

FREQUENTLY-ASKED QUESTIONS ON AVAILMENT OF THE GRADUATION GIFT BENEFIT

1. Where can I transact with PhilPlans regarding the Graduation Gift claim?

PhilPlans closed all its branches in June 2020. The only remaining physical office is located at the 2F STI Holdings Center, 6764 Ayala Avenue, Makati City. To avoid face-to-face encounters, we are now processing all transactions online. The submission of requirements to claim a matured benefit is through email to customer-service@philplans.com.ph. Once processed and the release is approved, the payout of benefit is via direct credit to the Planholder's bank account.

2. How can I apply?

Submit scanned copies or photo of the following to customer-service@philplans.com.ph.

1. Duly signed Benefit Settlement Form *(BSF)
2. Duly signed Authority to Deposit Form *(ATD)
3. Scanned copy of the first page of the Plan Contract or Certificate of Full Payment
4. Scanned copy of one (1) Gov't-issued ID with birthdate and signature – affix 3 specimen signatures on the copied document
5. Scanned copy of the proof of bank account (i.e. machine-validated deposit slip, SOA, or passbook)
6. Proof of Nominee's Graduation (E.g. Diploma, Transcript of Records, or any equivalent document).

*You may download the forms from www.philplans.com.ph

Notes:

- a) Fill up the forms completely. Sign the forms using a wet or pen signature. E-signature is not acceptable.
- b) Save the documents and send as attachments to your email. Allowed files are PNG, JPG and PDF. Do not send multiple emails. The subject of the email should be: **GRADUATION GIFT** – <<Name of Planholder>> – <<Plan Number>>
- c) Make sure that the scanned/photographed requirements are in good image and quality must be CLEAR and READABLE.

3. How many days will it take to credit the benefit to my bank account?

The usual turnaround time is 30-45 working days. The days are counted from the date we acknowledged that your requirements are complete and will be endorsed to Processing. Otherwise, we will inform you of lacking requirements or delays, if any.

4. I can't locate my copy of the Plan Contract and Certificate of Full Payment, what should I submit?

Only one (1) of those documents is required. If both documents are unlocated, you may submit a notarized Affidavit of Loss. If you are abroad, the Affidavit must be consularized or apostilled.

5. What type of request should I choose in the BSF and ATD? What amount should I put?

In the request box, tick or shade Education Maturity Benefit and Graduation Gift on BSF, while on ATD, choose OTHERS and put Graduation Gift Benefit on the space provided beside it.

On the amount of benefit, copy the amount that appears on the first page of the Plan Contract or Plan Specification Page. If you have no reference, you may leave the space blank. We will supply the benefit amount as per Contract.

6. I can't provide a proof of graduation because my Nominee did not finish his studies. May I still claim the Graduation Gift?

For **Gold Education** plan, the benefit is premised on the Nominee's completion of or graduation from the education program. If your Nominee did not graduate, the said benefit is forfeited, unless you can present a copy of the Contract showing exception to this policy.

For other education plans (Repriced Gold, Gold Premiere, New Gold, Pangako, Magna, and Summa), proof of graduation is **not** mandatory, you may apply for the Graduation Gift Benefit on the next education payout schedule after your receipt of the last semestral benefit.

7. What bank accounts are acceptable?

The list of accepted banks can be found at the end of this FAQ. You may either submit a peso checking or savings account. A joint account is acceptable provided the name of the Planholder appears on the proof of account. Not acceptable are time deposit, pension, remittances, and similar type of accounts.

8. If I do not have my own bank account, may I use somebody else's account?

The first option is for you to open an account. In case it is not possible, you may assign a family member (Representative) to receive the benefit for you.

To facilitate, submit scanned copies of the following on top of the basic requirements mentioned in item no. 2

1. Notarized SPA with Relevant Authorizations. For Planholder's abroad, SPA must be consularized or apostilled. Email customer-service@philplans.com.ph to request for a template of the form.
2. Planholder's letter that he has no bank account and the reason why he can't open one
3. Proof of relationship of the authorized Representative to Planholder
4. One (1) Gov't-issued ID of the Authorized Representative – sign 3 times on the document for specimen signatures
5. Bank document showing the name and account number of the authorized Representative as indicated on the SPA.

9. I am currently abroad, how can I go about filing?

If you have a local bank account, refer to the set of requirements in item no. 2.

Note that our existing policy does not allow crediting to a foreign account. If you do not have a Philippine bank account, you may assign a family member (Representative) to receive the benefit for you. Please refer to additional requirements in item no. 8.

10. What if the Planholder is already deceased? Who can file for the Graduation Gift benefit?

The Nominee should file if s/he is already of legal age. Otherwise, the Nominee's guardian can act on his/her behalf. The requirements are the same as enumerated in item no. 2.

Note: For the ATD, use ATD for **NOMINEE** or ATD for **LEGAL GUARDIAN** as the case may be. The ATD for Nominee and Legal Guardian is downloadable at www.philplans.com.ph.

Additional Requirements:

- a) PSA copy of the Death Certificate of the Planholder
- b) Birth Certificate of the Nominee
- c) Notarized Declaration of Trust and Undertaking (*if the Legal Guardian will apply on behalf of the minor Nominee*). Email customer-service@philplans.com.ph to request for a template of the form.
- d) One (1) valid ID of the Nominee/Guardian with birthdate and signature - sign 3 times on the document for specimen signatures.

11. If I have other concerns and clarifications regarding my claim, to whom shall I course them?

For other queries or clarifications, you may reach us through our Facebook page or via www.philplans.com.ph, or call our Customer Service Hotline at 8802-7202 during office hours.

LIST OF ACCEPTED BANK ACCOUNTS

NO.	BANK NAME
1	ASIA UNITED BANK
2	BANCO DE ORO
3	BANK OF COMMERCE
4	BANK OF MAKATI
5	BANK OF THE PHILIPPINE ISLANDS
6	CHINA BANK SAVINGS
7	CHINA BANKING CORPORATION
8	CITIBANK MANILA
9	CITIBANK, N. A.
10	DEUTSCHE BANK
11	DEVT. BANK OF THE PHILIPPINES
12	EAST-WEST BANKING CORPORATION
13	EQUICOM SAVINGS BANK, INC.
14	EXPORT AND INDUSTRY BANK
15	HK AND SHANGHAI BANKING CORP.
16	HSBC SAVINGS BANK, INC.
17	ING BANK N.V.
18	LAND BANK OF THE PHILIPPINES
19	MALAYAN BANK
20	MAYBANK PHILS., INC.
21	METROPOLITAN BANK AND TRUST CO
22	PHIL. BANK OF COMMUNICATIONS
23	PHILIPPINE BUSINESS BANK
24	PHILIPPINE NATIONAL BANK
25	PHILIPPINE SAVINGS BANK
26	PHILIPPINE TRUST COMPANY
27	PHILIPPINE VETERANS BANK
28	RIZAL COMMERCIAL BANKING CORP.
29	ROBINSONS BANK CORPORATION
30	SECURITY BANK CORPORATION
31	STERLING BANK OF ASIA
32	THE STANDARD CHARTERED BANK
33	UNION BANK OF THE PHILIPPINES
34	UNITED COCONUT PLANTERS BANK

Note: If your bank is not in the list, email customer-service@philplans.com.ph or reach us through our Facebook page or call our Customer Service Hotline at 8802-7202 during office hours to confirm.