
		<p>Office visits had been pleasant and efficient. Travel pass requirement should be eliminated or streamlined as PRA can work with Bureau of Immigration about our movement in and out.</p>
		<p>People are pleasant but little mistakes take long time to be corrected</p>
		<p>I believe transactions like iD renewal should be done faster, 4 to 6 weeks seems an awful long period</p>
		<p>I have asked for my SRRV card to be renewed and for a Travel pass to be issued, and have few other claims. For this reason, I do not think it is a special problem. However, I think the problem is that there was no special announcement regarding the issue of the Travel pass.</p>



		<p>Payment of annual & ID fee (US\$360 or it's equivalent in Peso) through Landbank is not convenient due to accessibility and congestion at branch of Landbank.</p> <p>Hope that PRA to accept a payment at any of their branch offices in Philippines or install a concept of "One Stop Shopping" to avoid few ten miles driving car and long queuing up at bank lobby of Landbank wasting my time.</p>
		<p>Length of time required to renew and that my renewed card could not be couriered to me whilst currently overseas</p>
		<p>SOME THINGS ARE DIFFICULT TO COMPLY</p>
		<p>I don't have any complains but sometimes delay renewal ID release and from PRA official news too late information before.</p>
		<p>In general I was very satisfied with service I received in the local office but when I had to submit papers etc for renewal it always took so long to get things returned</p>
		<p>Service and red tape or under the table is not being practice. However, i am not aware with the products or merchants that we can avail or enjoy as being asked in this survey. If this benefits is existed please let us know what are those by sending it to me. Thank you</p>
		<p>It would be nice if the PRA can come up with a simpler online process to renew the annual PRA IDs. The current process works via email and bank payment but I think there is room for improvement especially now that everything is digital</p> <p>It might also be useful to have a chat support available rather than the traditional phone customer service. Staff are generally friendly but there is still room to improve to simplify processes and make it easier for PRA members to reach out to customer service staff.</p>
		<p>I would like to see the 3 year SRRV ID Card come back. Renewing 1 year at a time with up to a 2 month wait time is not satisfactory. When the issue with the Chinese was identified and fixed, it is time to move on and go back to a 3yr ID.</p>
		<p>Everything ok. But restamping new passport takes too long (3 months)</p>
		<p>Things get done but take time.</p>
		<p>When are they going to allow renewal of the 3 year ID card? I had it for 3 years before but now they say only 1 year renewals. The 3 year renewal was one of my favorite perks</p>
		<p>There are several areas of improvement needed but the services are available if you know how to access them. In all honesty, the PRA should have feedback for improving the access to services and how best for the users to utilize them.</p>



3. Drivers for “Neither Satisfied nor Dissatisfied” rating

Table 29: Themes of Drivers for “Neither Satisfied nor Unsatisfied” Rating

No.	Theme Name	Verbatim
Theme 6	Cost-related Woes	I appreciate the SRRV and am agreeable with the high deposit but the yearly fee if \$360 is just ridiculously high, and marketers get \$300 from this for doing nothing. It's not right.
		I don't really benefit from anything offered by the PRA anymore. All they do is renew my ID and take my money for the Visitorial fee. Unfortunately because of the rates of exchange, the ridiculous Visitorial fee now costs much more than it should or more than it did 7 or 8 years ago. The PRA comes off as being very greedy by not putting a ceiling on the Visitorial fee, which I think shows quite a lot of disdain for the PRA members.
		don't keep the interest paid for our time deposit for yourself. Your money is the membership fee. Interest on my money should be my money. You are pocketing more than USD700 that belong to me!
		It is not possible to pay fees by card or online. This is not best practice or good customer service.
		I appreciate the SRRV and am agreeable with the high deposit but the yearly fee if \$360 is just ridiculously high, and marketers get \$300 from this for doing nothing. It's not right.
		The initial SRRV application was relatively smooth, although PRA should stop working with Development Bank of the Philippines given the very long delays experienced with deposits and withdrawals (I subsequently transferred my deposit to BDO).
		The renewal process now inconveniently has to be done every year whereas it used to be possible to renew and pay for 3 years. It is possible to renew online however the process was not exactly smooth. Communication by email was erratic and unclear. It took the intervention of the finance department to explain how to transfer the 150 Pesos for the courier fee. It is good that it is possible to renew online, however this process should be improved and made easy and seamless.
Also not allowing SRRV holders to come back for 18 months during the pandemic was a disgrace. We get these visas because we live here, we have houses, business, a family, our friends are here... I got		



stuck 18 months out of the country and was not allowed to come back despite repeated requests.

We never got any news/ information from you. Why do we need to renew our ID cards frequently. When Bank of Commerce stopped keeping our deposit, we had to pay a bank fee to transfer our deposit to BDO which is just across the street and it was not at all our fault.

1. I had originally overpaid my deposit by USD 4,000. During the pandemic I desperately needs that refund. The process was EXTREMELY frustrating and took 5 months. Customer service was piss poor, no specific person of office could keep me informed. I was even required to create a new bank account to get my money. To be clear the process was unprofessional and disappointing. Now, having written this , I would like an explanation of when I was treated this way.

2. I am NOT impressed that I now need to renew the visa annually. Initially the renewals were done every three years nor am happy with the reason given for this i.e. that the Agency wishes to vet/ or check on us. Checking in can be done on-line if necessary, although I see no need for this! I know from other sources that the Chinese and Korean gamers who are being asked to leave the country may have tarnished the good reputation of the visa. There is no reason to paint other visa holders with that brush. Please return to t he 3-year renewal period.

3. This study is looking internally at current visa holders who have no choice but to accept the way we are treated. PRA should that the time and make the investment to a study of the visa offerings of nearby countries: Thailand, Indonesia, Turkey, others.



<p>Theme 7</p>	<p>Service Inconsistencies</p>	<p>I have a house but I can not get usd20,000.00 back. I have a son 7years old. I like to buy a property for him.</p> <p>The PRA provides basic services but nothing special. Should be more prepared to be courteous and helpful to old PRA clients especially senior clients who are courtesy PRA Holders.</p> <p>In recent renewals they have been efficient with good communication, with the original SRRV application the communication was very poor.</p> <p>because I get very good responses from Cebu office, but very slow or none from Manila staff. also i have participated in a number of surveys now. but you never get any feedback or answers to your concerns</p> <p>Because although the staff are kind and helpful, there is this stupid rule that PRA cards can only be renewed annually and only by personal visit to the office. You used to have three-year cards. That meant I did not have to trail into the PRA office, and waste a whole morning, except every third year. And card renewal should all be wholly online anyway - this is 2022.</p> <p>They have not been very helpful. They only do what they have to do, nothing more.</p> <p>Pag Renew ID it takes 2 months Pag restamping 3 months bago magbigay Kayo passport</p> <p>Very little service is provided. Visits to their office are impersonal.</p> <p>Not enough pro-active engagement There should be more news and information Regular contacts and support is not provided</p> <p>It's a good program and has many advantages, but also flaws.</p> <ul style="list-style-type: none"> - choose a real bank as partner, not Landbank, as the annual membership fee cannot be transferred, but must be paid in cash in a nearby branch. As Landbank serves mostly the unbanked and underbanked, the branches are always crowded - bring back the 3year validity, renewing every year throws a major monkey wrench into any travel plans and schedules - don't keep the interest paid for our time deposit for yourself. Your money is the membership fee. Interest on my money should be my money. You are pocketing more than USD700 that belong to me! <p>Difficult to access PRA for Japanese</p> <p>It is not possible to pay fees by card or online. This is not best practice or good customer service.</p> <p>Your office is very slow to respond to contacts.</p>
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<p>Theme 8</p>	<p>Online/Website/Virtual Response Delays</p>	<p>ID registration on the PRA web site was impossible after numerous trials. I came to know later after I visited PRA office that there had been some kind of online system problem, however no information, or explanation about it was found anywhere on the web page.</p> <p>PRA often look at social media for queries and does not answer any emails sent, this is confusing as I do not participate in social media I had to ask my wife to contact them.</p> <p>Dealing personally with staff is fine and sometimes very good service. But trying to get any answers by eMailing or sending messages through Facebook is very poor. I feel lucky if I even get a response.</p> <p>Not enough pro-active engagement There should be more news and information Regular contacts and support is not provided</p> <p>Appointments are difficult to schedule Phones are not answered or busy. Work hours are short Only a few people are actually working The managers that are needed to approve certain pra transactions are seldom available</p> <p>It is not possible to pay fees by card or online. This is not best practice or good customer service.</p> <p>I have had some awkward responses through email before. Contradicting information</p> <p>We never got any news/ information from you. Why do we need to renew our ID cards frequently. When Bank of Commerce stopped keeping our deposit, we had to pay a bank fee to transfer our deposit to BDO which is just across the street and it was not at all our fault.</p> <p>When I call or text I never get a response. When I walk into the office I am well taken care of</p> <p>The face to face service is good but while away from the RP during Covid it was difficult to get information or a response.</p> <p>I live far away from the office and like to renew my visa for a period of 3 years; I do not like to line up every year at a bank and wait a whole morning before transaction is done; As it is done last year I had to come back coz lack of internet. I really prefer to see the office every 3 years and pay cash'</p> <p>It is VERY difficult to get any answers from PRA. Even harder to use their website.</p> <p>1. Not answering the phone 2 not friendly 3. Hard to renew every year.</p>
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4. Drivers for “Dissatisfied” rating

Table 30: Themes of Drivers for “Dissatisfied” Rating, Frequency of Responses

No.	Theme Name	Verbatim
Theme 9	<p>Dissatisfaction with the 3 to 1-year ID renewal policy</p>	<p>The agency got totally off track. Re stamping of the visa from one passport to an other needs more than one month. (Welcome to jail in the PH) ID renewal cannot be done for 3 years anymore and must be done every year. People send to the PRA to drop of/ clam passports /ID cards need to registered a marketers with a notarized form!!!!</p> <p>Requests to PRA</p> <p>The other day, I visited the PRA Angeles office and applied for an ID renewal. Also, since my passport had been renewed, I requested a visa seal be issued for this new passport.</p> <p>Regarding the ID card, when I renewed it last time, I was able to renew it for 3 years, but this time I was told that the rules had changed and only those with a 1-year validity period could be issued. Also, it will take about a month for the new ID to arrive.</p> <p>In addition, I was told that it would take three months to issue a visa seal for my new passport.</p> <p>As a PRA visa holder, I would like my ID to be valid for 3 years. And when issuing it, I hope that it will be issued in about two weeks as before.</p> <p>Secondly, the three months it takes to issue a visa authentication seal for a passport is too long.</p> <p>In the unlikely event that I need to return to my home country urgently, such as when my relatives get sick or misfortune while I am entrusting the passport, I do not have the passport at hand. There will be serious obstacles to a speedy return home.</p> <p>Also, in the Philippines, I am often asked to present my original passport for opening a bank account and other various application procedures.</p>



		<p>However, I will not be able to do these procedures for a long period of 3 months. Therefore, I have no choice but to hesitate to apply for a visa seal attached to my new passport. In this regard, I would like to request that the issuing period be reduced to about one month.</p>
		<p>Changing the validity of the SRRV from 3 years to one year.</p>
		<ol style="list-style-type: none"> 1. ID's should have a longer life than 1 year. An option to pay for renewal on-line would be extremely helpful. 2. Very limited services are actually available through the office in Cebu. They are understaffed. The advertised services on the website are not available. 3. I don't believe we should be required to process a travel pass. This seems to be overly controlling over people that have processed significant paperwork to obtain an SRRV. 4. We were not allowed to return to the Philippines for an extended period of time during the height of the pandemic. Our SRRV card was useless during this time. This was not an acceptable response to the pandemic - especially since we have invested significant money in the Philippines and could not return to our home in the Philippines.
		<p>changing the renewal term from 3 years to 1 year is extremely disappointing. especially given the unusually long time it takes PRA to process the paperwork and deliver card. unless you wish to spend fifty thousand php to fly to manila, stay over in hotel, and and do in person. the requirement of LandBank by PRA is dissatisfying. LandBank is unwilling to provide receipts, they suggest you handwrite your own. im not a PH attorney, bit that seems rather unusual. the PRA requirement to obtain a permission slip prior to exit travel is highly unusual. defeats the purpose of a PRA membership which freedom of travel into and out of PH.</p>
		<p>it used to be a really good service and things were handled smoothly,, now I only got a one-year card and when I need a visa for my new passport, it takes a really long time to get it, now I've already been waiting for about 2 months,, I had plan to Thailand to meet an acquaintance but I can't because of the passport it's there</p>



		<p>Because I could extend only one year for my ID in 2022 July.</p> <p>It is too short!! I have been living in Palawan. I feel lazy to go to Manila often.</p> <p>Maybe PRA can make it much longer, like 5 years and/or 10 years.</p>
		<p>i can't renew 3year or 5years. only 1year i can extend.</p>
		<p>The card can only be extended for one year. (it used to be possible for several years). I would like the documentation for the extension to be simplified. Can't accept credit cards.</p>
		<p>ID Renewal required every year, as opposed to every three years in the past. Office renewal requires an appointment, in the past "drop in" was fine, great because arrival time can vary by an hour or more due to traffic, so added pressure to arrive on time. We are Balikbayans and visit the Philippines for only a few months every year, so concerned about having to renew, process is too complicated if completely online, no credit card accepted, need to use remittance service to pay. Also reporting entry and exit is a hassle for us nearing 80 years old, wife cannot possibly comprehend and complete reporting without my help. Considering cancelling our Visas and upgrade to our Balikbayan status, with not administrative complications, just present our passports, and if asked marriage certificate and birth certificate, totally stress free.</p>
		<p>It is very inconvenient that the validity period of the ID becomes every year. I would like to see the 3-year valid ID restored as before. The system that I have to go to the designated bank myself to pay the price is also troublesome.</p>
		<p>Change to 1 year ID renewal from the previous 3 year renewal.....unnecessary extra burden for seniors. It is not a matter of cost.....it is amatter of inconvenience.</p> <p>Also the new requirements to register on exit and on returning to the Philippines.....inconvenient extra workload.</p>
		<p>Only one year SRRV card available instead of 3 years due to corrupt practices.When renewed it was for the wrong year.</p>
		<p>Change to one year validity of SSRV cards is absurd! Obviously does not work for absences of more than one year. At best a real pain for renewal; a needless imposition.</p>



5. Drivers for “Very Dissatisfied” rating

No.	Theme Name	Verbatim
Theme 11	<p style="text-align: center;">Horrible Communication/Very Delayed Response</p>	<p>WE have now The year 2022.Iam devorced my Ex Wife and Take her Out from my SRRV per Letter in The year 2009.Bud 2021 after The PRAA investigate more to dont know that my Ex Wife ist Not more in my Visa.Ok that can Happen WE are all human Bud this year 2022 when i again extend my Visa The ASK me The Sem and surprise again Bud my Letter that i Take Out my wife from 2009 ist there.And Second.....</p> <p>In 2017 i Need The Help from PRRA because my jelouse neighbar make a Case Fore.me.and The Immigration Take my Passport.So i ASK For Help from PRAA Budnothing.Thats wy iam absolut Not Happy with The Service from them.</p> <p>Request an Appointment with the Management - no Answer. Nothing runs well this Year</p> <p>When I tried very hard to obtain a EED early 2021, to allow me to return to the PHL, I could not secure such even not after more than 5 months, although my husband was in touch with the PRA office on various occasions, explaining my desperate situation</p>



I was stuck in China trying to keep back to Manila - I sent many emails begging for assistance with the procedures to return during the Covid restrictions- this took place over many months - in all your correspondence NOT ONCE did anyone reply with their name! So, no-one was accountable resulting in numerous nameless replies that didn't answer my question and didn't help at all. In the end I had to do my own research and find out when I could return and what I needed to do - with ZERO support from PRA. I would say previously I was pleased with PRA having been with you for about 10 years; but this experience was dreadful and left me stressed and worried - I couldn't believe the callous indifference I felt from the PRA that at times either never replied to my emails, or if they replied never gave their name so I could follow up and hold someone accountable - it was just horrible!

It is hard for me to answer the other parts of this form - as I was so wounded by how I was treated by your team answering my cries for help from China over the many months I was trying to return home to Manila - (DO you still tell your staff to not use their names when replying to member concerns????) Why would you do this? It is unprofessional and unfriendly - it leaves members lost, not knowing who is replying to a concern and getting any follow-up as without a PRA person's name other emails get lost by going to other people unfamiliar with a concern/complaint.

However, apart from that PRA people I meet in the office are nice and helpful - so trying to answer the rest of this survey is difficult - I normally had good experiences from the office staff, but with this horrible treatment by whoever were the NAMELESS responders to my cries for help from China, it is difficult for me to give you a positive response. (I would be happy to send you my many emails begging for help and the few replies that left me wondering why PRA treated me so badly - that is if you want the evidence).



		<p>The SRRV was positioned as a "Philippine Greencard", allowing me to make the Philippines my home.</p> <p>During the CoVid pandemic the SRRV was treated like a tourist visa and because I was outside the country when the lockdown was decided, I was not able to return to MY HOME for two years. Most countries treated foreign residents like citizens and allowed returns. There was little to no communication during that period and requests for information remained unanswered!</p> <p>How can I have a home in a country that denies me access? To add insult to injury, the PRA charged the visa fee for the years it denied me access to my home!</p>
		<p>Because anually I have to ask over and over again the same thing. My interest earned. They ignore my question or send me to other person and nothing happens. Same with my renewal Id card.</p>
		<p>the only service i use is my renewal by email... it always took 2/3/4 months to process my renewal... last 2022 PRA send my wrong quote because the lady did not use the correct exchange rate...</p>
		<p>No proper and meaningful communications from PRA.</p> <p>No inforamtion/support to Entrepreneurs (or Active SRRV)</p> <p>PRA's infrastructure is poorly designed, often does not work (in case of Teavel Pass etc.)</p> <p>General a source of harassment, rather than a helpful resouce</p> <p>Horrible Communist style travel moitoring (worse than China actually, I've lived in China for 15yrs) with their travel Pass.</p> <p>There is nothing and no information the Gov doesn't already have. The BI has clearly all enry/exit info - why would the PRA need to know? Exit Immigration rarely asks for Travel Pass, and is a source of rtavel stress and harassment - I travel every week!</p> <p>No active networking, seminars, investment options, networking, Gov. updates, no expat/retiree information at all,</p> <p>ID card needs to be renewed each year, why not 2 or 5 yrs? Is such a frustrating sheep experience having to deal with dense office staff and long waits (incl. akward cash payments - which still take 10min per person)</p>



		<p>Lame anual events, and opportunity to brag about PRA's ability to extract maximum montey form its members/retinrees. Bizar presentatins about internal PRA issues, not relevant to active SRRV members. And nothing ever changes, seems to get more and more burdensome.</p>
		<p>The office in Manila is excellent, but the office in Angeles is extremely poor and I will avoid contact with them in the future. Their customer service is so rude and inefficient as to generate constant frustration. They don't respond to call or emails. When you schedule an in person visit they ignore your appointment and service their friends first generating long waits and more frustration. Once they finally see you, they are consistently rude. When I politely asked the representative to speak to me in English instead of addressing my wife in Taglish, she snapped "you should learn our language " which is not appropriate for an office primarily dealing with foreigners. I strongly suggest the main PRA office conduct an in-depth review of the Angeles as top to bottom improvements are definitely required.</p>
		<p>They were very busy and panicked when I visited office. The guy who has many tattoos who treated me badly Shutting me very badly infront of members in the PRA office and he said me that Are you chaineese laugh at me that is racist i was very very angry that time</p>
		<p>Three years ago, I informed the CEO by e-mail about a serious problem wit my long term leasing where any change requires the approval by PRA. I informed him that I file a complain in court to defend my rights an also the rights of PRA. I never got any answer even not the minimum, a confirmation of receipt of that mail.</p>



		<p>There is also a general problem, they never give a confirmation of receipt of any e-mail by return.</p>
		<p>It took almost 4 months of waiting to cancel. I received differing and uncertain information throughout the process. In addition, I was charged for years of fees while locked out of the country, so I paid and received nothing.</p> <p>I sat around in a rented apartment doing nothing but wait. Wasted my time and cost me money. When I checked about doing a cancellation outside of the country I was told I would have to courier my passport and wait 4-5 months. This is also expensive and unacceptable to expect a customer to not have their passport in their possession for 4-5 months, let alone if it should get lost or some other problem happens.</p>

G. Comments and Suggestions for the Improvement of PRA's Services

Theme 1: Improvement of the PRA Website and Timeliness of Online Response

- Improve website. Handle everything possible online. Reduce complexity of procedures. Eliminate redundant tasks like Travel Pass, which could be obtained from Immigration
- Many years ago there was an active forum online for members. I believe it died out for some reason but it was very useful to have something like that.
- Make your website more easy to surf
- Requirements that have changed throughout the years are less customer friendly. Specifically: the in- and outbound requirement of registering which doesn't seem to work via the website after all. If you need records of retirees leaving the country and coming back then there are more customer friendly ways to organize that online. We had real headache with this requirement. Sayang... :- (
- The second item is the annual renewal of the ID: we were able to do that for 3 years before. Now we have to do that every year. A year goes fast and the procedure is a hassle. There are more modern ways to pay for this renewal nowadays...
- Restore multi-year ID renewals. Simply online renewal process, allow payment by credit card. Allow ID renewal drop-ins. Discontinue Entry and Exit reporting, improve website navigation, put priority on current member support, now focus is on marketing and new member recruitment. Have an Immigration representative in office to expedite processing. Now takes months to re-stamp passport and to cancel VISA. There is an abrogation to the terms we agreed to when receiving our SRRV. No reporting, just renew our ID every three years. Disappointing and considering upgrading to simply being Balikbayans, no hassle, no worry of non-compliance. Disappointed, but if renewal period were restored to three year or even



more would be acceptable to us. A retirement visa needing to be renewed every year, seems incongruous.

- Your website is never attended to. No one answers the phone when i call. The only way to get service is go to the office which is un-satisfactory. Once in the office the staff are very helpful.
- Your website will indicate you can apply for a new ID online however the process was not simple. The amount to be paid could not be transferred to Landbank via a Philippine bank. I had to ask a friend to physically go and deposit it in the bank. I ended up being able to return to the Philippines so was able to sort it out.
- If any kind of online system access problem comes to occur like members' ID registration for example, any notice, or information on the web page will be helpful to avoid unnecessary loss of time and effort.
- Abolish the useless and annoying travel pass as you never had it before the pandemic. Re-introduce longer renewals for SRRV cards, perhaps for those who have been visa holders in good standing for 3 years or more. Answer your phones in the Makati main office; people call because they have questions that are often not answered on the website.
- Better website, faster clearer response to email, viber or Whatsapp channels
- Get cellphone lines and publish on website; and answer phone! Issue three year or longer ID cards - DUH!
- Give us information that is useful to someone that lives here, not marketing the SRRV for your commission. I don't live anywhere close to Manila so what good are your merchant discounts? I NEED TO GET MY MEDICINE THROUGH CUSTOMS WITHOUT THE DELAY AND HASSLE, that is no tax or other fees. I am a US government and military retiree. My medicine is provided by a US government contracted pharmacy. I have a small co-pay, but have a hassle getting my life saving medicine through customs. I have an emergency and need to send money BACK to the US, and now the banks says I can not without a Tax Number. What the hell! Every interaction with the Philippine bureaucracy is complicated and time consuming. What if PRA was a one-stop office with actual help with all these things - or at least have a website that provides accurate information on everything needed to live here.
- I have not been in the main office except on my original application to submit payment and documents with the representative. This was over 4 years ago and prior to the pandemic. I don't remember anything necessarily bad about the location. As far as the websites and information. During my initial application it was very confusing and difficult to navigate the requirements. There was really no where to find answers for certain requirements. Luckily the agent I used was able to answer more questions. As an example of improvements. With the current travel pass requirement. You have a website for logging in departures and arrivals. The form is easy to fill out and instantly recorded. However, half the time I can't access the PDF of the completed pass. (Yes, I have reported this already and not fixed). Further, upon arrival one is required to submit a copy of the entry stamp and ID card. But no where on that specific site does it offer the information for submitting this requirement. It is very disorganized in that way. There should be a link in the same website for completing all requirements that pertain to entry and exit. In the past I inquired about assistance in obtaining a Philippine drivers license. My inquiry was never answered. I had questions about the PhilHealth option, never answered. So, there should be a better system for sending inquiries and having them answered. Fortunately, I have not had much trouble with the PRA because I only have to pay my annual fees and that is that. I would like to see some things improved though.
- I hope you come up with ways to make the website more useful. Also, if there are any notices, please let me know by text message too. For example, I would like you to post a notice about whether need to report on departure and arrival.



- Lastly, every applier supposed to renew my ID once a year, but I hope you can make 2-year and 3-year renewal IDs the same as before and will you give some discount with that programs. Always thank you for your service.
- I tried to sign in recently to the website for a travel pass but could not connect. I went to the the office which is nearby and was in and out in 5 minutes. Maybe improve logging in to the website. I have only tried rarely. It may have been a temporary problem
- I visited PRA for renewal purposes in August 2022. I had difficulty getting intouch with PRA via landline, the telephone (trled all the listed numbers on website) just keeps ringing, no one picks up. Fortunately, I had a friend who applied for renewal just before me, thus I was able to benefit from their experience/knowledge.
- Improve website. Handle everything possible online. Reduce complexity of procedures. Eliminate redundant tasks like Travel Pass, which could be obtained from Immigration
- Keep Website up tp date concerning eligibility requirements
- Look at the website. Do you think it might be better then it is?
- Make your website more easy to surf and make online payment available.
- More information on website
- PRA can improve their website. The procedures are still manual and paper based, which could be updated to modern, paperless systems
- Reviewing open orders and following up on them. Responding to email questions. Ensuring that responses are accurate. If there are questions for the rep on how to address an issue, they go to their supervisor. Truly review the overall processes.

- Honestly, as a person who worked servicing clients in person, online, and in website design, I am not impressed at all. Perhaps there needs to be some internal system to ensure that all processes are followed and, if anything is missed, people leave that open and can review them. Don't punish the reps. If there are issues, use the rep's information to build systems to assist them in making the experience better for both them and the client. Rep's need to deal with A LOT of challenging customers. Putting the manager and computer developers in their shoes would improve the experience for everyone.
- The website should be updated more frequently (no need to display information about office closures in August 2022 - 3 months later!)
- Website should be visited often to make it timely.
- On line renewal of visa and payment would be helpful
- Travel pass letters sometimes cannot be downloaded. They were sent via email. The website needs to inform where are the travel pass issued.
- upgrade the website
- incorporate digital first processes
- Use the dedicated website and emails to respond to persons, when calling head office no one will tell me what department i need, a bit more customer service would be appreciated.
- Utilizing technology to improve current processes and procedures for most PRA Transactions will be helpful to everyone. The website can be improved further. It is more focused on new applications and does not seem to contain enough information on continuing benefits for member, such as activities, merchant partners offers or discounts etc. One of the most important aspect of Retirement in the Philippines is healthcare. It will be good if there are more benefits or partners in this area. It will also be good if the PRA can arrange for senior members to have benefits or discounts for healthcare ,similar to the senior card for the locals.
- Website can be revamped to include useful information about living in the Philippines
- When I first applied for an SRRV (visa), the agency's website was inaccurate (outdated) regarding the documents that needed to be submitted. As a result, I had to go to the PRA



office in Makati 3 times before I had all the requirements, which was extremely inconvenient. However, that was almost 10 years ago. I don't know whether that situation has improved.

Theme 2: Develop good facility to cater for online/virtual transactions (e.g processing documents/payments)

- Ability to transact online, renewal and payment.
- Get more procedures - especially card renewal online - requiring old people to trail into an office and waste all day getting simple things done is not 2022. If the banks can do it, so can the PRA.
- "2. Enable cashless payment ie gcash, credit card.
- Online ID renewal"
- After the experience of the pandemic lockdown, the PRA needs to significantly improve its online. service offers. Most of the services provided are available online elsewhere.
- Can i renew icard online more fast.
- Communicate with your members. Is the travel pass still required? Is noticing the pra on returning to the Philippines still required? When passport expires what is procedure to get new visa in new passport? Make it easier to get id card, maybe apply onLine and pay with credit card? Etc....
- Do the yearly renewal process online with online payment methods. There is no reason to do it in the office. It can be done online, and the card can be sent to me. I would be willing to pay extra for this service
- for improvement - online application for all transaction/ processing of docs
- Have the ability to fill out forms online and pay electronically (credit cards, gCash, etc.) for services (including annual ID fees and shipping charges) FROM THE INTERNET thus cutting down on travel and paperwork at the PRA offices and the requirement to go to PNB to make a deposit and then return to the PRA office.
- Hope PRA keeps up its good services in handling online and/or email renewal of PRA IDs. It benefits us greatly under Covid-19 or other situation which makes travel to Manila is difficult.
- allow apply renewal online and send the renewed SRRV CARD BY EXPRESS MAIL
- "I think everything is ok but they can add videos on how to do online works so people can easily know more about it.
- Just inform members immediately when online money transfers fail.
- Lower the renewal fee for the retirement Visa. And make it possible to renew online by credit card.
- "Make renewals easier by having more offices or allowing visa offices to process renewals.
- Streamline the online renewal process."
- make online payment available.
- "Payments for ID renewal, annual visitation fee, restamping etc should be able to be completed online using a credit or debit card. I am required to either stand in line for often hours at my local Land Bank - where the staff have no idea what the PRA is - or travel to Manila to complete my transactions in person which is actually preferable than the Land Bank option. My dealings with embassies in Manila are all done online and payments made with my credit or debit card. Why can't PRA join the 21st century?"
- Also on my recent visit, I had emailed ahead to advise that I would attend at 8am as I had to catch a flight back to my province. When I got there at 8am, I was told that they were about to have a flag ceremony which would take an hour and I had to wait! Fortunately the woman attending me did agree to finish my transaction given once I explained that I had a plane to



catch (of which I had already notified them). But the point is that I was never advised about the hour long flag ceremony."

- Please make it renewal of IDs and transfer of visa stamps to new passports easier and faster and online payments for services will be easier than bank transfers.
- Provide more service available online without having to visit office.
- Provide opportunity to pay annual fees by card or online.
- Restore multi-year ID renewals. Simply online renewal process, allow payment by credit card. Allow ID renewal drop-ins. Discontinue Entry and Exit reporting, improve website navigation, put priority on current member support, now focus is on marketing and new member recruitment. Have an Immigration representative in office to expedite processing. Now takes months to re-stamp passport and to cancel VISA. There is an abrogation to the terms we agreed to when receiving our SRRV. No reporting, just renew our ID every three years. Disappointing and considering upgrading to simply being Balikbayans, no hassle, no worry of non-compliance. Disappointed, but if renewal period were restored to three year or even more would be acceptable to us. A retirement visa needing to be renewed every year, seems incongruous.
- The visa is a retirement visa, reduce the annual renewal requirement. Re-establish 3 or 5 year renewal. Increased focus on those not living in major cities such as Manila or Cebu. More online options rather than form filling.
- "The whole concept of step by step transactions and waiting areas is unnecessary and very outdated. It's unreasonable to suggest that clients are not able to deal with all processing in one step. The client should be seen by one consultant who will check and accept the application and supporting documents and the fee. Client can then leave the office and wait for a text to collect the final documents. There should be a full online facility so that there is no need to even go to the
- office. Waiting areas and queues in any office or bank indicate understaffing or inefficient processing systems."
- to have a better renewal service online... in 3 working days ORA should be able to renew a PRA visa...
- Travel Pass application online is not always working.
- "Your payment system is outdated.
- We should be able to pay online for the Visa and just go to the office to pick up our PRA card"

Theme 3: Review of the Renewal Procedures and Re-establish the 3-year Expiration period

- The only thing is the stamping of visa on renewed passport takes around one month or more. I suggest that Immigration department can improve on expedite re stamping or at least maximum a week.
- 3-year cards again please please please.
- I suggest PRA allow 3 years valid SRRV CARD,
- the few times I went to PRA to renew my SRRV, I had to wait in line for payment for a long time because an agent was in front of me making payments for multiple applicants. I feel this could be avoided by having a separate counter for agents. It was pretty annoying 2 years on a row.
- The ID renewal process, as explained above is expensive because you have to renew it every year, it's cumbersome because there are many emails, the emails are often not answered



immediately, and the renewal process takes too long. My suggestion is to have a five year period rather than an annual period. And then the trouble would only be once every five years rather than once every year.

- The ID used to be renewed every three years, but since 2022, it has changed to annually. This has caused inconvenience for me. I would suggest that this be reverted to the old system of renewal every three years
- "The renewal of the PRA ID-Card was reduced from 3 years to only 1 year. This is very inconvenient and means a huge hassle. The validity should be extended
- again to 3 years or better 5 years to avoid unnecessary work and hassle every year.
- The investment and in Term-Deposits (USD or PHP) should be extended to a wider range of investment possibilities since the high inflation is eating up these
- kind of investments by the time. For instance an investment in stock funds (Broad Market ETFs etc.) or precious metals should be also possible to preserve the value of the investment."
- "The renewal process is very long and very time consuming. Before I receive 3 year renewal. and happy to pay for that Covid was used to
- make it one year renewal and It is so inconvenient and very costly for me . I would much rather pay more money
- proceed 3 or 5 year and pay more. You someone leave early there is no loss for SRRV This is very important because this is the main contact with SRRV and it slow and poor .. call me and I will tell you why."
- The visa is a retirement visa, reduce the annual renewal requirement. Re-establish 3 or 5 year renewal. Increased focus on those not living in major cities such as Manila or Cebu. More online options rather than form filling.
- There is a need to restore 3 year ID renewal (or more). This will enable PRA to provide more time for other matters.
- This time the renewal ID was ready soon, but it was not sent to the courier company for more than a month. This has been very incomprehensible to me, and I have emailed many times to ask about it, but the problem was solved immediately after I emailed inquiry instead.
- to have a better renewal service online... in 3 working days ORA should be able to renew a PRA visa...
- To return to the 3 year ID renewal like before instead of the yearly ID renewal.
- VERY STRONGLY RECOMMEND THAT SRRV RENEWAL PERIOD BE EXTENDED TO THREE YEARS. IT TAKES A MONTH TO GET RENEWAL. IF YOU CUT THE SRRV WORKLOAD BY 2/3, BY REQUIRING RENEWAL EVERY THREE YEARS INSTEAD OF EVERY YEAR, YOU WOULD BE THE MOST EFFICIENT GOVERNMENT AGENCY.
- Was much easier when I could renew every three years. Every year renewal is not convenient.
- When renewal the ID, 1 year term is too short, should be within 5 years term. 360\$ is too expensive comparing the old retirees who are free of charge.
- "- Renewal could be handled on line
 - Credit card payment would be helpful
 - Reinstatement of 3 yearly renewal would save on administrative time and improve cash flow for PRA. Requiring an annual renewal (rather than every 3 years) is burdensome and time consuming"
- "1 Harmonize dates for payment of visitorial fee and ID renewal.
- Consider a 2 tier membership with basic just providing the permanent visa so members can live here and also travel abroad. Enhanced tier would include all the other amenities you offer.
- 3..Modernize payment system by adding more convenient options e.g Gcash. Credit card, PayPal, Apple Pay



- Person retiring here from other countries may be divorced. This should be an option when asking for civil status
- Also in the survey you ask working status. You are a "retirement authority" yet retired is not an option."
- "1) Too long to receive my new ID card every year. Usually I received my new ID card 2 months or more after my initial application each year.
- 2) The fee for the renewal of ID card should be in Philippines pesos for those who are renewing from within Philippines and NOT in US dollars.
- This is because the US\$ and PHP exchange rate varies from day to day.
- So on the day that I submit my payment to PRA for the new ID card, the US\$ / PHP exchange rate will be different on the day when PRA processes my new ID card application.
- For my ID card renewal application for 2021 and 2022, PRA instructed me to send an extra 100 PHP because the original amount that I sent was not enough because of the different US\$ / PHP exchange rate.
- It is very inconvenient for me to make another trip to the bank to pay this extra amount."
- 3-year cards again please please please. 2. Get more procedures - especially card renewal online - requiring old people to trail into an office and waste all day getting simple things done is not 2022. If the banks can do it, so can the PRA.
- "1. Extend longer for the renewal expiration
- More info about how can we avail the deposit for investment"
- "1.pra visa id need to renew every year ,previous pandemic three years term since need to provide considerable renewal terms for senior old person if possible.
- in front of entrance guard can make first impression for pra since if possible ,advice to place an impressive and friendly person.
- 3 year ID Card Payment & Renewal
- 3 year renewal on ID cards
- "3 year renewal.
- Get the banking system into the 21st century. 1 month to clear a USA check is ridiculous! This is the age of the Internet and electronic verification is very possible.
- "3 year srrv ID renewal,
- No more exit/entry registration."
- "3 years validity
- Proper bank account (transferable, not cash only) "
- A three-year renewal service was canceled, resulting in annual renewals. Hope to add a long-term renewal option. Other services are very good, thank you.
- ability to renew membership by e procedures with out travelling to manila from Mindoro twice i have renewed on line and communications are very poor
- accelerate standard procedures as renewal (annual and every client!)
- Allow renewal of 3 year ID card again. For the last 2 years only allowed to renew for 1 year.

Theme 4: Review of Travel Pass Requirement

- Application for travel pass can be improved specially for spouse travelling with or without the major member
- Asking about the time to stop for applying the travel pass.



- Be proactive in accomplishing more benefits for the membership. Reinstigate the 3 year ID renewal. Remove the Travel Pass requirement.
- Cancellation of a travel pass requirement. Return of the visa stamp on the passport/presentation of SRRV card at immigration. Return to a three-year renewal option once the first probationary year has been completed.
- Communicate with your members. Is the travel pass still required? Is noticing the pra on returning to the Philippines still required? When passport expires what is procedure to get new visa in new passport? Make it easier to get id card, maybe apply online and pay with credit card? Etc...
- "I did not know that a PRA travel pass was required when leaving the country and only found out at airport immigration, making it very difficult for me to leave the country. I also don't understand how long it will be valid for.
- I would like you to make an announcement about such important information to those who are registered with the PRA."
- I tried to sign in recently to the website for a travel pass but could not connect. I went to the office which is nearby and was in and out in 5 minutes. Maybe improve logging in to the website. I have only tried rarely. It may have been a temporary problem
- I'D LIKE TO CHANGE TRAVEL PASS LOGIN EMAIL ADDRESS EASY AND LOGIN PASSWORD CHANGE EASY.
- "ID renewal to be same as before.. 3 years
- No travel pass upon each travel overseas"
- Eliminate redundant tasks like Travel Pass, which could be obtained from Immigration
- When it was necessary to register for the travel pass, there was no contact by e-mail to each person,
- "It would be appreciated if the PRA could revert the renewing of ID requirement back to only every 3 years instead of every year.
- Also if they could either remove the Travel Pass requirement or make it so BOTH the exit and re-entry can be done through the PRA web-portal (which is what is implied there but other information is confusing)."
- Now fortunately covid is no longer an issue, please get rid of the travel pass requirement. It would be a mistake to "forget" to lift this requirement, now it no longer serves a useful purpose. Even if there still was some convenience for bureaucratic statistical purposes, this does not outweigh the hassle for frequent travellers.
- Now that the Covid pandemic is over there should be no more requirement for travel pass.
- Please consider suspension of Travel Pass
- Please do away with the travel pass. Unnecessary burden on your part. Its not even needed by immigration.
- Pls..dont ask travel pass and reentry paper
- get rid of permission slip or travel pass
- "Scrap the Travel Pass. For what possible reason do you need to monitor all my movements and ask for detailed travel information that is frankly none of your business?"
- Further, it is completely redundant with what Bureau of Immigration collects with each entry and exit. Coordinate with them, don't make PRA members collect and provide that material for you."
- The Travel pass of the PRA Service is not checked at the airport. I want PRA to get rid of it
- Why you still ask for travel pass and then when coming back to Philippines need e-Mail with passport, visa and last entry stamp. Nobody cares at airport have never been asked for it



Theme 5: Strengthen Communication to Improve Accountability and Proper Support

- All correspondence by PRA staff should require their name and title - otherwise you nameless people not doing their job and not being held accountable and members not being able to get proper support when needed!
- ability to renew membership by e procedures with out travelling to manila from mindoro twice i have renewed on line and communications are very poor
- Assign a case officer to each retiree for easier communication
- "Better communication with members, probably through a quarterly Newsletter
- Focus group spanning the different nationalities/cultures to advise PRA management on key issues, benefits etc"
- in one word communication
- More representative (modern) offices, improve communication skills, don't make promises but deliver results
- strengthened public communication, particularly among the foreign community.
- Regular and frequent communications are requested.
- Remove policy of appointment after Pandemic. It is blocking communication between Retirees and PRA staff.
- the telephone line kindly assigned someone who will answer the phone. for some reason for the communication of PRA holder questions yo be answer right away.
- I hope that for the sake of many other foreigners, there becomes accountability. I suspect some level of corrupt in Cebu. In theory and stated policy, I believe PRA is a good organization but I' m afraid there exists some incompetence and possibly fraud ongoing. I hope this helps. Thank you. Dr. David Woodmansee



IV. 2021 vs 2022 PRA CSS Survey Data

1. Comparison of Attributes Rating between Year 2021 and Year 2022

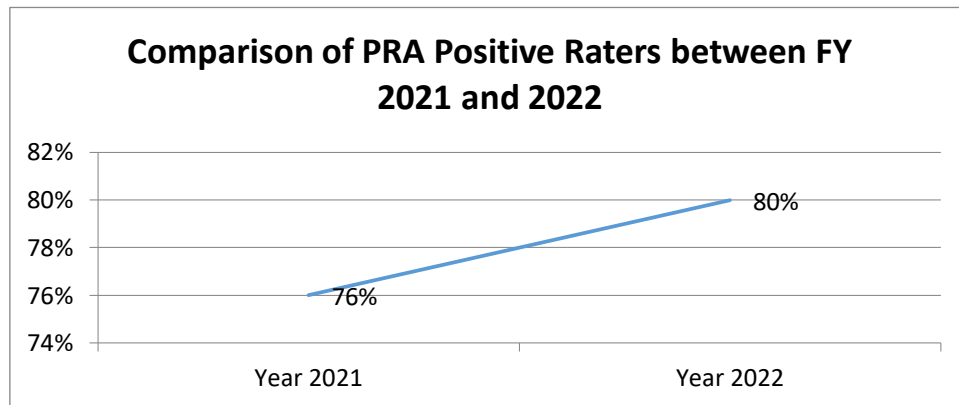
PRA Attributes	2022	2021	Difference	Remarks
1. Staff and Organization	4.18	4.10	0.08	Improved
2. Customer Service	3.81	3.80	0.01	Improved
3. Complaints Handling and record Keeping	3.6	3.50	0.10	Improved
4. Information and Communication	3.85	3.70	0.15	Improved
5. Information and Communication (Website)	3.83	3.70	0.13	Improved
6. Facilities	3.95	3.90	0.05	Improved
General Weighted Average	3.87	3.78	0.09	Improved

Generally, PRA services were perceived better this year at a rate of 3.87 as compared to last year's 3.78. Most of these improvements can be attributed to information and communication and PRA's website functionality. The least however can be traced from the customer service.

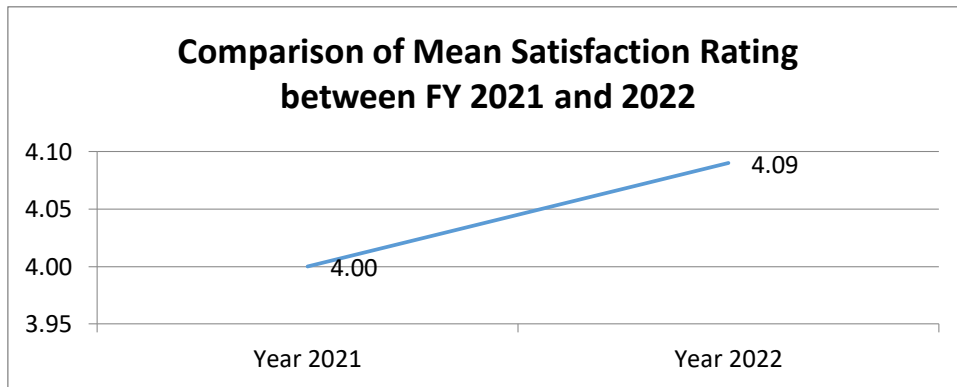
2. Overall Satisfaction Rating

PRA had obtained improved performances for both percentage of positive raters and overall satisfaction mean rating. This is illustrate in the following trend line graphs:

Figure 3: Comparison of 2021 and 2022 PRA Overall Satisfaction Rating



PRA achieved the target total positive raters for the year being surveyed, having recorded 80.00% which is an improvement of the last year's 76.00%.



Moreover, the mean rating of the overall satisfaction in 2022 was 4.09 which is greater than as compared to the customer satisfaction result from the previous year of 4.00.

V. General Discussion

The survey revealed a variety of salient results pointing out that in this current year being surveyed, the PRA service implementations generally had resulted to a positive feedback from the consumers. As a result, the provision of quality services and products redounded to the target level of overall customer satisfaction rating. The 80.00% positive raters qualifies PRA being on the right track in the delivery of its 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 and to make the Philippines the preferred retirement destination by 2025.

The in-depth analysis provided that PRA has a leverage of its current capabilities and best practices or leverage attributes represented by the PRA staff and organization and facilities. PRA may also use the advantages brought by the other service attributes in enhancing overall customer satisfaction. Moreover, the survey also highlighted the necessary areas where PRA can consider in their plan of actions for the next year of operation.

These observations can serve as very good insights and inputs for the developmental planning elements of PRA in addressing key issues relative to customer satisfaction. The strategies and action programs must be aligned to use the existing strengths of the company to lift the different areas of concern.



VI. Conclusions, Limitations, and Recommendations

A. Conclusions

The quality of delivery of products and services of the Philippine Retirement Authority rendered in 2022 was determined through a rich data gathered from the customer satisfaction survey. It can be concluded that the PRA achieved the target total positive raters for the year being surveyed having recorded 80.00% which is an improvement of the last year's 76.00%. Moreover, the mean rating of the overall satisfaction in 2022 was 4.09 which is greater than as compared to the customer satisfaction result from the previous year of 4.00. PRA had obtained improved performances for both percentage of positive raters and overall satisfaction mean rating.

The trend in overall Customers' satisfaction this year was significantly predicted by the staff and organization, customer service and Office facilities.

The strong points of PRA performance must be well communicated to its stakeholders including the leverage attributes of PRA staff and organization and facilities while the improve attributes of Customer service, information and communication and Complaints handling and record-keeping necessitated preferential attention.

B. Limitations

The course of the survey and the formulation of its findings and conclusion had its own limitations. This survey report acknowledges the various boundaries of the implementation of the study especially the online survey which may increase the likelihood of the inability to connect with people and or no personalized follow-up questions and or clarifications, response bias, language barrier which may have affected the understanding of the questions and perhaps survey fatigue which may lead to a number of unanswered or haphazardly answered questions.

C. Recommendations

The results of the survey are crucial inputs for PRA to consider for the improvement of the delivery of its services to its stakeholders. The following were outlined for this purpose:



- ✓ Consider all the comments and recommendations of the retirees based on their personal and professional dealings with PRA this year as espoused in the various thematic analyses.
- ✓ Develop an action plan aimed at improving the weak points this year specifically to serve as basis for the formulation, and/or enhancement of programs, activities and projects (PAP), action plans, strategic initiatives, relevant policies and system development of PRA.
- ✓ Re-enforce the strict implementation of the Citizen's Charter especially that most of the narratives of the respondents were more on concerns related to number of days/weeks/months of processing their documents, unreasonable costs, non-identification of personnel virtually assisting them.
- ✓ Provide a monitoring and evaluation scheme of this Action Plan so that concerns are taken cared of and recurring issues shall be documented, properly acted upon and resolved.
- ✓ Invest on improving more on the functionality of the PRA website and other online-related facilities.
- ✓ Improve more on the orientation and educational/information drive on the included functions of PRA and likewise its boundaries and provide relevant information on which government agency(ies) shall be contacted in case non-PRA related services are being requested.
- ✓ Institutionalize the conduct of mini-surveys right after a concern is raised or for each important transaction with PRA. This conditioning is but a conscious effort for both the PRA personnel and the customers. The advantage of this lies from the fact that customers would feel heard during an engagement and even if a resolution is not reached yet, the effort can be documented from these mini-surveys.



ANNEX



Annex A

DISTRIBUTION OF RESPONDENTS IN TERMS OF THEIR PER ITEM AGREEMENT ON RENDERED SERVICES BY PRA IN THE YEAR 2022

1. PRA Staff Mean Attribute Rating

Table 17a: Treats customer with respect

Response	Frequency	Percent
1. Strongly Agree	339	49.8
2. Agree	261	38.3
3. Neither agree nor disagree	46	6.8
4. Disagree	11	1.6
5. Strongly Disagree	8	1.2
6. Not Applicable	16	2.3
Total	681	100.0

Table 17b: Strictly and fairly implements the policies, rules and regulation (e.g. no discrimination, no "palakasan system")

Response	Frequency	Percent
1. Strongly Agree	303	44.5
2. Agree	267	39.2
3. Neither agree nor disagree	73	10.7
4. Disagree	6	.9
5. Strongly Disagree	3	.4
6. Not Applicable	29	4.3
Total	681	100.0

Table 17c. Knowledgeable and competent or skilled in delivering the needed services

Response	Frequency	Percent
1. Strongly Agree	267	39.2
2. Agree	303	44.5
3. Neither agree nor disagree	60	8.8
4. Disagree	27	4.0



5. Strongly Disagree	10	1.5
6. Not Applicable	14	2.1
Total	681	100.0

Table 17d. Provides clear and sufficient information (i.e. solution to problems, answers to inquiries and information on products and services)

Response	Frequency	Percent
1. Strongly Agree	244	35.8
2. Agree	290	42.6
3. Neither agree nor disagree	81	11.9
4. Disagree	35	5.1
5. Strongly Disagree	15	2.2
6. Not Applicable	16	2.3
Total	681	100.0

Table 17 e. Addresses queries/concerns in a prompt manner

Response	Frequency	Percent
1. Strongly Agree	248	36.4
2. Agree	277	40.7
3. Neither agree nor disagree	80	11.7
4. Disagree	33	4.8
5. Strongly Disagree	19	2.8
6. Not Applicable	24	3.5
Total	681	100.0

Table 17 f. Demonstrates willingness to assist customers

Response	Frequency	Percent
1. Strongly Agree	292	42.9
2. Agree	269	39.5
3. Neither agree nor disagree	79	11.6
4. Disagree	12	1.8
5. Strongly Disagree	12	1.8
6. Not Applicable	17	2.5
Total	681	100.0



Table 17 g. Easy to contact

Response	Frequency	Percent
1. Strongly Agree	208	30.5
2. Agree	264	38.8
3. Neither agree nor disagree	123	18.1
4. Disagree	45	6.6
5. Strongly Disagree	25	3.7
6. Not Applicable	16	2.3
Total	681	100.0

Table 17 h. appears neat, well dressed, and professional

Response	Frequency	Percent
1. Strongly Agree	273	40.1
2. Agree	302	44.3
3. Neither agree nor disagree	55	8.1
4. Disagree	4	.6
5. Strongly Disagree	2	.3
6. Not Applicable	45	6.6
Total	681	100.0

Table 17 i. conveys trust and confidence

Response	Frequency	Percent
1. Strongly Agree	267	39.2
2. Agree	291	42.7
3. Neither agree nor disagree	88	12.9
4. Disagree	12	1.8
5. Strongly Disagree	7	1.0
6. Not Applicable	16	2.3
Total	681	100.0

2. PRA Customer Service Mean Attribute Rating



Table 18a. Application for visa is simple and easy to do

Response	Frequency	Percent
1. Strongly Agree	183	26.9
2. Agree	280	41.1
3. Neither agree nor disagree	104	15.3
4. Disagree	32	4.7
5. Strongly Disagree	11	1.6
6. Not Applicable	71	10.4
Total	681	100.0

Table 18b. Documentary requirements to be submitted are reasonable

Response	Frequency	Percent
1. Strongly Agree	185	27.2
2. Agree	328	48.2
3. Neither agree nor disagree	93	13.7
4. Disagree	26	3.8
5. Strongly Disagree	15	2.2
6. Not Applicable	34	5.0
Total	681	100.0

Table 18c. Forms are simple and easy to fill out

Response	Frequency	Percent
1. Strongly Agree	184	27.0
2. Agree	335	49.2
3. Neither agree nor disagree	100	14.7
4. Disagree	24	3.5
5. Strongly Disagree	9	1.3
6. Not Applicable	29	4.3
Total	681	100.0

Table 18d. Waiting time for over-the-counter transactions are fast (i.e., no long lines, fast queuing time, adequate number of staff to attend to customers)



Response	Frequency	Percent
1. Strongly Agree	178	26.1
2. Agree	279	41.0
3. Neither agree nor disagree	117	17.2
4. Disagree	32	4.7
5. Strongly Disagree	16	2.3
6. Not Applicable	59	8.7
Total	681	100.0

Table 18e. Transactions are processed within a reasonable amount of time

Response	Frequency	Percent
1. Strongly Agree	187	27.5
2. Agree	281	41.3
3. Neither agree nor disagree	107	15.7
4. Disagree	63	9.3
5. Strongly Disagree	24	3.5
6. Not Applicable	19	2.8
Total	681	100.0

Table 18f. Fees and charges are reasonable

Response	Frequency	Percent
1. Strongly Agree	175	25.7
2. Agree	289	42.4
3. Neither agree nor disagree	138	20.3
4. Disagree	40	5.9
5. Strongly Disagree	25	3.7
6. Not Applicable	14	2.1
Total	681	100.0

Table 18g. Benefits offered are of good value for money

Response	Frequency	Percent
1. Strongly Agree	170	25.0
2. Agree	271	39.8



3. Neither agree nor disagree	156	22.9
4. Disagree	39	5.7
5. Strongly Disagree	12	1.8
6. Not Applicable	33	4.8
Total	681	100.0

Table 18h. Benefits offered meet my needs and expectations

Response	Frequency	Percent
1. Strongly Agree	182	26.7
2. Agree	295	43.3
3. Neither agree nor disagree	127	18.6
4. Disagree	37	5.4
5. Strongly Disagree	13	1.9
6. Not Applicable	27	4.0
Total	681	100.0

Table 18i. The number of accredited Merchant Partners and Retirement Facilities are adequate

Response	Frequency	Percent
1. Strongly Agree	71	10.4
2. Agree	161	23.6
3. Neither agree nor disagree	221	32.5
4. Disagree	46	6.8
5. Strongly Disagree	14	2.1
6. Not Applicable	168	24.7
Total	681	100.0

Table 18j. Products/services offered by Merchant Partners are satisfactory

Response	Frequency	Percent
1. Strongly Agree	75	11.0
2. Agree	150	22.0



3. Neither agree nor disagree	222	32.6
4. Disagree	31	4.6
5. Strongly Disagree	13	1.9
6. Not Applicable	190	27.9
Total	681	100.0

Table 18k. Accredited Retirement Facilities are accessible

Response	Frequency	Percent
1. Strongly Agree	104	15.3
2. Agree	178	26.1
3. Neither agree nor disagree	194	28.5
4. Disagree	28	4.1
5. Strongly Disagree	8	1.2
6. Not Applicable	169	24.8
Total	681	100.0

3. Complaints Handling and Record Keeping

Table 19a. Filing of complaints is easy and systematic

Response	Frequency	Percent
1. Strongly Agree	62	9.1
2. Agree	141	20.7
3. Neither agree nor disagree	149	21.9
4. Disagree	31	4.6
5. Strongly Disagree	12	1.8
6. Not Applicable	286	42.0
Total	681	100.0

Table 19b. Complaints are resolved within prescribed timeframe

Response	Frequency	Percent
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1. Strongly Agree	56	8.2
2. Agree	130	19.1
3. Neither agree nor disagree	162	23.8
4. Disagree	27	4.0
5. Strongly Disagree	17	2.5
6. Not Applicable	289	42.4
Total	681	100.0

Table 19c. Resolutions to complaints are satisfactory/acceptable

Response	Frequency	Percent
1. Strongly Agree	57	8.4
2. Agree	134	19.7
3. Neither agree nor disagree	163	23.9
4. Disagree	29	4.3
5. Strongly Disagree	10	1.5
6. Not Applicable	288	42.3
Total	681	100.0

Table 19d. Files/records are accurate and updated

Response	Frequency	Percent
1. Strongly Agree	127	18.6
2. Agree	237	34.8
3. Neither agree nor disagree	145	21.3
4. Disagree	15	2.2
5. Strongly Disagree	3	.4
6. Not Applicable	154	22.6
Total	681	100.0

g. Information and Communication

Table 20a. Easy to obtain

Response	Frequency	Percent
1. Strongly Agree	168	24.7



2. Agree	309	45.4
3. Neither agree nor disagree	135	19.8
4. Disagree	47	6.9
5. Strongly Disagree	10	1.5
6. Not Applicable	12	1.8
Total	681	100.0

Table 20b. Clear and relevant

Response	Frequency	Percent
1. Strongly Agree	157	23.1
2. Agree	303	44.5
3. Neither agree nor disagree	153	22.5
4. Disagree	38	5.6
5. Strongly Disagree	12	1.8
6. Not Applicable	18	2.6
Total	681	100.0

4. Information and Communication (Website)

Table 21a. Accessible (e.g. no down time, loads easily)

Response	Frequency	Percent
1. Strongly Agree	153	22.5
2. Agree	342	50.2
3. Neither agree nor disagree	120	17.6
4. Disagree	22	3.2
5. Strongly Disagree	8	1.2
6. Not Applicable	36	5.3
Total	681	100.0



Table 21b. User-friendly and easy to navigate

Response	Frequency	Percent
1. Strongly Agree	137	20.1
2. Agree	299	43.9
3. Neither agree nor disagree	151	22.2
4. Disagree	40	5.9
5. Strongly Disagree	16	2.3
6. Not Applicable	38	5.6
Total	681	100.0

Table 21c. Contains the information needed

Response	Frequency	Percent
1. Strongly Agree	135	19.8
2. Agree	294	43.2
3. Neither agree nor disagree	161	23.6
4. Disagree	38	5.6
5. Strongly Disagree	16	2.3
6. Not Applicable	37	5.4
Total	681	100.0

Table 21d. Is secured

Response	Frequency	Percent
1. Strongly Agree	121	17.8
2. Agree	262	38.5
3. Neither agree nor disagree	210	30.8
4. Disagree	3	.4
5. Strongly Disagree	1	.1
6. Not Applicable	84	12.3
Total	681	100.0

5. Facilities



Table 22a. Utilizes up-to-date and modern procedures, facilities and resources

Response	Frequency	Percent
1. Strongly Agree	109	16.0
2. Agree	287	42.1
3. Neither agree nor disagree	171	25.1
4. Disagree	39	5.7
5. Strongly Disagree	11	1.6
6. Not Applicable	64	9.4
Total	681	100.0

Table 22b. Signages are visible and readable (e.g. Citizen's Charter, steps and procedures, directional signages)

Response	Frequency	Percent
1. Strongly Agree	125	18.4
2. Agree	310	45.5
3. Neither agree nor disagree	149	21.9
4. Disagree	17	2.5
5. Strongly Disagree	4	.6
6. Not Applicable	76	11.2
Total	681	100.0

Table 22c. Office premises are clean, orderly and well-maintained

Response	Frequency	Percent
1. Strongly Agree	198	29.1
2. Agree	331	48.6
3. Neither agree nor disagree	74	10.9
4. Disagree	12	1.8
5. Strongly Disagree	8	1.2
6. Not Applicable	58	8.5



Total	681	100.0
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Table 22d. Office premises are well-ventilated and have good lighting

Response	Frequency	Percent
1. Strongly Agree	196	28.8
2. Agree	328	48.2
3. Neither agree nor disagree	79	11.6
4. Disagree	14	2.1
5. Strongly Disagree	5	.7
6. Not Applicable	59	8.7
Total	681	100.0

Table 22e. Office premises are safe and secure (e.g. security guard)

Response	Frequency	Percent
1. Strongly Agree	206	30.2
2. Agree	325	47.7
3. Neither agree nor disagree	74	10.9
4. Disagree	12	1.8
5. Strongly Disagree	3	.4
6. Not Applicable	61	9.0
Total	681	100.0

Table 22f. Office has separate lane for senior citizens, PWDs, pregnant women

Response	Frequency	Percent
1. Strongly Agree	116	17.0
2. Agree	201	29.5
3. Neither agree nor disagree	177	26.0
4. Disagree	53	7.8
5. Strongly Disagree	5	.7
6. Not Applicable	129	18.9



Total	681	100.0
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Annex B

Comments on Satisfaction Ratings

1. Reason for "Very Satisfied" rating

Q5. Why do you say that you are "very satisfied" with PRA? What else? Any other reasons?

I have always received outstanding service.

one of pra officer explained processing of investment kindly and willing to respond me.

The local Cebu office team is always extremely helpful.

The service was good. Waiting time was not too long

I used your definition of "very satisfied".

unusual quick response.

It is a very good Visa for my needs

Immediate reply to emails.

My requests were promptly answered.

As per definition

Quick reply and solving problems.

Because the Baguio office are prompt and professional in their transactions

Excellent service from the Cebu office

Everything works well.

Because I am very satisfied. No other reason

FULLY SATISFIED

They have always answered my questions and dealt with renewals in an efficient and courteous fashion

All procedures on the renewal of PRA ID were done by emails with the effective guidance and assistance of the diligent PRA staff members. They went on extra miles in handling our PRA ID renewals. We really appreciated their help.

No pertinent problems ever occurred!

Very responsive and my visit to the office was fast and productive

PRA Davao staffs are very accomodating and always attending to my needs especially during emergency.

When visited HQ office staffs are very friendly and extreamly fast reacted

Pre-appointment service was good and very fast

All of my office visits since my arrival here in the Philippines, since 2007, has been very pleasant & there efficiency in service was expedient. Additionally, there periodic email correspondence of various PRA changes & activities through the years has assured me that my well being here is valued by PRA.



The PRA staff are courteous, knowledgeable and efficient. There is no red tape
The manager for Region one Eric is super helpful and friendly
Our questions were always answered, and there were efficient people willing and eager to deal with us.
Speed of replying
Everything is done without fuss. Including my visa being restamped and ID being renewed
The website service is easy and fast.

The people in the office are friendly and helpful. The waiting time is short.
When I need something from them they provide.
Was a fast relatively speedy service, except for what seemed to be extremely unnecessary delay having the updated ID card issued. When queried delay was told person reviewing it or something like that was unavailable... but then that is a typical Philippines government dept/agency response.
Good service
Because they are very helpful and informative on issues relating to COVID and other issues.
pract fast
correctness
The staffs are polite, professional and knowledgeable.
Prompt service, good responses
They offer a good service.
The manager of the Cebu Office Corbeta has always been helpful and pleasant.
I never had any major problem.
Prompt and courteous service
Seamless Transactions and quick follow-up
The office service was very professional, and the staff were very helpful. I think it would be best that all members know that they should make an appointment before doing business at the office.
Travel convenience
Ease in renewing membership
Helpful and responsive staff on phone / at the desk / email , and service rendered (restamping etc.) are generally fast .
Never had any problems with renewal etc
Very effective got the service needed
PRA responds in a timely manner.
In all my transactions with Jackie in the Cebu office, she has always been fast in responding, accurate and complete in her answers, and very helpful.
Employees were friendly and helpful.
The Baguio Office of the PRA is extremely well managed by Mr Eric Pati who has looked after my affairs from the very beginning with efficiency, reliability, and empathy.
Service is very fast
Outstanding customer service!



they are always quick to respond
with the satellite office in clark , services have improved much.

The only item i am unhappy with is that I cannot downgrade the visa to a courtesy SRRV, for a lower cash deposit, without cancelling the whole SRRV and reapplying. This is however a procedure, and when asking them questions about the matter their service was fast and friendly

Transaction was exact

All inquiries and services required were dealt with timely and without any problems.

Questions and inquiries were addresses satisfactory. Services are very good and I can get the requested papers immediately. Thank you

Communication with PRA staff is easy and helpful.

In the situation that I needed PRA (renewal ID), the procedure was simple and effective

Why do you set a scale of 1-5 when your choices are not numbered?

The service is usually prompt, efficient and courteous. It is a pleasure to deal with you.

Only one failing and important. Your failure to notify promptly when an online renewal fails.

Failing to inform and failure to deliver documents as a result of payment failure can cause much anxiety and stress.

All update news in web site

System works and staff are courteous and professional

ITS HASSLE FREE SERVICE

The GOCC is very accommodating. They can give some information fast. Then they are kind and nice

fast and easy transactions, friendly service

EMAIL RESPONSES ARE PROMPT; VISIT TO OFFICE EFFICIENT AND RAPID

they help when i ask for information

good experience

Yes don't have reasons

Never problems with them. Announcements come from the PRA by email, emailed inquiries to the PRA result in prompt and helpful replies, In-person communications are prompt and efficient in a pleasant environment (in Makati).

Prompt, accurate info and help was provided

Because they are always very helpful

Fast done.

seems satisfied

PRA is very responsive and supportive. Even during Covid 19 the authority was always updating information. There was no single instance when PRA did not respond. Even the staff was so kind to receiving phone calls even when I was stuck in aborad. Much appreciated.

Whenever I visit the office in Makati, my concerns are addressed promptly (I come once per year for ID renewal)

Always great communication, also proactively regarding the time during Covid. It was clear what were the guidelines and rules. Always professional and pleasant to read.

All transactions have been quick and without error. If I had questions, they were promptly answered.

They always help me

PRA staff is very kind and helpful to their customrs.they renew our id card very fast no need to wait for long time and they guide very kindly.



The sending of payment and receiving of ID card and stamping of my passport was timely, just like the way they advertise in the email.

No other reasons

Shansamine (sp?) is AMAAAZING!! She goes out of her way to really help us out. Also, the office is under a lot of stress because (shock) people are demanding idiots who think "I am the special one" - so I give a lot of credit to the staff for being so level headed and keeping their cool. PRA provides a great service, I am very happy with the whole process and moving back to PH in 7 weeks. Love you all and salamat for what you do.

They have met my expectations and respond promptly when information is required.

No problem with renewal and got the needed help before

very good service when calling , emailing or visiting

Renewing my SRRV and availing of a travel pass was very simple process.

The main reason why i am very satisfied with the PRA Cebu. First the PRA head Cebu and together with the staff are very approachable every time i went there for renewal and asking for new application they will intertain me good but, not just me only other customer there really like them because they know how to handle concern of agent and foreign.they give us positive energy not like other goverment agencies ones you will do process they will really want you to feel stressed..thats why PRA is the best to our company hopefully they will never change on how they will handle there customers or applicant...thank you.

Every question will be answered, even maybe need took few days or no reply, but if I keep calling or emails, it will be replied someday

Because the PRA office staff is very helpful.

Every interaction with the PRA was satisfactory.

Pleasant to deal with an informative and helpful

Very helpful and fast service

Every dealing with the PRA has been productive and enjoyable. The staff knows what they are doing, and are courteous and kind in their dealings with me. They make it clear that I don't need a "fixer" or attorney to conduct this work. They also make it clear that the staff will not accept gifts or cash, and I truly appreciate the clarity of the dealings with the staff. All staff treats me with respect and courtesy, and not as just another problem that has to be dealt with and then pushed out the door.

No issues. Needed renewall. Was done.

All of my transactions with office have gone smoothly.

Customer service always transact my business promptly whith excellent results.

There where no problems

They make the entry/departure through immigration smooth and hassle free.

I travel overseas frequently. PRA travel requirements are clear and quickly accomplished.

Service whenever I come in for renewal is timely and professional.

Because of quick services & better coordination from the staffs

Renewal of my srrv was simple.

Appreciate the great service from PRA

Very efficient, professional and friendly.

My problems/questions are always solved.

Despite some details, I always got done what I needed done.

I sent an email for renewal and received a response within 5 minutes (and this was 7 am), a few emails back and forth and all was concluded in 20 minutes and my renewal arrived a week later.



compared with my experiences in government agencies, i am really satisfied with PRA service, as PRA has been always trying to provide the convenience to the members of SRRA and simplified all procedures as they can

Its hassle free to renew you visa every 3 to 7 months.

Always responsive to customer needs and very friendly

When I encounter difficulties, the staff timely help me to communicate and solve them, and their attitude is very good.

Because the PRA strives to be of help and they really care

Visa processing was smooth and the staff are very accomodating.

I needed some help to satisfy the US IRS and the help and follow up was fast and efficient.

they have always been helpful

Because you are efficient and knowledgeable

All transactions are realy good.5

Just satisfied, but I don't like this survey

Pra always responds with answers that I can trust and follows through.

They assists me very well

Good services and good assistant

Just overall good customer service.

Very good service from Mrs Elma - in-charge in Cebu

My renewal was quickly and professionally accomplished

I have been always satisfied with the services of PRA

Easily accessible information and support via website

Very helpful, transparent, clear procedures, friendly staff, good location

Kindness and good inform and guiding

My id renewal was very fast and the person handling was very helpful.

Meet my needs n expectations

They have answered all my question

Good service and convenience.

All interaction with PRA was efficient and fast with no major issue encountered since my 17 years as SSRV holder. Similar to my experiences with Singapore Government services as I have been a Singapore PR for 23 years as well. PRA is definitely the most efficient and professional government agencies in the Philippines.

THE CUSTOMER SERVICES AND STAFF ARE APPROACHABLE AND PATIENT WITH CLIENTS AND GIVING INFORMATION.

Always get quick response from cebu office

Email response is very good.

Prompt replay.

Every time we request something.

Very friendly and efficient staff

Fast and professional in all aspects of providing services.

Fast service and friendly staff

Office process is so fast and smooth

Very impormative

They do their work in good way and are friendly

Because we are very satisfied with PRA.

Efficient and very helpfu



They are very kindness.

The smooth transaction. Personnel is accomodating.

We renew our visas when the time comes and we are dealt with in a timely manner. As early birds we enjoy your time of opening shop

Prompt and profession response to all relavant matters

PRA has met all my expectations

Quick response to my needs through your representative, Joel salcedo

No problem with PRA during 25 years

The performance of all staff and the information I extracted from written material (bulletins, etc) met all my expectations and needs.

Always very welcoming and helpful

Good to respond to any questions or problems. Great to be able to come easily in and out of the Philippines as we , being British, need to frequently go back to England for family.

Efficient and easy

I am very satisfied because when I need to have my PRA card renewed along with my family member's cards, it is done in an organized and timely manner.

Always available and answered my question.

The office provided me an updated and easy renewal of SRRV.

PRA is very good opportunity for retired person replace visa.

Also it is very good benefits long stay person in Philippines.

Also PRA services very Excellent because of no corruption and working speed, so kinds.

Very nice and always want to help

Questions always answered fully

Accessibility of offices

Very effective and friendly attitude

My interaction with the PRA has always been favorable

Immediate accommodation on ID renewal

I am Taiwanese, so my English is not very good, but I can always get satisfactory service.

Very kind n fast processing

Receptionist very kind and helpful

Nothing in troubles. That's the most important service.

Always responsive

work fast

All good

prompt action of any request and application

There is a nice level of personal service, especially during the covid drama, when PRA staff both in Manila and Angeles were particularly helpful in overcoming local restrictions and facilitating my ID renewal in a timely fashion before I departed Philippines both in 2020 and 2021.

Good service and quick response to queries. No problems encountered so far.

It makes my going to the Philippines easy and staying as long as I need and enjoy the beautiful country

As always nothing is perfect. There were some problems but they were readily ironed out and overall, every all ends well.

No problem do far, efficient staff

They respond quickly to all my inquiries

No reason



They are very accommodating to me considering my age
I received always immediately the right answer ; polite and competent .
SRRV HOLDER PASS IMMIGRATION VERY EASY. AND PERFECT VISA.
The service was provided with few minor problems.
If there were few minor problems, a corrective action was taken.
Instant response to request
Service is very quick. They seem well organized and very professional
I have always had excellent service from PRA
Polite and prompt service without hassle
Good service Good attitude
Easy process

At the PRA office I have always been well served and in a timely manner.
Professionalism of staffs are excellent
Fast response
All my interfaces with PRA staff has been excellent
I don't know what GOCC is but I am very satisfied with the way PRA handles my requirements
both in the office and through email
All aspects of staff and services
My dealings with the PRA have been handled well.
Always treated with respect from the staff.
No problem re issuing ID card
Because at overall I am very satisfied with PRA: the people, the service. Only remark is that now
again I have to renew my SRRV every year, just because apparently there are some people
who are abusing the "system"!
Whatever enquires I asked via email staff respond promptly . But the only thing is the
stamping of visa to renewed passport takes one month or more . I suggest that Immigration
department can improve on expedite re stamping or at least maximum a week .
As Lebanese National , I had to move my USD deposit to a Government owned Bank, The
assistance from Davao satellite office and from Manila office was great
They solve all our requests

Service is very accomodating.
Staff are very friendly and efficient.
PRA Staff are nice and easy to transact when there's minor problems.
They responded promptly to all my requirements.
Services that I requested were performed well.
dealing with the Costumer they are very attentive and soo friendly.
PRA has been extremely professional and courteous thru my renewal process. I was able to
renew my ID thru email, making the process very convenient and quick.
Because they reply to your messages very fast and helps you when you need to know
something about online works.
SMOOTH TRANSACTION
PRA has been the single point of contact for all efforts to obtain my SRRV approval and this my
ability to move to and retire in Philippines.
Was able to complete ID renewal easily and efficiently via website.



PRA officers and staff members are very attentive, efficient and effective, in getting things done, such as renewal of IDs from a distance under the pandemic. Much appreciated! Every time, my wife and I went to get our PRA cards extended, they did the job so very well and all with a smile on the staff's face. This year too we got our card extended for three years (all that they required was a short letter as to why we would like a 3 year extension than the 1 year extension. so after awhile the staff came back and said her boss has approved our plea for 3 year extension.

When requesting travel pas, it only takes not more than 5 minutes to receive the document. The transaction was smooth and fast, the renewal service was efficient.

Good service

I am satisfied with all my dealings with Philippine Retirement Authority so far, thank you.

There was no problem.

I got prompt answers and prompt and friendly services.

I was always promptly assisted.

Fast Reaktion on questions, fast Service renewal id

Always help me to solve my problem.

Good service

The outcome,

prompt personal service. I want 2 other things if possible. path to Philippino citizenship. I AM SENIOR CITIZEN. IF POSSIBLE I WANT THE SAME SENIOR CITIZEN DISCOUNT ID WHICH IS ISSUED TO PHILIPPINO CITIZENS. CAN PRA ISSUE SUCH CARDS?

My experience with the PRA Staff has been extremely positive, as well as very beneficial while living in the Philippines.

Professional services rendered

Because every year the renewal of my card has been simple and on time

There service at office is very satisfied

service

My renewal of ID every year is processed in a timely manner.

Even though I always receive good service

I really feel at home when I transact with you

Quick and efficient service

Never had any problems with ID Renewal although I wish I could get 3 year renewals like you used to do

Quick actions.

Always there when needed and love being a PRD member. Helpful thru the pandemic.

All my questions are quickly and correctly.

Quick response

Good service over the years, great visa, friendly staff

Coz the expectations i had before of pra service are real

Very Satisfied

They reply my email and I can get easily travel pass

PRA is service oriented, efficient and helpful

So fast response. when I applied for Travel Pass, it answered within 5 seconds. I thought it would take one week more.

I got my renewal through mail since could not reach the Philippines due to covid restrictions.

The attending officer was very helpful and. I eventually got my card delivered in New Delhi.



I like the living in philippin

Works as expected

Once I understood what I needed to provide for renewal I traveled to Manila and my SRRV was renewed in less than an hour.

I chose "very satisfied" because: Performance of the GOCC meets and exceeds the needs and expectations, to the benefit, of the customer.

The service was provided with few minor problems or none at all.

If there were few minor problems, a corrective action might have already taken place which is deemed highly effective.

Usually good service since obtaining SRRV

The visa process at the office is efficient and fast

PRA is an outstanding organization. Each and every employee is honest, knowledgeable, proficient, professional and friendly. Every experience I have had over the years has been a pleasure. Congratulations to PRA leadership.

Handing off visa renewal remote from Europe was very smooth and straight forward. Had no problems.

Staff are polite and responsive

1. Fast response on questions asked.

2. Good service on SRRV card renewal in 2022

3. Offer of help for Driving License application in 2022 (In the end my friend assisted, but the offer was appreciated)

Due to COVID19, my wife's and my SRRVs were resumed through email and telephone and sent by PRA finally. Your work is quite good and efficient. We are very grateful for receiving our SRRVs on time.

Salamat PO!

Zheng Qing (ADB retiree)

We have a happy life in Baguio City.

Very efficient Group and happy customers

The service was very quick and easy. Polite, and helpful.

Hello,

I just come in once a year to renew my ID card. Work is fast and hassle free.

excellent responsive staff provided positive results to all issues despite covid restrictions

PRA contacts always helpful

They are very professional

I have had prompt service from my transactions. There was a bit of a hiccup when I was overseas but it got sorted out

Services and renewal are reasonably fast.

People are courteous and helpful.

PRA went further to help me, more than expected. Since I am here in Philippines now for the remaining time I have left in this life, and Philippines is my, PRA has accommodated well. I have already burial plot purchase 3 and 1/2 years ago.

The service has been quick and efficient.

2. Reason for Satisfied Rating

Q5. Why do you say that you are "satisfied" with PRA? What else? Any other reasons?

Recently, the requirements to renew SRRV is only applicable for 1 year. It makes it difficult to plan ahead when its only applicable for such a short term.



Except for the issues related to international travel -- such as the lengthy ban on returning to Manila in 2020-21 and the current required Travel Pass -- I find service generally satisfactory, and the PRA staff very helpful.

Just because I am polite

Quite long processing time for restamping

Communication via email could be improved. Physical delivery of correspondence was completely ignored. No relevant Newsletter sent to inform members of benefits of membership. Events appear to be focused more at staff than members
Speed of stamping and ID service.

No other reason

No complaints about service. It's hard to get through via telephone/landline.

I don't have much communication with PRA as there is no need

Now fortunately COVID is no longer an issue, I hope that the PRA will lift its travel pass requirement very soon. It would be a mistake to "forget" to lift this requirement now it no longer serves a useful purpose. (Perhaps it may still be convenient for bureaucratic statistical purposes, but this does not outweigh the hassle for frequent travellers).

Yearly need to renew the ID. It's good it's 5 years.

People do not know PRA

I don't like to apply for a travel pass to leave the country. Since immigration is recording my travels, I don't see any reason PRA is doing the same.

The PRA department has been great. There are two issues that cause me frustration.

1. The amount of time it takes to transfer the visa from my expired passport to my new passport is crazy. I cannot give up my passport for such a long time.
2. The new policy to have to renew the card yearly is so inconvenient. There should be a 5 year option.

It works as entry and staying Visa

Had trouble fixing appointment during pandemic

They met my needs..

Only contact is to renew my ID card.

Why should I ask for the travel pass every time I am leaving the Philippines? This has never happened before, it started during the COVID pandemic, why is it continuing now?

Still can improve

For ID renewal the processing is very easy and so fast....

I'm satisfied, because when I visit the Philippines I feel free... but every year I need to renew my PRA Card and expensive.

特に無い

It took a long time, but there was no particular trouble.

Some of the paper work still takes too long

No problem for my needs through Internet.

Because I am satisfied.

Simple process

It was difficult to get hold of PRA during COVID-19, which was expected. Also the rules were always changing and little feedback to the PRAs. I got information from other PRAs.

Prompt and efficient services. However, website is not always most updated.

Too slow in transacting visa renewal

Good service



As Philippines government, it is not much taking time for renewal, but it need efforts for application.

I was only able to renew my ID for one year instead of 3 as in the past.

Because le ladies are very nice.

I have made limited use of services in the past year, only for issuance of travel passes. Service has been straight forward and satisfactory.

I was able to renew my identification card in a timely manner.

I really haven't had much contact with PRA this year. So nothing good or bad to say

Responsive and helpful

Kind service attitude.

It is safe for me to live in the Philippines and it is easy for my children to register for school.

コロナ規制時に、SRRV ビザを取得している日本人は、旅行ビザよりも、規制が弱かった。そのため、今年3月に入国できた。

The procedures have been smooth.

It has provided decent services to SPRV holders.

I just renew the SRRV card every one year. Never had problem with it.

I was able to conduct and conclude my business with the PRA. The wait time for the restamping of my passport was longer than expected but I was kept informed.

My main concern is that credit card payments are not accepted overall i am sadisfied, but some parts have room for improvement

The waiting times for services (at the office) are sometimes quite long.

I just need the ID and have to pay 25'000 Pesos every year

Effective

Phoned calls not returned in a timely manner

Satisfied with service. My interactions with the PRA have been very professional. Dissatisfied with the new travel pass requirement and year to year renewal. Many of us went through numerous screenings and paid a large fee for the benefits of being an SRRV retiree. Now if we want to travel we have to fill out a travel pass which is not even required of someone on a tourist's visa. It feels like the benefits are going backwards instead of getting better. I highly recommend discontinuing a travel pass requirement and going back to the passport Visa stamp and SRRV Card presentation at immigration. Thank you, Stephen Morris

the PRA is a great idea to help people the establish roots in the Philippines and to ensure that thier investments are not stolne from them

No other reasons yet.

IT STILL NEED TO RENEW THE ID ANNUAL.

RENEWAL PROCESS WAS REASONABLY EFFICIENT

The SRRV is a great service and meets the needs of myself and my family. The only thing I find troublesome is the process of annual payment for the ID card renewal. I don't mind paying and the amo is reasonable, but I find it difficult to pay through Landbank online and have to visit branch, as there are not so many and sometimes a bit difficult to access and crowded. Alternative means of payment would be welcome.

For ID renewal it is frustrating that this needs to be done annually when previously it could be done every 3 years

I was able to find the information I needed.

Service was satisfactory.

Interactions were satisfactory.

Because I am able to feel I could stay in good condition and hold top status for my own safty and immigration control law as a foreigner.



Some changes especially the yearly renewal of the ID was very uncomfortable
I would like to see PRA work to get SRRV holders who are senior citizens the same of the benefits as native seniors and PWDs. I am an American so I cannot speak for other foreign nationals, but being unable to avail of Medicare here it would be financially helpful to get a senior discount on medicines and medical supplies. I am not suggesting SRRV seniors get ALL the same benefits as native seniors as some benefits are government funded. But we do spend most, if not all, our money here so a few financial benefits would be greatly appreciated.

Best Philippine Visa for my situation

Satisfied. Why do I need to explain?

My expectations were not exceeded. My purpose and business were well looked after but sometimes there are questions that are not answered with sufficient detail, or personnel could have been more helpful.

Wait times are too long. Sometimes I feel like the staff is not too enthusiastic serving members. I am satisfied since the personnel in charge of reading and replying to the emails are always ready to give a hand.

up to now no problems

I went to renew several times my I.d.

And service was friendly and fast

The Travel pass return requirement is confusing between what the portal login home page says versus what is said elsewhere and I didn't get an email reply when I queried it.

I have not any reason to complain about their services.

I have always been attended and serviced at scheduled time.

No other reasons

Lounge/waiting room can be improved by showcasing native furnitures of international standard. However reception is very good & cannot complain.

Overall satisfied but takes time to correct some mistake in profile information e.g. travel pass.

Met my needs.

The only problems were during the pandemic when the office was virtually closed and unable to process renewals, and the shift to annual renewal of the ID.

because there is no particular problem

There's always air for better

The Immigration is convenient.

We always get our visas on time when we needed every time comes renewable times. This are how good all of them who work at the office of Cebu PRA are. We thank them always for that fast action.

Staff in Cebu Office are friendly and helpful but they are required to forward renewals to Makati and it takes 3 to 4 months which, I feel, is too long for me to be without my Passport.

PRA meets my minimum needs

They did the job when showing for renewal, nothing more.

Satisfied with service provided

No more 3 years ID Card

Nothing else I can say

I think we could have had better notification of the new PRA Travel Advice requirement. I first found out at the immigration desk and it was stressful trying to obtain the travel approval letter in the immigration hall

Why not? It is True.



Any policy updates etc should be sent DIRECTLY to the member and not left by chance on Facebook which can be easily missed.

I once requested assistance with securing waiver work contract requirement, I was given a very modest teaching contract at a university (one course). I had thought that PRA would assist in getting approval from other Govt offices for approval of the contract. They only gave advice and left any follow up with other govt. agencies up to me.

Explanation could i feel be a little more informative. Staff i feel could do a little more research on customer queries. It would be a good idea that if say once a year a SRRV holder could sit in on a meeting and put forwards suggestions after listening to any problems the PRA feel they have to approach to improve the service?

Got what I wanted but a little confusing.

The composition is well good

I HOPE SRRV CARD SHOULD BE VALID FOR 3 YEARS, NOW IT EXPIRES IN 1 YEAR WHICH IS NOT CONVENIENT

Fast responding to email from manila office. Angeles office is too slow handling id renewal
Fast reponse

The line to pay for renewal of ID

PRA - Cebu is efficient and helpful. However, the inability to handle simple things like paying for PRA ID Cards using credit cards or another more convenient way (gCash, etc.) causes unnecessary travel, expense, time, and waiting than it should if an online electronic payment was allowed (with the option of picking up the ID at the local PRA office or having it securely sent (with the appropriate fee for sending it).

Very satisfied with all my face to face dealings with PRA personnel. Dissatisfied with having to get Travel Pass when traveling. Very Dissatisfied with the process of renewing my ID and it only being good for one year.

They are very accommodating

Because PRA OFFICE reduce Id card for one year last time i did it for 3 years,

Staff is knowledgeable and takes the time to listen to your concerns.

Paying the annual fee is a hassle because paying cash or by bank transfer in a foreign currency, you never know the exact exchange rate. Paying by bank transfer, I always pay around US\$ 30 banking fee on top of the annual US\$ 360 payment (that's almost 10%!!). Why does PRA not accept credit cards that would make the payments much more user-friendly? Why can't I pay more than ONE year in advance??

I was provided service as expected

the change that the ID card have to be renewd every year insted of every 3 years

Because It helps me to guide what do to and I could easily see what your provided.

My ONLY dissatisfaction that I (and many others) have is that the "Gloss" of purchasing an SRRV has been taken off the initiative by the fact that it (SRRV) now needs to be renewed every year and not every three years which was the original Govt decision.

CONVENIENCE IN TRAVELING AND STAY IN THE COUNTRY

When we handed in the passports for the restamping, we were not told that we had to pay 220 peso for the return shipment. we had to do it afterwards with a lot of effort by bank transfer.

Only concern i have is the revocation of the 3 year renewal pattern. You have punished many for the actions of a few.

1. Stop requiring travel pass. Return to pre pandemic norm.
2. Enable cashless payment ie gcash, credit card



I have no special requirements & understand the services offered by PRA. I am also grateful to the Phil. Govt. Authority to grant us senior citizens a Retiree Visa to remain in the country. I also have a daughter & her family resident here, she too is connected to PRA.

The Renewal for the ID Card are before 3Years, now is only 1 Year avayable.?

Issuance of renewed SRRV card was quite slow

They provided basic services required

Helpful

restamping process - bureaucratic and very long process.

Travel pass - web registration not functional. manually via Email with problems.

Can meet the needs of overseas customers, but there is still room for service improvement

I'm member 10 years plus. Gave 10 years ago 20 k USD deposit, understand when I buy house, the deposit will return.

Or if I get pension, will reduce deposit to 10k. Unfortunately, I didn't read all the small letters.

Meaning, I didn't bought a ready house, I built in very high quality my own house and employed so many local workers. So for my case no right for refund of deposit.

Also, as I understand now, even I have pension now, no refund of 10k. In the office I got informed, I have to cancel my SRRV and start an new one.

Means much fees, paperwork.

From my point of view, this rule should be more customer friendly.

Should include, if someone build a house and should return the 10k on easy way, if get pension

The one time I had a question I happen to be in Cebu city and visited the office and the lady that helped me was very nice and answered it.

Some of the PRA policies are not equal to the benefits and quality of this great program:

1. We do we no need to to one year renewals. We have all been vetted and approved via a long enrollment process, there is no need to require one-year renewals. This adds to much time and effort to both the enrollees and the PRA staff. Three or Five years should be allowed. We have committed to the PH, now the PRA and PH should show committment back by not requiring us to visit the office and go thru the renewal process every year. Makes no sense. If it's about money, just charge a higher renewal fee, say 2000 pesos for every 3 to 5 years. This would also be fair, or even give the option.

- TRAVEL PASS - I've traveled 6 times since this travel pass requirement was implemented. Not once, never, has the BI at the airport or anyone else ever asked to see this pass. Why make us do this requirement, if no cares and no one asks for it. This needs to be removed ASAP

Always quick responce.

The service had got better through the new setup. The only problem is paying. It goes out of the office and the cashier seems not so interested. I have a change and when I say keep it, she seemed to be happy

The website changes but access to documents for ID renewal are always difficult or impossible to find. I had to find my forms from last year and reuse them.

I have been able to get the info I need.

The renewal of the card can be for multiple years instead of annual renewal.

Office visits had been pleasant and efficient. Travel pass requirement should be eliminated or streamlined as PRA can work with Bureau of Immigration about our movement in and out.

its service is convenient

Staff were very helpful in assisting in documents for ID Renewal.



Request was dealt with expeditiously. It is unfortunate that ID cards are now only valid for one year. This places greater burden on SRRV holders as well as PRA who have increased the workload threefold.

My only dealings with the PRA over the recent decades have been the annual renewal of my ID card and the the restamping of my passport every ten years. That does not provide a basis for a judgement on the overall level of service particularly as all of this has been conducted remotely by mail or courier.

A very professional illustration by the staff of PRA in its office when we visited, we had a very good experience of that meeting because we got all the information we want to know and the staff was patiently explained it clearly to us. Also in the following processes when we dealt with PRA, all correspondences were taken careful and efficiently without too much waiting. That's why we didn't give up PRA program and benefited from it when we're more frequently traveling between Taipei and Manila that each trip as a 'homecoming' tour with pleasant. Thank you!

People are pleasant but little mistakes take long time to be corrected

I am ok so far with the service of PRA.

Easy to renew, but bring back 3 year renewals and get the PRA accounts registered for on line bill payment

Quality service and welcoming environment

I believe transactions like iD renewal should be done faster, 4 to 6 weeks seems an awful long period

The clerk will take care of things such as visa renewal

Not specific..but for me, I have not many transaction

I have asked for my SRRV card to be renewed and for a Travel pass to be issued, and have few other claims. For this reason, I do not think it is a special problem.

However, I think the problem is that there was no special announcement regarding the issue of the Travel pass.

Helpfull information via email

Please provide the option to renew more than 1 year at a time.

The staff are helpful.

Staff are friendly and responsive

transactions like pra annual renewal is quite time consuming with passport being sent away to manila

No reasons in particular than above.

The personal staff service is excellent, BUT THE RENEWAL TIME AND REQUESTING THE STAMP RENEWED INTO MY NEW PASSPORT TAKES

FAR TOO LONG..... PREVENTING ME FROM TRAVELING WHEN NECESSARY.

BECAUSE WHEN I CALL ABOUT TRAVEL PASS THEY CAN ANSWER ME FAST

Relatively PRA services are ok but in some questions from the PRA members there is no clear answer in connection with BI(Bureau of Immigration).

Payment of annual & ID fee (US\$360 or it's equivalent in Peso) through Landbank is not convenient due to accessibility and congestion at branch of Landbank.

Hope that PRA to accept a payment at any of their branch offices in Philippines or install a concept of "One Stop Shopping" to avoid few ten miles driving car and long queuing up at bank lobby of Landbank waisting my time.

Silly question, because that's what I am :)



The service is professional and courteous. It seems there has always been less staffing than needed when I was at the office.

THE OFFICERS WARE VERY KIND TO ME. BUT NEW ID DELIVERY IS TOO LONG TERM.

The renewal and office visit is very convenient, obey restamping takes too long

A three-year renewal service was canceled, resulting in annual renewals. Hope to add a long-term renewal option. Other services are very good, thank you.

n/a

Length of time required to renew and that my renewed card could not be couriered to me whilst currently overseas

icard every year we need to renew.

it should be atleast for 5 years.

APPROACHABLE STAFF

They meet my expectation and immediately reply with my request, the officers and staff are friendly.

I'm satisfied with the service although replacing my visa information into another passport takes to long. - 6 to 8 weeks ???

Responses and results could have been faster.

SOME THINGS ARE DIFFICULT TO COMPLY

I don't have any complains but sometimes delay renewal ID release and from PRA official news too late information before.

Official's accessibility has declined over the years.

PRA officer's attitudes and work skills are satisfactorily acceptable to me according to my PRA office experience.

Hopefully, there is a PRA office extension in Palawan Island too.

If I am overseas, I have some trouble renewal id, hope to restore the 3-years renewal policy.

personnel were very accomodating

In general I was very satisfied with service I received in the local office but when I had to submit papers etc for renewal it always took so long to get things returned

Service not as good as it once was.

Would like to able to renew my srrs card for a longer period. Again 3 years.

Paying more than new members

SEEMS THE MOST RESPONSIVE CHOICE

I am not happy about the fact that now you have to renew your ID every year instead of every 3 years like before.

Transactions proceeded smoothly and as expected.

sometimes slow in response

The meeting was on time and informative

When I apply travel pass thru web site Its not working well properly. Then I send e-mail n get it.

SERVICE AND RED TAPE OR UNDER THE TABLE IS NOT BEING PRACTICE. HOWEVER, I AM NOT AWARE WITH THE PRODUCTS OR MERCHANTS THAT WE CAN AVAIL OR ENJOY AS BEING ASKED IN THIS SURVEY. IF THIS BENEFITS IS EXISTED PLEASE LET US KNOW WHAT ARE THOSE BY SENDING IT TO ME.

THANK YOU

PRA needs to go back to 3 year renewal.

Help me renewal my SRRV card very fast.



I am able to renew my SRRV - I am satisfied.

Though the card is valid for one year only. This is highly inefficient and inconvenient to the SRRV holder.

PRA should standardize it - three years validity for all renewals.

But some of my other SRRV friends told me that "they got it for three years". Because they asked. While I did ask, my request was turned down. This is highly inconsistent. I hope PRA will take this note seriously.

Good response to emails, good service in Makati office but sometimes long wait

Feeling

Very good service when renewing ID

Some of processings take long times.

Always helpfull and polite.

We are satisfied with what you've done for us.

always good service and very kindness those are working in the office in davao city.

None

It would be nice if the PRA can come up with a simpler online process to renew the annual PRA IDs. The current process works via email and bank payment but I think there is room for improvement especially now that everything is digital

It might also be useful to have a chat support available rather than the traditional phone customer service. Staff are generally friendly but there is still room to improve to simplify processes and make it easier for PRA members to reach out to customer service staff.

I would like to see the 3 year SRRV ID Card come back. Renewing 1 year at a time with up to a 2 month wait time is not satisfactory. When the issue with the Chinese was identified and fixed, it is time to move on and go back to a 3yr ID.

PRA employees has been very accommodating and kind .

Not much problem in renewing my ID card from 2017 to 2022.

Staff was great but the computer took a long time to complete a transaction.

They provide all services as I expected.

We are satisfied with our SRRV. But the service on the Website of PRA could be better.

They could renew the SRRV card faster - namely, provide the renewed card quicker.

Response by email became more quicker than 2021 and I could get clear answer. However I guess operations during the COVID is unsettled and still need well organized.

They did their job. But I have a problem with the rules about the use of my deposit. I want my money.

I only contacted the PRA to renew my visa and I waited 2 months to receive the new one .

친절하다

I applied something, Answer is very fast.

Everything ok.

But restamping new passport takes too long (3 months)

Every visit PRA office, there is good response n polite. Sevice is finished fastly. All is good, but no longer 3 years renewal I missed.

no other reason in general

Things get done but take time.

I find the PRA customer service when visiting the office very helpful.

Friendly



Well when I ever visit the PRA office should there be a problem the staff always help me to solve it

Always answer my inquires

Basically meeting my requirements

Service required was rendered well

I am enjoying life in Philippines because of PRV Visa which is useful anytime.

I only transact one to two transactions annually and I got my requests processed immediately.

Corrective actions were taken

When are they going to allow renewal of the 3 year ID card? I had it for 3 years before but now they say only 1 year renewals. The 3 year renewal was one of my favorite perks

THE PRA WAS KIND AND EXPLAINED WELL THEIR WORK CLEARLY FOR ME.

When I applied travel pass, it came back very quick however I couldn't get my wife's at the same time. So I had to go through other way. If it finished at once, I would be very satisfied.

I am happy to have SRRV, however I am 71 years old and LIVE in the Philippines. I far from Manila and the office in Angeles is useless. It is annoying to be my age and have to renew my ID annually. Separate the rules for real retirees who live in the Philippines from those who just use SRRV to work or have a business here. The whole travel requirements suck. No on in the airport cares if I have the PRA travel document or not. Why can you not get data dumps from Immigration instead of burdoning us residents? PRA has never answered my question about a National ID. The PRA website is just for marketing and I have no idea how to get real information about my benefits.

xx

There are several areas of improvement needed but the services are available if you know how to access them. In all honesty, the PRA should have feedback for improving the access to services and how best for the users to utilize them.

I am satisfied because of the easy to renew my visa. I like when it was renewable up to 3 years The renewal of the PRA ID Card was reduced from 3 years to only 1 year validity. This is extremely inconvenient and means always a hassle. This should be really changed. Minimum 3 years or better 5 years.

I am quite satisfied with all services offered and received so far with one exception: The validity of the SRRV ID Card was reduced to one year from previously three years. To renew the ID Card every year is rather inconvenient.

I send money for renewal and i used the old account. I never got that money back. I had to pay again to renew

Have not corresponded with PRA very often therefore do not have any issues.

reliable

There was no problem.

The website is well established, and you contacted me by e-mail.

Sometimes hard to contact since COVID.

Most information given was accurate. They have friendly staff and ar every accommodating. efficient, courteous..

Esay to go abroad without line up. Good for ID in Philippines.

It may take some time for the card to arrive after the renewal procedure.

getting better after Covid

They are doing the right thing

They are kind and friendly.

필요한 일 즉시 잘 처리해 주었음



3. Reason for "Neither Satisfied nor Dissatisfied" rating

Q5. Why do you say that you are "neither satisfied nor dissatisfied" with PRA? What else? Any other reasons?

Its so long time for restarting through pandemic. I changed my passport 1year before but I didn't change restarting on my new passport.

The PRA provides basic services but nothing special. Should be more prepared to be courteous and helpful to old PRA clients especially senior clients who are courtesy PRA Holders. ID registration on the PRA web site was impossible after numerous trials. I came to know later after I visited PRA office that there had been some kind of online system problem, however no information, or explanation about it was found anywhere on the web page.

overall program could be improved

infrequent contact

There is no reason. Because I didn't get any services from the PRA

little contact with them since 2019

PRA often look at social media for queries and does not answer any emails sent, this is confusing as I do not participate in social media I had to ask my wife to contact them.

I don't really benefit from anything offered by the PRA anymore. All they do is renew my ID and take my money for the Visitorial fee. Unfortunately because of the rates of exchange, the ridiculous Visitorial fee now costs much more than it should or more than it did 7 or 8 years ago. The PRA comes off as being very greedy by not putting a ceiling on the Visitorial fee, which I think shows quite a lot of disdain for the PRA members.

In recent renewals they have been efficient with good communication, with the original SRRV application the communication was very poor.

because I get very good responses from Cebu office, but very slow or none from Manila staff. also i have participated in a number of surveys now. but you never get any feedback or answers to your concerns

Only when renewal of SRRV shall I contacted PRA to clarify if any of their policies or procedure have changed, no other things need to contact them, but I'll appreciate if they don't change things like accredited bank n 3 years validity of the SRRV

I wished to change the visa by giving the details of my pension in order to get back the half of my deposit. But I was told that I have to cancel the previous visa and apply for new one...that's totally ineffective as it will be same visa just with indication of monthly pension and reduced deposit amount. Moreover the restamping took more than 4 month in order to get back my passport.....can understand was Covid but anyway I was in the country without passport

No problems, just update once a year

Dealing personally with staff is fine and sometimes very good service. But trying to get any answers by eMailing or sending messages through Facebook is very poor. I feel lucky if I even get a response.

The time frame to do something is quite long and the Renewal of the SSRV card went from 3 years down to 1 year ? ? ? No choice either. From a good system to not as good. More time involved to get a renewal ? more expense to PRV also. Should have a choice of 1 yr 3 yrs or 6 yrs NOT have ONLY one year ! :-)



Because although the staff are kind and helpful, there is this stupid rule that PRA cards can only be renewed annually and only by personal visit to the office. You used to have three-year cards. That meant I did not have to trail into the PRA office, and waste a whole morning, except every third year. And card renewal should all be wholly online anyway – this is 2022.

They have not been very helpful. They only do what they have to do, nothing more.

Pag Renew ID it takes 2 months

Pag restamping 3 months bago magbigay Kayo passport

Very little service is provided. Visits to their office are impersonal.

Not enough pro-active engagement

There should be more news and information

Regular contacts and support is not provided

It's a good program and has many advantages, but also flaws.

- choose a real bank as partner, not Landbank, as the annual membership fee cannot be transferred, but must be paid in cash in a nearby branch. As Landbank serves mostly the unbanked and underbanked, the branches are always crowded

- bring back the 3year validity, renewing every year throws a major monkey wrench into any travel plans and schedules

- don't keep the interest paid for our time deposit for yourself. Your money is the membership fee. Interest on my money should be my money. You are pocketing more than USD700 that belong to me!

Appointments are difficult to schedule

Phones are not answered or busy.

Work hours are short

Only a few people are actually working

The managers that are needed to approve certain pra transactions are seldom available

Difficult to access PRA for Japanese

For travel overseas, I have to apply for travel pass.

It is not possible to pay fees by card or online. This is not best practice or good customer service.

Your office is very slow to respond to contacts.

1. At the beginning i could renew my ID for 3 years but now it only can be renewed yearly which is a hassle.

. Previously i do not have to have an exit permit to travel but now its a mandatory

I have had some awkward responses through email before. Contradicting information

I appreciate the SRRV and am agreeable with the high deposit but the yearly fee if \$360 is just ridiculously high, and marketers get \$300 from this for doing nothing. It's not right.

1. Renewal of ID every year for non-problematic and law-abiding clients is too short. This should be extended back to three years.

2. The COVID era has passed. The travel pass should be demised. When travelling, Immigration sometimes asks for it and sometimes does not. It seems to be pointless bureaucracy for a scheme that promotes a positive experience.

3. The bulletin should contain more relevant expatriate information, such as What should I do if I get stopped by the Traffic Police? What documents should I have in my car? Will PRA help me? These types of questions always trouble foreigners - I have lived in 11 different countries, and it is always a fear, will I know what to do? How do I know if I am being treated fairly? I am happy to help with providing contributions / interesting topics to the newsletter bulletin / website.



Inconvenient to extend pra visa every year.hope it will be back to extention period 1yr to 3yrs.

There always have problem in the renewal

The initial SRRV application was relatively smooth, although PRA should stop working with Development Bank of the Philippines given the very long delays experienced with deposits and withdrawals (I subsequently transferred my deposit to BDO).

The renewal process now inconveniently has to be done every year whereas it used to be possible to renew and pay for 3 years. It is possible to renew online however the process was not exactly smooth. Communication by email was erratic and unclear. It took the intervention of the finance department to explain how to transfer the 150 Pesos for the courier fee. It is good that it is possible to renew online, however this process should be improved and made easy and seamless.

Also not allowing SRRV holders to come back for 18 months during the pandemic was a disgrace. We get these visas because we live here, we have houses, business, a family, our friends are here... I got stuck 18 months out of the country and was not allowed to come back despite repeated requests.

SRRV is little bite expensive

Difficult to get the deposit refunded at the end of the contract.

The services I needed were satisfactory

The renewal changed from max 3 years to 1 year. That makes the SRRV just like a normal visa but expensive. It's really make no sense, cause we all at least put 20k usd in government assigned bank. Most of Taiwanese holders do traveling between different countries. Shorten to one year expiration would cause many trouble for our schedule. At least granted for two years is more reasonable.

We never got any news/ information from you.

Why do we need to renew our ID cards frequently.

When Bank of Commerce stopped keeping our deposit, we had to pay a bank fee to transfer our deposit to BDO which is just across the street and it was not at all our fault.

Online SRRV takes months to respond to renew . When trying to use investment of condo to return my funds it takes many months and several transactions to complete just to get your own money back also people taking care If transcripts make mistakes providing wrong data which takes even longer .

PRA needs to bring back availability of extended renewal of the ID. In the past we could renew for three years for someone who is really living here long-term renewal of the ID is an unnecessary nuisance.

I am satisfied, however, you do not have that option.

Previously, ID Renewal was available for up to three years at a time. But now I have to renew it every year, which is very cumbersome and wastes a lot of time.

For yearly renewal of ID I needed to go pay at Landbank. Those times it should be able to do online banking. Then bring proof of payment to office. Later pickup ID at office. Office is located at run down building, low image for PRA office.

ID renewal: before every 3 years but now only 1 year.

we should get the travel pass upon each travel for overseas now.

First PRA takes long time to answer phone calls. Second, we were stranded in India in 2021 during my father's funeral. PRA could have helped us better to get back to the Philippines.

On application main office did not communicate reason for major unjustified delay resulting in expiration of my tourist visa which meant either fine or deportation. I was fined for this.

コロナ等で行き来出来ない為。



When I call or text I never get a response. When I walk into the office I am well taken care of As I responded before,,,I want to go back to renewing our ID card every 3 years. It's wrong forcing us to pay the International travel fee as Filipino citizens do.

Everytime a request is made , it takes way too long to get it complete. Eg getting SRRV in new passport – takes 3 weeks– why so long?

Renewal fee very expensive

very limited contact... general what PRA can give me is enough for what i want.

The face to face service is good but while away from the RP during Covid it was difficult to get information or a response.

1. I had originally overpaid my deposit by USD 4,000. During the pandemic I desperately needs that refund. The process was EXTREMELY frustrating and took 5 months. Customer service was piss poor, no specific person of office could keep me informed. I was even required to create a new bank account to get my money. To be clear the process was unprofessional and disappointing. Now, having written this , I would like an explanation of when I was treated this way.

2. I am NOT impressed that I now need to renew the visa annually. Initially the renewals were done every three years nor am happy with the reason given for this i.e. that the Agency wishes to vet/ or check on us. Checking in can be done on-line if necessary, although I see no need for this! I know from other sources that the Chinese and Korean gamers who are being asked to leave the country may have tarnished the good reputation of the visa. There is no reason to paint other visa holders with that brush. Please return to the 3-year renewal period.

3. This study is looking internally at current visa holders who have no choice but to accept the way we are treated. PRA should that the time and make the investment to a study of the visa offerings of nearby countries: Thailand, Indonesia, Turkey, others.

There are few benefits compared to extending a tourist visa and staying for three years.

I have never found the PRA to be especially relevant

yearly renewal of srrv . for those that are considered good after 3 years to consider 3-5 year renewal.

no reason

Firsly, you no longer offer cad renewals for 3 years. Secondly the recently imposed travel pass serves no purpose; on my recentl trip abaroad, the Immigation officer at the airport handed me back the folded travel pass document whithout even looking at it, so she attached no importance to it. My conclusin is that it a useless and annyoining imposition. Thridly, your office in Makati nevera naswers the telphone, which does not create a good impression. Fourthly, renewal of my card by mail took over 40 days.

I live far away from the office and like to renew my visa for a period of 3 years; I do not like to line up every year at a bank and wait a whole morning before transaction is done; As it is done last year I had to come back coz lack of internet. I really prefer to see the office every 3 years and pay cash'

Slowly service

I use only the minimum of your services as I don't see much purpose in your events etc.

It seemed that PRA has not much influence on other government offices. SRRV resident holders can be blocked from re-entry and not treated like other residents.

I have a house but I can not get usd 20,000.00 back. I have a son 7years old. I like to buy a property for him.

Always late or too slow, example... Renewal (one month), Restamp (four months), etc.

Beause i nèver have hulp from thm i oly have yaerly the pay.



It is VERY difficult to get any answers from PRA. Even harder to use their website.

1. Not answering the phone

2 not friendly

3. Hard to renew every year.

PRA did renew my ID card in 2022.

But

1, The passport number on the ID card (G34375958) is not the same as the number (EB6202138) of my new passport .

I did lose my old passport and get a new one in 2017.

2, PRA did not give me the SRRV page on my new passport. So nothing in my passport to show that I'm a holder of the SRRV.

That's did give me trouble when I arrived in MNL on 22th November.

They were so kind and trust me, they did let me in for the next flight to Japan and tell me what's problem of my SRRV. They said the PRA can help me. I have SRRV for 11years, and always receive emails from PRA every year.

Would you please tell me how and what can I do to solve this big problem, Now I am in Japan.

Kind regards!

4. Reason for "Dissatisfied" rating

Q5. Why do you say that you are "dissatisfied" with PRA? What else? Any other reasons?

Nice staff at the Manila office.

But... 3 onto for restamping is not acceptable. I lost my planned flights because of this.

The agency got totally off track. Re stamping of the visa from one passport to an other needs more than one month.

(Welcome to jail in the PH)

ID renewal cannot be done for 3 years anymore and most be done every year.

People send to the PRA to drop of/ clam passports /ID cards need to registered a marketers with a notarized form!!!!

Requests to PRA

The other day, I visited the PRA Angeles office and applied for an ID renewal.

Also, since my passport had been renewed, I requested a visa seal be issued for this new passport.

Regarding the ID card, when I renewed it last time, I was able to renew it for 3 years, but this time I was told that the rules had changed and only those with a 1-year validity period could be issued.

Also, it will take about a month for the new ID to arrive.

In addition, I was told that it would take three months to issue a visa seal for my new passport.

As a PRA visa holder, I would like my ID to be valid for 3 years. And when issuing it, I hope that it will be issued in about two weeks as before.

Secondly, the three months it takes to issue a visa authentication seal for a passport is too long.

In the unlikely event that I need to return to my home country urgently, such as when my



relatives get sick or misfortune while I am entrusting the passport, I do not have the passport at hand. There will be serious obstacles to a speedy return home.

Also, in the Philippines, I am often asked to present my original passport for opening a bank account and other various application procedures.

However, I will not be able to do these procedures for a long period of 3 months.

Therefore, I have no choice but to hesitate to apply for a visa seal attached to my new passport.

In this regard, I would like to request that the issuing period be reduced to about one month.

I have to do Travel pass, and reentry when i go out of phil.

Changing the validity of the SRRV from 3 years to one year.

1. ID's should have a longer life than 1 year. An option to pay for renewal on-line would be extremely helpful.

2. Very limited services are actually available through the office in Cebu. They are understaffed. The advertised services on the website are not available.

3. I don't believe we should be required to process a travel pass. This seems to be overly controlling over people that have processed significant paperwork to obtain an SRRV.

4. We were not allowed to return to the Philippines for an extended period of time during the height of the pandemic. Our SRRV card was useless during this time. This was not an acceptable response to the pandemic - especially since we have invested significant money in the Philippines and could not return to our home in the Philippines.

changing the renewal term from 3 years to 1 year is extremely disappointing. especially given the unusually long time it takes PRA to process the paperwork and deliver card.

unless you wish to spend fifty thousand php to fly to manila, stay over in hotel, and and do in person.

the requirement of LandBank by PRA is dissatisfying. LandBank is unwilling to provide receipts, they suggest you handwrite your own. im not a PH attorney, bit that seems rather unusual.

the PRA requirement to obtain a permission slip prior to exit travel is highly unusual. defeats the purpose of a PRA membership which freedom of travel into and out of PH.

it used to be a really good service and things were handled smoothly,, now I only got a one-year card and when I need a visa for my new passport, it takes a really long time to get it, now I've already been waiting for about 2 months,, I had plan to Thailand to meet an acquaintance but I can't because of the passport it's there

Every year (for the past 5 years, so not isolated cases) whenever I have required to renew my annual visa, it as always taken numerous emails and some times months to get the visa renewed correctly, and it has taken up to 3 months for the ID Cards / receipts to be issued.

For example, despites requesting three times to have the address on my ID Card changed, it was still issued with the old address, and this took a further 2 months to correct.

I believe that there is a large turnover of staff in this department, due to different personnel responding to enquires, and some people that I have had encountered, do not seem to be aware of the PRA systems and procedures.

Website not accurate. Not does work consistently. Very limited functionality

Difficulty of renewal of the PRA card.

Difficulty entry and oeparture of Phillipines

Because I could extend only one year for my ID in 2022 July.

It is too short!! I have been living in Palawan. I feel lazy to go to Manila often.

Maybe PRA can make it much longer, like 5 years and/or 10 years.

i can't renew 3year or 5years. only 1year i can extend.



The personal in the Cebu Satellite Office is not very supportive to the clients and in talking with them very distant. Questions are reluctantly answered. Replies, e.g. if the new ID Card is ready, never follows. The client has to undertake all the steps and if the right questions are not answered the personal does not support you.

The card can only be extended for one year. (it used to be possible for several years). I would like the documentation for the extension to be simplified. Can't accept credit cards. ID Renewal required every year, as opposed to every three years in the past. Office renewal requires an appointment, in the past "drop in" was fine, great because arrival time can vary by an hour or more due to traffic, so added pressure to arrive on time. We are Balikbayans and visit the Philippines for only a few months every year, so concerned about having to renew, process is too complicated if completely online, no credit card accepted, need to use remittance service to pay. Also reporting entry and exit is a hassle for us nearing 80 years old, wife cannot possibly comprehend and complete reporting without my help. Considering cancelling our Visas and upgrade to our Balikbayan status, with not administrative complications, just present our passports, and if asked marriage certificate and birth certificate, totally stress free.

As a retiree in the Philippines, I expected to get the support of the PRA in solving the problem of blockage of roads access affecting not only myself but the whole community in Barangays Bolod and Libaong, Panglao, Bohol. To my dismay, I didn't get any support from the PRA in that matter.

It takes about a month to renew the license.

I messaged several times and sent in money twice. I waited SIX MONTHS for a response to the money I deposited to renew my SRRV card. I requested the card to be express mailed to me and it never came. Then I flew to PH to pick up my card as I never got a response. Then I didn't get a refund for the 8000 PHP (or so) express mail service that wasn't used. (as I picked up the card myself.) Given the poor service, I haven't even bothered to request the expedited mail money back. I figure it would never happen and why waste the time. I assume that COVID has slowed down the processes and fewer people are able to work. That said - 6 months for a renewal when the money had already been sent and processed????? Not good.

The expedition time is too long without any information on the expected finish. (should be like from the day we have all documents it takes a maximum of 20 working days.)

I have never asked the PRA with any assistance with anything in the past and now that I need assistance with returning to my adopted home I cannot get the help I need.

When I was at the airport for going back to the Netherlands in September, I was asked to present a travel pass. Nobody, also not PRA, informed me regarding the need of a travel pass. When I visited the PRA office in Makati last week, for getting the SRRV visum in my new passport, they told me that they needed my new passport for 3 months. That is unacceptable.

And it took about 2 hours to provide the new SRRV membership card after I paid my yearly contribution. While the employee of PRA told me that it would take about 1 hour.

I have been suggesting for 5 years that PRA should make payment of renewal of SRRV easier. Making a trip to and standing in line at Landbank to deposit funds and then having to send deposit slip to PRA office is not at all convenient or acceptable. PRA should take Visa, check or cash. For example PRA could make one trip a day to Landbank to deposit daily receipts instead of each PRA member having to make a separate trip to Landbank. This is very inefficient and totally disrespectful to your PRA clients. Service in general from PRA is poor and suggestions are never taken into account. I expect that this suggestion too will be ignored as in the past. Makes me wonder why I bother sending it. Makes me wonder if PRA really wants its members to retire here or instead wishes they return to country of origin.



Poor communications in general. Lack of clarity on policy and process. Very poor coordination in handling of matters. Long time required for re-stamping (which deters SRRV holders from doing it for fear of losing their passport for extended period)

It takes time to get a response in case I send my question

- 1) PRA SHOULD MAKE EVERY EFFORT TO GAIN SENIOR CITIZEN STATUS FOR ALL MEMBERS 60+
- 2) PRA HAS BLOCKED ME FROM INVESTING MY \$10,000 IN LONG TERM BONDS OR OTHER FINANCIAL INVESTMENT OPPORTUNITIES
- 3) I AM SATISFIED WITH THE EASE OF TRAVELING, NOT NEEDING TO VISIT IMMIGRATION EVERY JANUARY, EASE OF EXTENDING ID

It is very inconvenient that the validity period of the ID becomes every year. I would like to see the 3-year valid ID restored as before. The system that I have to go to the designated bank myself to pay the price is also troublesome.

I am satisfied

Change to 1 year ID renewal from the previous 3 year renewal.....unnecessary extra burden for seniors. It is not a matter of cost....it is a matter of inconvenience.

Also the new requirements to register on exit and on returning to the Philippines.....inconvenient extra workload.

ID renewal continues to be a slow process. It takes months from start to finish and therefore reduces the number of months I can actually now travel overseas. I have now realised to ensure continuity of travel rights I must actually start the renewal process 2 to 3 months before my renewal date. Of course I have heard from other members that used agents for the renewal process, they had their ID renewals completed and a new ID card delivered in less than 2 weeks. How is that possible and why can't we ALL get that level of service ?

ID is difficult to renew

I have to wait 4 months to get my card returned from renewal. After I contact the office twice they find that it was there all the time.

Only one year SRRV card available instead of 3 years due to corrupt practices. When renewed it was for the wrong year.

Need appointment to transact for anything and it is quite difficult to have appointment at desired date and time.

Change to one year validity of SRRV cards is absurd! Obviously does not work for absences of more than one year. At best a real pain for renewal; a needless imposition.

even I had retirement visa, in covid-19 situation, I couldn't enter to the Philippines. So, I have to stay other country for a long time, it made me disappointed.

and When I wanted to cancel srrv, I sent e-mail to PRA.

Retiree Assistance Officer MJ Mendoza suggested me agent to help me.

the agent is Support Immigration Consultancy.

their service is the worst in my life.

after pay service fee, the agent Mike became a lazy person.

even I asked something, he didn't reply.

I had to ask him many times.

then he always gave me one answer.

only one. not all answer.

So, everytime I had to ask him many times.

and also I had to wait to process everything until he had time.

he is too much lazy person.



first time,he said it takes 2weeks.
but finally it took 3 months.
and now,I didn't receive my deposit from PRA.
and also he doesn't reply me a week.
I hope someone who has power will check this low service agent.
their service is the worst in my life.
I really want to report what happened to me to the Philippines government.
the Philippines government should not give license to Irresponsible agent.
It is a bureaucratic nightmare. We used to be able to leave this country and return easily. It was regarded as VIP to have the ID card. Now it seems to be ruled by silly regulations which make life more difficult for retirees. Nobody cares about those who are too unwell to travel to Makati
No information about key issues and waiting time in office for renewal has been atctomes way too long
종전에는 은퇴비자(SRRV) 연장을 최대 3년을 할 수가 있었는데 지금은 1년 함으로써 많은 불편을 가져오게 되었습니다.
특히 교통이 불편한관계와 그로인한 시간적인 손해 등입니다.

5. Reason for "Very Dissatisfied" rating

Q5. Why do you say that you are "very dissatisfied" with PRA? What else? Any other reasons?
The Travel Pass is an extremely onerous, invasive and pointless exercise that adds no value anywhere.

I have written PRA about this and I have been ignored.

WE have now The year 2022.Iam divorced my Ex Wife and Take her Out from my SRRV per Letter in The year 2009.Bud 2021 after The PRAA investigate more to dont know that my Ex Wife ist Not more in my Visa.Ok that can Happen WE are all human Bud this year 2022 when i again extend my Visa The ASK me The Sem and surprise again Bud my Letter that i Take Out my wife from 2009 ist there.And Second.....

In 2017 i Need The Help from PRRA because my jelouse neighbar make a Case Fore.me.and The Immigration Take my Passport.So i ASK For Help from PRAA Budnothing.Thats wy iam absolut Not Happy with The Service from them.

Simply because the only interaction I have with the PRA is either a rare news letter or when they want my SSRV renewed. What else they do is unknown to me. And this survey is i possible to fill im accurately hence a few hilarious replys. Lastly, if it is anonymous why ask personal details?

The card renewal period has been shortened to one year. It's troublesome, so I want you to change it to 5 years.

PRA made a mistake in calculating the renewal fee and was charged twice.

Request an Appointment with the Management - no Answer. Nothing runs well this Year

Every year need proses renew

When I tried very hard to obtain a EED early 2021, to allow me to return to the PHL, I could not secure such even not after more than 5 months, although my husband was in touch with the PRA office on various occasions, explaining my desperate situation



I was stuck in China trying to keep back to Manila - I sent many emails begging for assistance with the procedures to return during the Covid restrictions- this took place over many months - in all your correspondence NOT ONCE did anyone reply with their name! So, no-one was accountable resulting in numerous nameless replies that didn't answer my question and didn't help at all. In the end I had to do my own research and find out when I could return and what I needed to do - with ZERO support from PRA.

I would say previously I was pleased with PRA having been with you for about 10 years; but this experience was dreadful and left me stressed and worried - I couldn't believe the callous indifference I felt from the PRA that at times either never replied to my emails, or if they replied never gave their name so I could follow up and hold someone accountable - it was just horrible!

It is hard for me to answer the other parts of this form - as I was so wounded by how I was treated by your team answering my cries for help from China over the many months I was trying to return home to Manila - (DO you still tell your staff to not use their names when replying to member concerns????) Why would you do this? It is unprofessional and unfriendly - it leaves members lost, not knowing who is replying to a concern and getting any follow-up as without a PRA person's name other emails get lost by going to other people unfamiliar with a concern/complaint.

However, apart from that PRA people I meet in the office are nice and helpful - so trying to answer the rest of this survey is difficult - I normally had good experiences from the office staff, but with this horrible treatment by whoever were the NAMELESS responders to my cries for help from China, it is difficult for me to give you a positive response. (I would be happy to send you my many emails begging for help and the few replies that left me wondering why PRA treated me so badly - that is if you want the evidence).

ID renewal is now only for a year instead 3 years before. Also, it took more than 2 months to get ID card renewed. Unbelievably, slow work.

No more 3 year I.D. validation renewal and have to renew yearly. Particularly a hardship for members living in small provinces or islands. Travel Pass still in effect although Philippines open. Departments are segregated. Nothing or no new benefits are being done or pursued for the membership. Burdensome PRA bureaucracy makes everything a hassle.

The SRRV was positioned as a "Philippine Greencard", allowing me to make the Philippines my home.

During the CoVid pandemic the SRRV was treated like a tourist visa and because I was outside the country when the lockdown was decided, I was not able to return to MY HOME for two years. Most countries treated foreign residents like citizens and allowed returns. There was little to no communication during that period and requests for information remained unanswered!

How can I have a home in a country that denies me access? To add insult to injury, the PRA charged the visa fee for the years it denied me access to my home!

Because annually I have to ask over and over again the same thing. My interest earned. They ignore my question or send me to other person and nothing happens. Same with my renewal Id card.

the only service i use is my renewal by email... it always took 2/3/4 months to process my renewal... last 2022 PRA send my wrong quote because the lady did not use the correct exchange rate...

Renewal of ID from 3 years change to every year

Annual renewal of ID is unnecessary and expensive.

The process takes too long.

The process is unreliable and cumbersome.



The whole way SRRV holders have been treated since the beginning of the pandemic is very poor. The SRRV is clearly not a residence visa but an expensive tourist visa. This is amplified by having to notify the PRA of every trip out of the country. Having to renew the ID card every year instead of every three years is a major lowering of the service offered. Made even worse due to the poor service with my ID renewal taking over 2 months to complete

No proper and meaningful communications from PRA.

No information/support to Entrepreneurs (or Active SRRV)

PRA's infrastructure is poorly designed, often does not work (in case of Travel Pass etc.)

General a source of harassment, rather than a helpful resource

Horrible Communist style travel monitoring (worse than China actually, I've lived in China for 15yrs) with their travel Pass.

There is nothing and no information the Gov doesn't already have. The BI has clearly all entry/exit info - why would the PRA need to know?

Exit Immigration rarely asks for Travel Pass, and is a source of travel stress and harassment - I travel every week!

No active networking, seminars, investment options, networking, Gov. updates, no expat/retiree information at all,

ID card needs to be renewed each year, why not 2 or 5 yrs? Is such a frustrating sheep experience having to deal with dense office staff and long waits (incl. awkward cash payments - which still take 10min per person)

Lame annual events, and opportunity to brag about PRA's ability to extract maximum money from its members/retirees. Bizarre presentations about internal PRA issues, not relevant to active SRRV members. And nothing ever changes, seems to get more and more burdensome.

Communication has always been very bad however in 2022, not less than 20 communications re: ID renewal including transmission of Landbank receipt were ignored. This includes those sent to know phones, emails, etc.

The office in Manila is excellent, but the office in Angeles is extremely poor and I will avoid contact with them in the future. Their customer service is so rude and inefficient as to generate constant frustration. They don't respond to call or emails. When you schedule an in person visit they ignore your appointment and service their friends first generating long waits and more frustration. Once they finally see you, they are consistently rude. When I politely asked the representative to speak to me in English instead of addressing my wife in Taglish, she snapped "you should learn our language" which is not appropriate for an office primarily dealing with foreigners. I strongly suggest the main PRA office conduct an in-depth review of the Angeles as top to bottom improvements are definitely required.

They were very busy and panicked when I visited office. The guy who has many tattoos who treated me badly

Shutting me very badly in front of members in the PRA office and he said me that Are you Chinese laugh at me that is racist

I was very very angry that time

Three years ago, I informed the CEO by e-mail about a serious problem with my long term leasing where any change requires the approval by PRA. I informed him that I file a complaint in court to defend my rights and also the rights of PRA. I never got any answer even not the minimum, a confirmation of receipt of that mail.

There is also a general problem, they never give a confirmation of receipt of any e-mail by return.



It took almost 4 months of waiting to cancel. I received differing and uncertain information throughout the process. In addition, I was charged for years of fees while locked out of the country, so I paid and received nothing.

I sat around in a rented apartment doing nothing but wait. Wasted my time and cost me money. When I checked about doing a cancellation outside of the country I was told I would have to courier my passport and wait 4-5 months. This is also expensive and unacceptable to expect a customer to not have their passport in their possession for 4-5 months, let alone if it should get lost or some other problem happens.

Office fulfilled my requirements

Did not help me to open a BDO dollar account

ANNEX C

VERBATIM COMMENTS, SUGGESTIONS AND RECOMMENDATIONS FOR PRA TO IMPROVE ON

- Continue to give good and satisfactory service to the applicant and members ,
- "- Renewal could be handled on line
 - Credit card payment would be helpful
 - Reinstatement of 3 yearly renewal would save on administrative time and improve cash flow for PRA. Requiring an annual renewal (rather than every 3 years) is burdensome and time c"
- "1 Harmonize dates for payment of visitorial fee and iD renewal.
- Consider a a 2 tier membership with basic just providing the permanent visa so members can live here and also travel abroad. Enhanced tier would include all the other amenities you offer.
- 3..Modernize payment system by adding more convenient option e.g Gcash. Credit card, Pay Pal, Apple Pay
- Person retiring here from other countries may be divorced. This should be an option when asking for civil status
- Also in the survey you ask working status. You are a "retirement authority" yet retired is not an option."
- "1 year visa, which is too much work for the PRA office and visa holders, I highly recommend going back to approval
- Each transaction can choose a 1-year or 3-year visa, which will benefit both the PRA and the visa holder.
- for your suggestion, thank you"
- "1) Too long to receive my new ID card every year. Usually I received my new ID card 2 months or more after my initial application each year.
- 2) The fee for the renewal of ID card should be in Philippines pesos for those who are renewing from within Philippines and NOT in US dollars.



- This is because the US\$ and PHP exchange rate varies from day to day.
- So on the day that I submit my payment to PRA for the new ID card, the US\$ / PHP exchange rate will be different on the day when PRA process my new ID card application.
- For my ID card renewal application for 2021 and 2022, PRA instructed me to send an extra 100 PHP because the original amount that I sent was not enough because of the different US\$ / PHP exchange rate.
- It is very inconvenient for me to make another trip to the bank to pay this extra amount."
- 3-year cards again please please please. 2. Get more procedures - especially card renewal online - requiring old people to trail into an office and waste all day getting simple things done is not 2022. If the banks can do it, so can the PRA.
- Forms are redundant. If personal data has not changed, then there is no need to refill out forms every time we go in to renew our visas. A simple form with a box to check: "no change in address, phone number, or personal information." should be sufficient. ✓. 2. You have a question re: PRA has access to modern up to date, current technology and resources. This is not the case. The client service person should be able to access all data on her computer and initiate changes directly from her computer i.e. card renewal etc. (Many businesses have this feature.)
- "1. Be more clear on the Travel Pass requirement. This was mishandled in my view.
- Engage with banks that offer a decent interest rate on the long term deposit
- Use stronger due diligence and vetting for SRRV applicants. It is very clear that PRA/BOI is allowing undesirable people into the country. Allowing them to secure SRRV status and then engage in illegal and unsavoury actions. This is very unfair to the SRRV holder who are clean, respectful and law-abiding retirees."
- "1. Extend longer for the renewal expiration
- More info about how can we avail the deposit for investment"
- "1. It would be nice if the time for restamping of Passports could be shorter than 2 Months.
- I would prefer if it would be possible again to choose how many years, 1 to 5, your ID will last... as before."
- "1. Please have special hotline for emergencies operating 24/7
- 2. Please liaise with government to extend Senior Citizens benefits to SRRV holders, who spend their dollars in the Philippines and boost its economy. We are also senior citizens who contributed to the Philippines. There is discriminatory treatment towards granting benefited to senior citizens SRRVs by different cities in NCR. I want PRA to take up this matter with Government ."
- "1. PRA members want to have D/C on the bill from more and more restaurant and merchant facilities and shops.
- 2. PRA members need to be officially entitled to use APEC and Diplomat lanes in Int'l airports for incoming and outgoing.
- PRA need to have closer and same implementation guidelines with BI.
- For example, PRA says that PRA members don't need to have SRRV sticker on passport but BI officers in Naia want SRRV stamp on passport.
- Which agency between PRA and BI is correct?"



- "1. Stop requiring travel pass. Return to pre pandemic norm.
- 2. Enable cashless payment ie gcash, credit card.
- Online ID renewal"
- "1.Extension pay down
- 2.More Extension years have discount
- 3.Need ID CARD again design make new"
- "1.pra visa id need to renew every year ,previous pandemic three years term since need to provide considerable renewal terms for senior old person if possible.
- 2. in front of entrance guard can make first impression for pra since if possible ,advice to place an impressive and friendly person.
- 3 year ID Card Payment & Renewal
- 3 year renewal on ID cards
- "3 year renewal.
- Get the banking system into the 21st century. 1 month to clear a USA check is ridiculous! This is the age of the Internet and electronic verification is very possible.
- Time to talk to BSP!!!"
- "3 year srrv ID renewal,
- No more exit/entry registration."
- "3 years validity
- Proper bank account (transferable, not cash only) "
- A major concern is the 10k deposit to BDOit's to show the applicant can support themselves and won't be dependent on the Philippines. Getting the "Deposit" returned is extremely difficult and does NOT allow for any extenuating circumstances.... No matter how self supportive the applicant is.
- A three-year renewal service was canceled, resulting in annual renewals. Hope to add a long-term renewal option. Other services are very good, thank you.
- ability to renew membership by e procedures with out travelling to manila from mindoro twice i have renewed on line and communications are very poor
- Ability to transact online, renewal and payment.
- "Ability to update SRRV cards, etc. on the Internet.
- The fee can be paid by bank account transfer or credit card. "
- Abolish the useless and annoying travel pass as you never had it before the pandemic. Re-introduce longer renewals for SRRV cards, perahas for those who have been visa holders in good standing for 3 years or more. Answer your phones in the Makati main office; people call because they have questions that are often not answered on the website.
- "About one week is desirable for quicker ID issuance.
- The deposit of the passport associated with the issuance of the visa authentication seal due to the renewal of the passport should be within two weeks at the most, and preferably within one month at the longest."
- accelerate standard procedures as renewal (annual and every client!)
- Add a few service staff who can speak Chinese.
- additional staff to accommodate urgent concerns
- Adequate Medical insurance including more comprehensive coverage is the most important.



- After the experience of the pandemic lockdown, the PRA needs to significantly improve its online service offers. Most of the services provided are available online elsewhere.
- Agents hard to reach by phone.
- Airport immigration point should be more accessible and friendly to members who are senior citizens. Also immigration officers should accept the srrv card as the true ID rather asking for passport verification with the ID
- All benefits of Srrv and other visa, should be explained well showing with full details
- All clear instructions or information disclosed when a process is related with other public department, because we never know what is the exactly requirements or documents to be prepared in advance if we need to reach those departments from PRA's process. In most case, we didn't stuck in PRA, but waste a lot of time to figure out how shall we proceed to do the next stage of process when it related with PRA from my experience.
- All correspondence by PRA staff should require their name and title - otherwise you nameless people not doing their job and not being held accountable and members not being able to get proper support when needed!
- All of my contact with PRA in the past 3 years has been done online, including renewal of my PRA identification. I hope this can continue in future rather than having to travel to Manila to do this in person.
- Allow access to deposit funds for any reason after five years
- Allow renewal of 3 year ID card again. For the last 2 years only allowed to renew for 1 year.
- Allow security guard at entrance time off to eat in private rather than at his desk.
- Although I think that the PRA system for living in this country is good one, I feel that it is very much let down by the standard of some of it's staff, and their lack of understanding and commitment.
- Although most of the form are easy to fill out, understanding the EXACT procedures sometimes are not clear.
- "Answer the phones
- Make it easier to get an appointment
- Have another person assume the duties of the manager when they are not available
- Provide a means for a retired visa holder to obtain a pwd permit for parking. I was told that you had to be a citizen to qualify to apply
- Application for travel pass can be improved specially for spouse travelling with or without the major member
- As mentioned before,,,"I want renewal every 3 years not every year. The extra 1620 pesos at the airport is not good.
- as said before, it would be much more appreciated if services like transferring passport sticker, ID renewal were done in a more timely fashion. I know this is probably a lot quicker done when one goes to the main office in Manila but out in the provinces this can take months.
- Asking about the time to stop for applying the travel pass.
- Assign a case officer to each retiree for easier communication



- Assistance with any work contract approvals
 - assisting staff is inadequate
 - Back to a 3 year visa
 - Baguio office needs upgrading because it's too small
 - "Be more in contact. We don't hear anything about the agency anymore compare to the time when we applied for the membership.
 - We don't even know the present officers of PRA."
 - Be more timely in corrective action
 - Be proactive in accomplishing more benefits for the membership. Reinstitute the 3 year ID renewal. Remove the Travel Pass requirement.
 - Become more friendly
 - Benefits should be well stated during the application process.
 - "Better communication with members, probably through a quarterly Newsletter
 - Focus group spanning the different nationalities/cultures to advise PRA management on key issues, benefits etc"
 - Better office and location in Cebu
 - Better website, faster clearer response to email, viber or Whatsapp channels
 - "Bring back 3 year renewal and make on line renewal easier.
-
- Issue ID cards in less than a month."
 - Bring back 3 year validity for PRA card, renewing once a year makes no sense with a lifetime visa
 - Bring back 3 year visa
 - Bring back the 3 year visa. Having to renew once a year from Valencia (just outside Dumaguete) is a pain or open a Dumaguete office. Dumaguete and environs is full of SRRV members.
 - Bring down the time it takes to get a card and change the information on your new passport. Bring back 3 year cards
 - Can i renew icard online more fast.
 - Cancellation of a travel pass requirement. Return of the visa stamp on the passport/presentation of SRRV card at immigration. Return to a three-year renewal option once the first probationary year has been completed.
 - cannot think of any
 - Car parking is very difficult, I want to prepare parking lot,
 - Cebu office is hard to access. Elevator to office is in building next door. Office was closed down due to Covid19. There was a table outside and paperwork had to be handed through the plastic barrier. It was obvious that this was overprotective.
 - Cebu Office is like a fortress. Now that Covid restrictions have been relaxed nationwide, please make the Cebu Office more hospitable. Get rid of the barriers and remove all of the plastic sheets. No longer do we need to communicate with PRA Staff through a small opening in the plastic. It's time to make the Cebu Office "user friendly" again! Thanks
 - Change the bank policy in which they accept USD for the PRA ID fee and will not take pesos for their fee on the PRR ID card.



- "Change the length of the SRRV card expiry back to 3 years, or even make it 5 years.
- Have a Philippine Law info section in the newsletter. I know of some foreigner retirees who have somehow got a Seniors card which is totally illegal and could lead to imprisonment and permanent deportation. Senior Foreigners should be made aware of this to avoid the risk. "
- Change the renewal for ID to 3 years again
- Cheaper annual fee
- Communicate with your members. Is the travel pass still required? Is noticing the pra on returning to the Philippines still required? When passport expires what is procedure to get new visa in new passport? Make it easier to get id card, maybe apply onLine and pay with credit card? Etc...
- Completely upgrade your Angeles office to the same standards as your Manila office. Train the staff on professional customer service or replace them. Same with the nonexistent "leadership" of the Angeles office who are consistently non-responsive to customers.
- Continue on simplifying and make them more visible
- continue the good job !
- Continue the yearly events that Pandemic stop it.
- Continue with your good quality of service
- continuous to give better service
- Could not be any better.
- "Create a direct application for visa renewal like a bill payment with quick issuance of card. Allow for 2 year or more renewals
- More information on Deposit and investment"
- cutting the waiting time at PRA office, Time to process the requests
- Delay , too have long time,
- Do not try to control PRA members
- Do the yearly renewal process online with online payment methods. There is no reason to do it in the office. It can be done online, and the card can be sent to me. I would be willing to pay extra for this service
- doing better
- Don't ave time to reply
- Don't just leave important updates on Facebook. Send them DIRECTLY to the member.
- During my last visit to the office in Makati, I did not see a separate lane for senior citizens
- "Email newsletter to me please
- kennethbuxton@hotmail.com"
- Employees need to work faster.
- Ensure no overcrowding at office during visits.
- Everything is fine
- Everything is good, except the payment option, we could only pay thru Landbank, it is not available everywhere and there is always a very very long line.
- "Excellent and good quality of services



- Extend renewal of ID cards back to 3 years or more. 5 would-be best.
- FAQs re legal matters especially pertinent to foreigners with SSRV: E.g. do I need to draw up a separate Will for my condo or can it be covered by my UK Will?
- fast response(mail, text, sns....)
- Finally very satisfied and yearly dues are not equal compare with some other member. We are 3 persons we paid \$330/year but other pay less...
- first process
- For email operations, I would like PRA to show the operator name. It is difficult and taking time to continue the conversations with different operators every time.
- For further improvement, the office could have a separate lane for senior citizens, PWDs and pregnant women
- For ID Renewal, a service that can be registered for a long time at once is required.
- for improvement - online application for all transaction/ processing of docs
- For me, it is OK
- For re-stamping of Passport by Department of Foreign Affairs takes 2 months. This is a very long time. Should be two weeks at most.
- furniture is a mix of old retired couches and chairs
- "Get back to an efficient competent manner on how to run the agency.
- Re-stamping before was 3 days now 6 weeks.
- ID card was 3 years now 1 year.
- My employees could be sent to PRA before just with an authorization letter. Now a false and notarized marketer / agent authorisation is required!"
- Get cellphone lines and publish on website; and answer phone! Issue three year or longer ID cards - DUH!
- Getting seniors discount
- Give up to date information on immigration policies, under Covid.
- Give us information that is useful to someone that lives here, not marketing the SRRV for your commission. I don't live anywhere close to Manila so what good are your merchant discounts? I NEED TO GET MY MEDICINE THROUGH CUSTOMS WITHOUT THE DELAY AND HASSLE, that is no tax or other fees. I am a US government and military retiree. My medicine is provided by a US government contracted pharmacy. I have a small co-pay, but have a hassle getting my life saving medicine through customs. I have an emergency and need to send money BACK to the US, and now the banks says I can not without a Tax Number. What the hell! Every interaction with the Philippine bureaucracy is complicated and time consuming. What if PRA was a one-stop office with actual help with all these thing - or at least have a website that provides accurate information on everything needed to live here.
- Give your Cebu Satellite Office a better location or at least a facelift.
- Go back to 3 year reregistration period. Annually is more hassle
- Go back to 3 year visa's vice 1 year
- Go back to how it used to be and remember it is the retirees who pay your salaries
- Go back to pre pandemic rules with ID cards renewed every three years. Drop the requirement to notify the PRA of every departure and arrival. Ensure that it is a true



residence visa which means no more stopping SRRV visa holders to enter the country.

- Go back to the 3 year registration. It gives PRA a cash advance and reduces the workload for the client and PRA staff.
- Go back to the three year renewal. It makes less trouble me for me and the staff
- Good attention
- Greater checking on dishonest "fixers" People like Alex and his Filipino friend who used to work at the PRA and took my money and gave me card but kept the money and I had to pay \$US1000 a second time. There was no attempt to take action to get my stolen money back.
- Has the Cebu office been closed for some reasons. Had it not been for ability to contact former PRA employee in Manila, I would not have been able to renew the his year and I don' t know what would have become mod the fees I paid to Landbank. I' ve lived and or worked in 31 countries and have worked with many governments including Philippines. I' ve never experienced such a poorly run organization as PRA. I hope that for the sake of many other foreigners, there becomes accountability. I suspect some level of corrupt in Cebu. In theory and stated policy, I believe PRA is a good organization but I' m afraid there exists some incompetence and possibly fraud ongoing. I hope this helps. Thank you. Dr. David Woodmansee
- have a more customer friendly PRA officer in-charge locally in Davao. Provide status updates on PRA annual renewal.
- Have an office in Subic. Also, return to the 3 year srrv card. 1 year is a very short time for renewal.
- Have longer renewal period not just 1yr
- Have never had a problem with service.
- Have not incurred anything that needs attention for changes.
- Have the ability to fill out forms online and pay electronically (credit cards, gCash, etc.) for services (including annual ID fees and shipping charges) FROM THE INTERNET thus cutting down on travel and paperwork at the PRA offices and the requirement to go to PNB to make a deposit and then return to the PRA office.
- HAVING THE NEAREST BRANCH BY CITY OF FASTER ACCESS
- Help me open my BDO dollar bank account
- Hope PRA keeps up its good services in handling online and/or email renewal of PRA IDs. It benefits us greatly under Covid-19 or other situation which makes travel to Manila is difficult.
- Hope to do it for three consecutive years.
- i am very satisfied with the level of service received. I recommend that the ID card be extended from 1-3 or 1-5 years instead of the current one year. I would be prepared to pay for the additional cost.
- I attended the Xmas thanksgiving event that was lovely more of that please
- I before asked for accessing my account but until now no answer.
- I believe the furniture in PRA could do with an upgrade. The last time I was there was before Covid-19 but if they have improved, then ignore my suggestion.



- I believe there should be more consideration and advertising benefits for PRA Members. In addition, you advertise there are special line at airports for PRA members like going through immigration and security but there are none.
- I did have concerns about needing to find US dollars, as a non US person for the deposit. Also the money sits in a timed deposit account over the years and collects virtually very little interest. The bank holding the money is investing it and getting a much higher return. It is unfortunate the deposit could not be held in an investment account that will provide a more significant return..
- "I did not know that a PRA travel pass was required when leaving the country and only found out at airport immigration, making it very difficult for me to leave the country. I also don't understand how long it will be valid for.
- I would like you to make an announcement about such important information to those who are registered with the PRA."
- i did not know that i could access a lot of services
- i had problems with my renewal--not clear on how to pay even after I asked a few times.
- I have had nothing but good service from the PRA with one exception, My recent SRRV renewal has been difficult as the Satellite Office in Angeles where I sent my request and payment has not responded to any of my requests for information as to its status. In the end, I had to ask the Makati office to help. They advised almost by return that they had issued the card and sent it back to Angeles. Three more emails to that office have not been responded to giving the PRA a very bad image. As I write I still have no idea where my new card is.
- I have not been in the main office except on my original application to submit payment and documents with the representative. This was over 4 years ago and prior to the pandemic. I don't remember anything necessarily bad about the location. As far as the websites and information. During my initial application it was very confusing and difficult to navigate the requirements. There was really no where to find answers for certain requirements. Luckily the agent I used was able to answer more questions. As an example of improvements. With the current travel pass requirement. You have a website for logging in departures and arrivals. The form is easy to fill out and instantly recorded. However, half the time I can't access the PDF of the completed pass. (Yes, I have reported this already and not fixed). Further, upon arrival one is required to submit a copy of the entry stamp and ID card. But no where on that specific site does it offer the information for submitting this requirement. It is very disorganized in that way. There should be a link in the same website for completing all requirements that pertain to entry and exit. In the past I inquired about assistance in obtaining a Philippine drivers license. My inquiry was never answered. I had questions about the PhilHealth option, never answered. So, there should be a better system for sending inquiries and having them answered. Fortunately, I have not had much trouble with the PRA because I only have to pay my annual fees and that is that. I would like to see some things improved though.
- I have not been to PRA offices since the beginning of the pandemic until now. Transactions through PRA websites.



- "I have nothing right now but only I suggest to get back the Immigration counter for SRRV as before at the airport.
- I hope I could meet a customer service at Mindoro area once a month.
- I hope people over 60 years old with retirement visas will be given special treatment when they enter and exit the airport. And even if you don't have a senior card, I hope you can give the benefits of senior citizens in the Philippines if you are 60 years old or older on a retirement visa. Thank you very much for giving me this opportunity.
- "I hope you come up with ways to make the website more useful. Also, if there are any notices, please let me know by text message too. For example, I would like you to post a notice about whether need to report on departure and arrival.
- Lastly, every applier supposed to renew my ID once a year, but I hope you can make 2-year and 3-year renewal IDs the same as before and will you give some discount with that programs. Always thank you for your service."
- I like when could renew your ID for 3 years
- I liked it much better when we could pay our dues 3 years in advance instead of every year. Also I really have no idea what kind of services you offer. Maybe you can send me a pamphlet. PO box 1017 Bogo city, Cebu 6010. Thank you
- I need personal assistance for the very first time and I'm very concerned that I am not being given the specific information on how I can return to my adopted country without the SRRV stamp in my passport because it was lost/stolen when I arrived at the airport in San Antonio, Texas. Except for needing to update my SRRV ID I did my best not to bother the PRA with any other services. I felt to assimilate into the country I needed to do things by myself like getting my vehicle registered, obtaining my drivers license and working with medical facilities to get medical check-ups. Now that I desperately need some help, I feel like they don't care if I return to the Republic of The Philippines.
- I normally have a hard time contacting PRA which is why I normally have to go to PRA's office. Other than that, I have no reason to complain about the restamping procedure which we had done earlier this year.
- I noticed on one occasion that a Broker? had several passports for renewal on behalf of the clients. I was made to wait til the PRA staff completed the handling of the renewals. Also there was only ONE PRA staff handling the renewal at that moment.
- I recently traveled. All Covid restrictions were lifted. But Philippine immigration told me PRA required documentation. First I heard of it. Surprised me. PRA needs to better communicate its requirements to its members
- "I renewed my ID in 2020 for 3 years and I have had almost no contact with PRA since then.
- I retired from the Asian Development Bank (ADB) and availed of SRRVs for my wife and myself. The application for SRRVs was assisted by a PRA representative at ADB . At present, I have nothing to suggest. I have received outstanding service.
- I strongly suggest that PRA should change its policy for enrollment to three years in once



- I suggest PRA allow 3 years valid SRRV CARD, and allow apply renewal online and send the renewed SRRV CARD BY EXPRESS MAIL
- I suggest to inform better the retiree about the different possibilities of medical insurance in the Philippines .à
- "I suggest to shorten the time to view again new passport that has been stamped recently. Before, in the procedure, it takes about 1 month.
- Thank you."
- I talk about it in every one of my survey but nothing changes - Give us the opportunity to pay for your services in different banks. Your Land Bank is terrible, long queres, very slow service, and also rarely where you can find Land Bank brunch.
- "I think everything is ok but they can add videos on how to do online works so people can easily know more about it.
- I think it should be more privileges for SRRV Visa holders, not only possibility to stay permanently in the Philippines and extend it every year. At least to make it for every three years, and opportunity to buy a land for 25 or more years and built a house on it, without creating a business.
- I think they are doing a great job. Just keep the yearly fee down in these days of high inflation.
- "I think they are doing well.
- They should keep up with the good work."
- I tried to sign in recently to the website for a travel pass but could not connect. I went to the the office which is nearby and was in and out in 5 minutes. Maybe improve logging in to the website. I have only tried rarely. It may have been a temporary problem
- "I understand that the benefits of SRRV holders vary by region.
- Can you level me up?"
- "I visited PRA for renewal purposes in August 2022. I had difficulty getting intouch with PRA via landline, the telephone (trled all the listed numbers on website) just keeps ringing, no one picks up. Fortunately, I had a friend who applied for renewal just before me, thus I was able to benefit from their experience/knowledge.
- I wanna more faster restamping for new passport.
- I want more long years for renewal of my id
- I want more partner entrepreneurs
- I want you to respond properly to contact.
- I was disappointed during pandemic when PRA authority was removed by Philippines government. The added requirement of having to request permission to leave Philippines violated the very reason for having taken the effort to establish SRRV credibility with Philippines government. What else do they need to know about me that hasn't already been provided to PRA. I felt the government undermined the authority of PRA. I hope the new administration returns the authority and status of PRA.
- I WISH EVERYTHING COULD BE DONE A LITTLE FASTER.



- I wish PRA will revert the renewal of IDs to once every 3 years. Although the whole process of renewing the ID is fast and prompt, the travel to their Makati office is somewhat difficult for me.
- I wish that we can renew our I.d once every 5 years
- I wonder if you have any intention to perform your police on owning real estate. Like some PRA Visa holders have 2 condominiums and make money by rental. I don't think you charge them any taxes for those extra incomes. If you allow even any traveller to buy condo or it would be OK with Philippine government, just forget it. Thank you very much for your support.
- I would like that the ID card would have longer validity (My Swedish passport requires renewal every 5 years, for me it would be convenient if the ID had the same
- I would like to see the 3 year renewal re-implemented.
- I would like to speed up the process of applying for an extension.
- I would you like to provide the renewal service for I card through internet and mobile app and various payment ways.
- I' D LIKE TO CHANGE TRAVEL PASS LOGIN EMAIL ADRESS EASY AND LOGIN PASSWORD CHANGE EASY.
- "icard validity.
- 40 years and above should be allowed to get PRA."
- "ID CARD is very difficult to re-new ea year
- ID CARD should be good for 5 years before renewed "
- ID renewal should last a longer period of time ideally so I wont need to apply every year. 3 year validity?
- "ID renewal to be same as before.. 3 years
- No travel pass upon each travel overseas"
- If any kind of online system access problem comes to occur like members' ID registration for example, any notice, or information on the web page will be helpful to avoid unnecessary loss of time and effort.
- IF POSSIBLE THE VALIDITY OF THE SRRV CARD MAY BE EXTENDED FOR MORE YEARS , LIKE BEFORE WE DONT NEED TO GO EVERY YEAR TO VISIT AND UPDATE , BECAUSE MAKATI AREA IS VERY TRAFFIC
- If the email address is changed, please notify the email address registrant.
- "If the rules change, please let me know the details.
- For example, documents required for departure and return..."
- If you can open your account to inform the independent follow-up process when renew SRRV ID and we can find out the progress of the work is better and better
- If you have a large family, you will reduce the price of the i-card extension
- I'm no idea.
- Improve accessibility of officials when interviews are requested
- improve and display the important status of PRA to attract the foreign residents, consumption, and investment.
- Improve time it takes to transfer visa from expired passport to new passport. Allow validity of SRRV card to be 5 years. Annual renewal is cumbersome.



- Improve turn around time in re-stamping SRRV in new passports. Return to the 3 year SRRV card issuing procedures.
- Improve website. Handle everything possible online. Reduce complexity of procedures. Eliminate redundant tasks like Travel Pass, which could be obtained from Immigration
- In my experience , answer to some inquiries have to be channeled from Manila head office,
- In my opinion, PRA is doing a superb job.
- in one word communication
- Inclusion of family who stay aboard should be easy they get tourist visa from country of origin easy so they can be included with principal and family stays together here in pilippines
- Increase the validity of the SRRV ID card to 3 years,as it was previously
- "Information about the number of members their nationalities and where they are in the Philippine.
- More on the investment of the application fee US \$10.000.00 dollars and why does the PRA not pay interest on it."
- Inquiries via text messages and calls needs improvement.
- Is that possible to have fast treatment for restamping passport please
- Issue ID cards for longer period would be good. I have to travel to Manila to renew my ID card which is not so easy as I get older. A three year period would be better.
- ISSUE THE SENIOR CITIZEN DISCOUNT ID TO QUALIFIED SENIOR CITIZEN MEMBERS OF PRA
- It is good to respond quickly to questions by e-mail
- "It is very inconvenient that the validity period of the ID becomes every year. I would like to see the 3-year valid ID restored as before. The system that you have to go to the designated bank yourself to pay the price is also troublesome.
- When it was necessary to register for the travel pass, there was no contact by e-mail to each person,"
- It requires more diverse services and easier accessibility
- It shouldn' t be necessary to have agencies to support people to get a Ssrv, internal processes should be made in such a way that it' s not needed.
- It takes a long time to register, renew and cancel licenses in rural areas.
- "It would be appreciated if the PRA could revert the renewing of ID requirement back to only every 3 years instead of every year.
- Also if they could either remove the Travel Pass requirement or make it so BOTH the exit and re-entry can be done through the PRA web-portal (which is what is implied there but other information is confusing)."
- It would be helpful if there was an entry example in the language of the country of origin for filling out various forms.
- It would be helpful if there were other branches.
- "It'd be good to give us the information about the affiliated amenities (restaurants, bars and others) and it's benefits.
- The affiliated amenities are too limited."
- It'll be good if we can choose to renew the SRR Visa every 5 years for 1500 or 1600 \$!
- Izeyer the find info



- Just extend the renewal period of the ID Card to three years or longer.
- Just inform members immediately when online money transfers fail.
- Keep better records of renewals
- Keep Website up to date concerning eligibility requirements
- Kommunikation, Support
- "LEGISLATE FOR SENIOR CITIZEN STATUS FOR MEMBERS 60+
- ALLOW LONG TERM FINANCIAL INVESTMENTS IN BONDS ETC (FOR THE LAST SEVERAL YEARS, THE MONEY DEPOSIT IS LIMITED TO PNB MAKATI BRANCH AND PAYS A WHOOPING .00001%) IN PREVIOUS YEARS WHEN MY MONEY WAS IN ALLIED BANK, I WAS ALLOWED TO INVEST IN A 3 YR BOND
- HAVE MORE SOCIAL AFFAIRS IN THE TAGAYTAY REGION SUCH AS A GOLF TOURNEY AT SOUTH FORBES WHICH WAS ONCE DONE YRS AGO"
- Less questionnaires
- Like to know what happens with warranty sum in landbank if I die? As I am not married here.
- "Listen more The Problems from The customer andHelp Them when The Need that because ITS your country you know all Mutch easy and better than us . Thanks !
- "Location is very far from dwelling place.
- LONGER RENEWAL EXPIRATION
- Look at the website. Do you think it might be better then it is?
- Lower the renewal fee for the retirement Visa. And make it possible to renew online by credit card.
- Maintain fast ID renewal
- "Make annual fees payable on-line for those times that they become due while out of the country.
- Make the procedure for converting a PRA to a resident visa simpler and smoother. "
- Make ID renewal docs easier to find.
- Make ID, renewal, procedures, easier, and faster.
- "Make renewals easier by having more offices or allowing visa offices to process renewals.
- Streamline the online renewal process."
- Make reveal of SRRV card every three to five years rather than every year.
- make the ID caerd back to 3 years
- Make the IDs valid for more than one year, preferably several years.
- Make the renewal of the ID every 3 years like before.
- "Make the Renewal valid for multiple years again.
- Yearly is very inconvenient !"
- Make visa renewal time 3 to 5 years. Renewal every year is tedious and unnecessary
- Make your website more easy to surf and make online payment available.
- "Manila
- Should have separate system for agents
- There are so many agents going in and sometimes renewing ID for 6 people they take up to much time



- Many of us are senior citizens. It would be helpful to be able to use our SRRV to avail senior discounts.
- Many years ago there was an active forum online for members. I believe it died out for some reason but it was very useful to have something like that.
- may i can extend 3~10 years.
- May I request to include issuance of SENIOR CITIZEN ID as part of the benefits.
- Maybe have a Kiosk to geht a Coffee while waiting
- MAYBE NEED SOME TRANSLATER WHEN SOMEONE CAN NOT SPEAK ENGLISH.
- Maybe ways to appreciate employees and give more personal feedback.
- Moe accessible by mobile phone number, because PLDT signal from my area is very weak and often down.
- more assistance
- More efficiency
- More health benefit and travel insurance
- More help with phone calls.
- More hotlines since most times all lines are busy.
- more info on paying out of the deposit to my companion in case of my death.
some more detail on how to use my deposit apart of buying a condo
- More information on website
- more issues of the Bulletin
- More power to you.
- More pro-active and also more relevant information and support
- More representative (modern) offices, improve communication skills, don't make promises but deliver results
- More resources for on-line services
- more speed
- Most questions assume visiting the PRA is simple and easy, not if you live outside the capital. We pay our dues and deposits and try to comply by the rules, so how nice it would be if we were felt valued?
- Move to a more accessible place in the city.
- My concern would be to give back the 3 year renewal of the srrv. Also reduce the required deposits required. For those facing retirement and on fixed incomes there are difficult blocks to putting down money in a cd that is not really available to use and then lose the visa. Especially in an emergency.
- My only downgrade was for charges, as I believe annual renewals at \$365 are expensive. Maybe the renewal should be discounted over the years you have been paying it. :)
- my suggestion for pra. hopefully application of foreign will be back start age of 35 yrs old.
- "My suggestion, for investment should include to build a house. Not only buy ready house or condominium.
- If pensioner, return part of the deposit in easy way. Not cancel SRRV and start from the begin!
- Think this would be fair. "



- "My suggestions is you must teach your staffs that how treat to members and respectful
- Sometimes you have to change manager of office "
- My understanding one can only renew for a year. Need the 3 year option to avoid unnecessary trips to the office.
- Necessary or new information should be emailed to PRA members timely.
- Need better computers and software
- Need prompt answer of calls
- Need some benefit for disavailab persons.
- Need to allow walk in access and cut out the long ordeal required to renew ID. Make ID good for 2 years again.
- Now fortunately covid is no longer an issue, please get rid of the travel pass requirement. It would be a mistake to "forget" to lift this requirement, now it no longer serves a useful purpose. Even if there still was some convenience for bureaucratic statistical purposes, this does not outweigh the hassle for frequent travellers.
- "Offer expedited services for a fee. Post FAQ section. Post clear explanation of cancellation options. Stop appointing former government and military officers as leaders. The PRA is self funded. The customers should be looked after and served efficiently. It' s not the army where everyone has to take orders or a government bureaucracy where people are forced to accept inefficiency. Appoint someone to lead that has experience in running a customer service focused for profit operation. It will never get better until this happens. After so many years paying my fees and being a member in good standing, I was very upset that when I must make changes in my life and cancel I am forced to wait so long and given changing and uncertain information that wastes 4 months of my life and costs so much!!
- After many years as a very satisfied customer, this disregard by the PRA leaves me very disappointed and unhappy. "
- One of the benefits of PRA was having an ID for three years. Unfortunately the validity of the ID was reduced to one year only. I find this somewhat disappointing, specially for senior citizens, as among other reasons there is basically no parking available in the vicinity of the Cebu City office. Another benefit was easy travelling. Now that the Covid pandemic is over there should be no more requirement for travel pass.
- Open a satellite office in Dumaguete City, Neg Or. There are many many retirees and expats there who would use the office if one were there
- "Operation of security deposit in PRA is not specified
- For example, the interest value, and the interest billing form does not exist on the web"
- own language service
- "Payments for ID renewal, annual visitation fee, restamping etc should be able to be completed online using a credit or debit card. I am required to either stand in line for often hours at my local Land Bank - where the staff have no idea what the PRA is - or travel to Manila to complete my transactions in person which is actually



preferable than the Land Bank option. My dealings with embassies in Manila are all done online and payments made with my credit or debit card. Why can't PRA join the 21st century?

- Also on my recent visit, I had emailed ahead to advise that I would attend at 8am as I had to catch a flight back to my province. When I got there at 8am, I was told that they were about to have a flag ceremony which would take an hour and I had to wait! Fortunately the woman attending me did agree to finish my transaction given once I explained that I had a plane to catch (of which I had already notified them). But the point is that I was never advised about the hour long flag ceremony."
- Personnel should attend faster the services what's needed for the SRRV member. We pay on time so it's normal that we expect the same from them.
- Philippine Retirement Authority should continue as they are.
- Please bring back the ability to renew the visa for 3 years.
- Please change back to the 3 year SRRV card renewal.
- Please consider suspension of Travel Pass
- Please do away with the travel pass. Unnecessary burden on your part. It's not even needed by immigration.
- "Please do the length of ID. 5 years.
- 1 year very short"
- "Please help me and solve the problem of my SRRV.
- Please make sure that I can be in/out Philippine freely. I am a holder of SRRV since 2011."
- Please improve again for 3 years renewal
- Please include senior citizen card issuing.
- Please increase the validity of the ID. Renewing it every year is inconvenient.
- Please let us to pay any payment from other Bank also not just one Bank
- Please make it renewal of IDs and transfer of visa stamps to new passports easier and faster and online payments for services will be easier than bank transfers.
- "Please make period of ID renewal longer.
- I feel ill if you give me only one year extend."
- Please make renewal of SRRV ID FOR multiple years instead of annual renewal which is cumbersome
- Please reduce my annual fee if you can. It is a burden
- Please set a longer update period.
- "Pls consider to our members as last pandemic.
- Pls..dont ask travel pass and reebtry paper
- Possibility to get an ID valid for at least 3 years!!!!
- PRA can improve their website. The procedures are still manual and paper based, which could be updated to modern, paperless systems
- PRA card could be renewed for a longer duration given that intl travel is uncertain due to recurring pandemic.
- PRA has always been helpful to me.
- PRA is doing an excellent job. They should keep up their great work.



- PRA needs to answer eMails and keep its members up to date. Since 2013 I have never been informed of family days out, for instance, despite having read about them on the Facebook page.
- PRA service doing these duty perfectly and I do appreciate always
- PRA services are excellent, unfortunately, due to lockdowns under the pandemic, I myself have not been very efficient in communications, my apology for being late to complete this survey.
- PRA services need to be clear and easier to obtain with no restrictions to facilities to gather necessary information . To many steps are taken for instance living in Cebu documents sent to Manila takes time rather than completing all necessary in Cebu. Notarization and documents need to be coordinated with other facilities so they know what documents you need instead of providing wrong documents .
- PRA services very good
- PRA-Makati is too far from us. Why not a branch in Quezon City, primarily near UP?
- PRA's achievements and visibility could be improved. through strengthened public communication, particularly among the foreign community.
- Prevent discriminatory actions by other offices against SSRV holders who are permanent long term residents.
- Proactively remind members who are about to id will expire to renew their id.
- Provide more branches like in Quezon City
- Provide more merchandising companies we can get special treat.
- Provide more service available online without having to visit office.
- Provide opportunity to pay annual fees by card or online.
- Queuing must be faster to avoid time delay from client
- "Quick response to our question.
- Quicker turnaround on processing requests
- Really irrelevant what suggestions given , as you said this survey is a legislative requirement, so any suggestions do not need to acted on let alone to even be read..
- "Really no complaints from me. And thank you PRA for your continued service and administration of the SRRV visa programme.
- Regards Julian"
- RECONSIDER REDUCING THE YEARLY \$500 CHARGE AS IT SEEMS EXORBITANT
- Regular and frequent communications are requested.
- Regular email information / news to members
- Re-instate the longer ID validity
- Remove policy of appointment after Pandemic. It is blocking communication between Retirees and PRA staff.
- Renewal icard extension to 3-5years possible
- Renewal of ID should be made at any PRA branch offices instead centralizing at HQ of PRA in Makati. At present, members are asked to wait for 7 to 15 days for the arrival of an ID.
- Renewal of SRRV Card validity should be longer, at least 2-3 years validity.
- renewal of the ID should be possible again for at least 3 years.



- Renewal passport stamp visa very slow. Remember long years ago only 7 days now more than 20 days. Thanks .
- Renewals for retirees should be 3 years.
- "Replace complacent people with more customer facing services.
- Filled out several surveys, no one ever contacted me, or resulting favorable changes implemented
- These surveys seem to be just a formality - no real interest in improvements
- replaying emails within 24 hours
- "Requesting a 3-5 years extension instead of 1-year because cost of transportation, airline booking, and Hotel accomodation.
- this will help expense to for renew,
- thank you, for your understanding."
- "Requirements that have changed throughout the years are less customer friendly. Specifically: the in- and outbound requirement of registering which doesn't seem to work via the website after all. If you need records of retirees leaving the country and coming back than there are more customer friendly ways to organize that online. We had real headache with this requirement. Sayang... :-("
- The second item is the annual renewal of the ID: we were able to do that for 3 years before. Now we have to do that every year. A year goes fast and the procedure is a hassle. There are more modern ways to pay for this renewal nowadays...."
- Re-stamping of visa should be done faster.
- Restore multi-year ID renewals. Simply online renewal process, allow payment by credit card. Allow ID renewal drop-ins. Discontinue Entry and Exit reporting, improve website navigation, put priority on current member support, now focus is on marketing and new member recruitment. Have an Immigration representative in office to expedite processing. Now takes months to re-stamp passport and to cancel VISA. There is an abrogation to the terms we agreed to when receiving our SRRV. No reporting, just renew our ID every three years. Disappointing and considering upgrading to simply being Balikbayans, no hassle, no worry of non-compliance. Disappointed, but if renewal period were restored to three year or even more would be acceptable to us. A retirement visa needing to be renewed every year, seems incongruous.
- RESTORE THE THREE YEAR VALIDITY OF THE I.D.
- Retirement should be provided to those who will add benefits to Philippine financial or otherwise
- "Return Commerce Bank to choice of banks, for their better interest rates on deposit.
- Ensure ease of return of deposit to family upon death."
- Return of three year ID validity.
- Return the SRRV benefits like before the 2020 where we can renew the ID for 3 years and No exit permit requirements
- Return to 3 year renewal for ID card
- "return to 3 year renewal
- get rid of permission slip or travel pass
- speed up renewal process



- replace landbank"
- Return to the 3 year renewal turn of the ID-Card
- "Return to the three year renewed membership. One year is a troublesome .
- Raise the age of entry for that of retirees, not young Chinese workers."
- Return to the triannual visa renewal period.
- "Return to three years for renewal of PRA ID card
- Dispense with the requirement for an exit pass"
- "Reviewing open orders and following up on them. Responding to email questions. Ensuring that responses are accurate. If there are questions for the rep on how to address an issue, they go to their supervisor. Truly review the overall processes.
- Honestly, as a person who worked servicing clients in person, online, and in website design, I am not impressed at all. Perhaps there needs to be some internal system to ensure that all processes are followed and, if anything is missed, people leave that open and can review them. Don't punish the reps. If there are issues, use the rep's information to build systems to assist them in making the experience better for both them and the client. Rep's need to deal with A LOT of challenging customers. Putting the manager and computer developers in their shoes would improve the experience for everyone."
- Revive 3year renewal.
- Same annual payment
- Satellite office in Cebu needs to be very improved – so that no need to go to Manila
- "Scrap the Travel Pass. For what possible reason do you need to monitor all my movements and ask for detailed travel information that is frankly none of your business?"
- Further, it is completely redundant with what Bureau of Immigration collects with each entry and exit. Coordinate with them, don't make PRA members collect and provide that material for you."
- Send a message one month before the date of renewal of the card
- Seniors should have especial lane, window and employee
- Service provided is satisfactory and meets my expectations – I have no reason to complain and in my opinion the service is good as it is.
- Should be able to very simply renew membership, including making payments, from abroad. Sometimes need to be away from Philippines for extended period, eg for medical reasons. Also multi-year renewals should be possible.
- Simple and easy process
- Since the fee's are to pay yearly, the ammount (what in in pesos and/or \$) should be clear defined and visible on the personal account . I am never sure if I send the correc amount .
- "Some accredited partners (BDO being one) are not aware of the PRA.
- It would also be good if the SRRV ID Card could be recognised, quite often I use it for ID and it gets rejected."
- "Some of the PRA policies are not equal to the benefits and quality of this great program:
- We do we no need to to one year renewals. We have all been vetted and approved via a long enrollment process, there is no need to require one-year renewals. This



adds to much time and effort to both the enrollees and the PRA staff. Three or Five years should be allowed. We have committed to the PH, now the PRA and PH should show commitment back by not requiring us to visit the office and go thru the renewal process every year. Makes no sense. If it's about money, just charge a higher renewal fee, say 2000 pesos for every 3 to 5 years. This would also be fair, or even give the option.

- TRAVEL PASS - I've traveled 6 times since this travel pass requirement was implemented. Not once, never, has the BI at the airport or anyone else ever asked to see this pass. Why make us do this requirement, if no cares and no one asks for it. This needs to be removed ASAP"
- Some priority for people having to travel from Northern Samar or far away provinces when needs arise for services. Not always easy to schedule an appointment when travel over roads are so difficult and long including boat ferry when bad weather cancel trip at last minute.
- Sometimes hard to find and get to inside of large buildings - especially if elevators are not working.
- Sometimes I am a little confused as to how to pay remittance but at 80 years old that may be age related
- Sometimes no one picks up the phone. Also, renewals should be quicker and on-line.
- Sorry cannot provide any other advice.
- Speed up ID renewal.
- Stop advertising services such as assistance to open bank accounts and get driver 's licenses etc - our local office certainly has no ability or interest to assist with those when asked. FIX the renewal process to streamline it to take 2 weeks for everyone- not just the few that get special treatment
- suggest to restore renewal of ID on option of 3 years basis
- "take care of the service with the visa card and the sticker in the passport to the same level as it was before
- now I feel that the service has weakened a lot"
- Thank you for your availability to serve the clients.
- Thank you for your cooperation.
- The only thing is the stamping of visa on renewed passport takes around one month or more . I suggest that Immigration department can improve on expedite re stamping or at least maximum a week .
- the bathrooms could deserve a bit more attention
- "The Cebu Satellite office is in an unfortunate location, difficult to access & find.
- The website should be updated more frequently (no need to display information about office closures in August 2022 - 3 months later!)
- I would like to change my visa type from Corporate to Personal - but the process is hopelessly complicated."
- The CR's could be cleaned regularly
- the few times I went to PRA to renew my SRRV, i had to wait inline for payment for a long time because an agent was in front of me making payments for multiple



applicants. I feel this could be avoided by having a separate counter for agents. It was pretty annoying 2 years on a row.

- The I card should expire after 5 years because it is so expensive 360 dollars!!!!!!!
- The ID renewal process, as explained above is expensive because you have to renew it every year, it's cumbersome because there are many emails, the emails are often not answered immediately, and the renewal process takes too long. My suggestion is to have a five year period rather than an annual period. And then the trouble would only be once every five years rather than once every year.
- The ID used to be renewed every threes, but since 2022, it has changed to annually. This has caused inconvenience for me. I would suggest that this be reverted to the old system of renewal every three years
- The interest rate on my security deposit at BDO has been reduced to 0.1%. PRA should find banks with better interest rates
- "The location of the Cebu Satelite Office should be reconsidered. For this large amount of money the SRRV Members pay the office and their location should be more presentabl.e.
- The prsonal has to be thoroughly trained in customer orientation and customer services.
- The paperwork to terminate the SRRV Arrangements is too much and tedious. Easer handling procededures should be implemented.
- "
- The office looks old and run-down. Needs a renovation
- The office should be moved to a new one.
- The online services could be better.
- "The operation is organized and run efficiently. More staffing is required. Website should be visited often to make it timely.
- On line renewal of visa and payment would be helpful"
- The PRA failed in the handling of Carlos ZIALCITA
- The PRA office in Cebu is difficult to access and is very small. Transactions are handled through a window in the hallway of the building.
- The PRA told us you will have a office in Dumaguete, when it will be opened?
- "The procedure for renewing an SRRV is totally flawed. ie: go to the Office, then go elsewhere to a Landbank to pay the fees, then go back to the office and complete the transaction and then wait till a text arrives indicating the SRRV has been processed, AND, then back to the office to collect same.
- This is time-consuming for both the applicant and the PRA staff, not to mention the inconvenience AND the fact that it now needs to be done every year and not every 3 years which it was designed to be. Very unsatisfactory and antiquated system."
- The process are really takes times.have to wait long time
- The programs are well implemented.
- "The renewal of the PRA ID-Card was reduced from 3 years to only 1 year. This is very inconvenient und means a huge hassle. The validity should be extended
- again to 3 years or better 5 years to avoid unnecessary work and hassle every year.



- The investment and in Term-Deposits (USD or PHP) should be extended to a wider range of investment possibilities since the high inflation is eating up these
- kind of investments by the time. For instance an investment in stock funds (Broad Market ETFs etc.) or precious metals should be also possible to preserve the value of the investment."
- "The renewal process is very long and very time consuming. Before I receive 3 year renewal. and happy to pay for that Covid was used to
- make it one year renewal and It is so inconvenient and very costly for me . I would much rather pay more money have the
- proceed 3 or 5 year and pay more. You someone leave early there is no loss for SSRV This is very important because the is the main contact with SSRV and it slow and poor .. call me and I will tell you why."
- The restamping is taking more than one month.
- The speed of visa extension process varies depending on the officials in charge.
- The SRRV gets so much money yet to pay you sit in a tiny place where collection is handled by one person only. Extremely inefficient system and sadly one has to wait so long.
- The SRRV ID card when issued was good for three years. Now it is only good for one year. We are retirees and tend to be senior citizens more often than not. It is difficult for us to travel to Manila every year to get new ID card. Can we go back having the three year new ID requirement.
- The SSRV should be for 3 or 5 years not one. Also should be able to pay on line
- the telephone line kindly assigned someone who will answer the phone. for some reason for the communication of PRA holder questions you be answer right away.
- The Travel pass of the PRA Service is not checked at the airport. I want PRA to get rid of it
- The visa is a retirement visa, reduce the annual renewal requirement. Re-establish 3 or 5 year renewal. Increased focus on those not living in major cities such as Manila or Cebu. More online options rather than form filling.
- The website could be improved.
- "The whole concept of step by step transactions and waiting areas is unnecessary and very outdated. It's unreasonable to suggest that clients are not able to deal with all processing in one step. The client should be seen by one consultant who will check and accept the application and supporting documents and the fee. Client can then leave the office and wait for a text to collect the final documents. There should be a full online facility so that there is no need to even go to the
- office. Waiting areas and queues in any office or bank indicate understaffing or inefficient processing systems."
- There are no priority lanes for seniors. Besides, I'm 72 years old and coming from Batangas to renew is a hassle. It would help to have a satellite office in Laguna or Batangas City.
- There is a need to restore 3 year ID renewal (or more). This will enable PRA to provide more time for other matters.



- "There is only 'one year' option in retirement visa extension. so I have to extend Retirement Visa every year. It is hassle and I have to pay Visa brokery fee every year.
- Pls revive 'three years' option in retirement visa extension. I'd like to extend Retirement Visa per 3 years."
- This Time are not Problem.
- This time the renewal ID was ready soon, but it was not sent to the courier company for more than a month. This has been very incomprehensible to me, and I have emailed many times to ask about it, but the problem was solved immediately after I emailed inquiry instead.
- To change the SRRV status for instance from "classic without pension" to "classic with pension" or "smile" should be easier!
- to have a better renewal service online... in 3 working days ORA should be able to renew a PRA visa...
- To lower the fees for the children who want to be included in the programme
- To need more announcement through direct emails reg. information updated, event, benefit and so on. I have never received any information from PRA.
- To please attend to the needs of retirees when their road access is blocked, since it is crucial in times of emergency needs.
- to respond in a quick manner.
- To return to the 3 year ID renewal like before instead of the yearly ID renewal.
- To work on giving SSRV seniors the same rights as Philippine seniors. Like being able to obtain rebates in shops and have a membership in Philhealth
- Too much to get in to here
- Transfer of office to a more accessible location. Parking is so difficult in your current location. Would be better if we dont need to go to your office for any assistance needed
- Travel Pass application online is not always working.
- Travel pass letters sometimes cannot be downloaded. They were sent via email. The website needs to inform where are the travel pass issued.
- "upgrade the website
- incorporate digital first processes"
- Use the dedicated website and emails to respond to persons, when calling head office no one will tell me what department i need, a bit more customer service would be appreciated.
- Using the digital channels more effectively
- Utilizing technology to improve current processes and procedures for most PRA Transactions will be helpful to everyone. The website can be improved further. It is more focused on new applications and does not seem to contain enough information on continuing benefits for member, such as activities, merchant partners offers or discounts etc. One of the most important aspect of Retirement in the Philippines is healthcare. It will be good if there are more benefits or partners in this area. It will also be good if the PRA can arrange for senior members to have benefits or discounts for healthcare ,similar to the senior card for the locals.



- VERY STRONGLY RECOMMEND THAT SRRV RENEWAL PERIOD BE EXTENDED TO THREE YEARS. IT TAKES A MONTH TO GET RENEWAL. IF YOU CUT THE SRRV WORKLOAD BY 2/3, BY REQUIRING RENEWAL EVERY THREE YEARS INSTEAD OVER EVERY YEAR, YOU WOULD BE THE MOST EFFICIENT GOVERNMENT AGENCY.
- Visitorial fee payments should be reminded by email in advance of the due date.
- Was much easier when I could renew every three years. Every year renewal is not convenient.
- Webinars on new services
- Website can be revamped to include useful information about living in the Philippines
- What happened to the yearly parties?
- When i applied for SRRV i found myself being sent here there and everywhere. I got fad up with the procedure. If it was not for my partner I felt several times like packing my bags and retuning to the UK , i have never come across so much bureaucracy. In the UK they have dept set up to REDUCE this, . Forms Forms Forms. money, money, money i though it would never end !
- When I first applied for an SRRV (visa), the agency's website was inaccurate (outdated) regarding the documents that needed to be submitted. As a result, I had to go to the PRA office in Makati 3 times before I had all the requirements, which was extremely inconvenient. However, that was almost 10 years ago. I don't know whether that situation has improved.
- When PRA personnel says they will follow up with an email they do in fact follow up.
- When renewal the ID, 1year term is too short, should be within 5 years term. 360\$ is too expensive comparing the old retiree s who are free of charge.
- Why do we still need to inform you when we leave the country and when we return?
- Why you still ask for travel pass and then when coming back to Philippines need e-Mail with passport, visa and last entry stamp. Nobody cares at airport have never been asked for it
- with large population , no office in Northern Mindanao
- Would like better help with health coverage
- You need to more outreach to the expat community in the Philippines - I am continually surprised at the number of expats who have not heard of the SRRV
- "Your payment system is outdated.
- We should be able to pay online for the Visa and just go to the office to pick up our PRA card"
- Your premises are really not very nice. Little has changed in the 15 years except you did get rid of the ugly, dirty old sofas that used to be in the waiting rooms. Why is it not possible to offer clients some sort of refreshment, even just tea/coffee or water. It wouldn't cost much and it would show good will. The trip to the PRA office is always slightly depressing because of the environment- given we are living in the Philippines, why not buy some nice Filipino furniture, use some Filipino handicrafts/paintings, tapestries, to create a welcoming environment. As it is, I can hardly wait to get out of the offices!



- Your website is never attended to. No one answers the phone when i call. The only way to get service is go to the office which is un-satisfactory. Once in the office the staff are very helpful.
- "Your website will indicate you can apply for a new ID online however the process was not simple. The amount to be paid could not be transferred to Landbank via a Philippine bank. I had to ask a friend to physically go and deposit it in the bank. I ended up being able to return to the Philippines so was able to sort it out."



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