FREQUENTLY-ASKED QUESTIONS ON PENSION BENEFIT AVAILMENT

1. Where can I transact with PhilPlans regarding my matured Pension Plan?

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. What are the requirements to claim the one-time Maturity Benefit of my matured Pension plan?

Submit scanned copies 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)

*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**:** **PENMAT** – <<Name of Planholder>> – <<Plan Number>>
c) Make sure that the attached scanned/photograph requirements are in good image and quality must be CLEAR and READABLE.

3. What are the requirements to claim the Periodic Benefit (Yearly Cash Benefit (YCB)/Semi-Annual Cash Benefit (SACB)?

(A) If this is your first time to avail of the YCB or SACB, simply submit all the requirements mentioned in item no. 2.

(B) If you are already receiving the benefit via direct credit to your bank account, there is no need to resubmit any document. Your next periodic benefit will be automatically processed and credited to the same bank account as the periodic payout falls due.

(C) If you were already availing prior **Year 2020** but had stopped because you were not able to nominate your bank account for online deposit, simply submit the following:

1. Duly signed Authority to Deposit Form (ATD)
2. Proof of Bank Account *(i.e. machine validated deposit slip, SOA, passbook, etc…)* – the details should match the bank account details that you indicated on the ATD.
3. One (1) Gov't-issued ID with birthdate and signature – affix 3 specimen signatures on the copied document

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**: YCB/SACB** – <<Name of Planholder>> – <<Plan Number>>
c) Make sure that the attached scanned/photograph requirements are in good image and quality must be CLEAR and READABLE.

4. 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.

5. I can't locate my copy of the Plan Contract and/or 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.

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

(A) If you are availing of the one-time Maturity Benefit, tick or shade Pension Maturity Benefit on the BSF, while on the ATD, choose Pension Benefits. For the amount, refer to the Maturity Benefit Amount indicated in the Plan Specifications Page. If you have no

reference, you may leave the space blank. We will supply the benefit amount as per Contract.

(B) For YCB, tick or shade Pension – Yearly Cash Benefit on the BSF, while on the ATD, choose Pension Benefits. For the amount, write only the amount of the YCB. Do not sum up all the remaining YCB. The YCB amount is indicated in the Plan Specifications page. If you have no reference, you may leave the space blank. We will supply the benefit amount as per Contract.

(C) For SACB, tick or shade OTHERS on the BSF and then put SACB on the space provided beside it, while on the ATD, choose Pension Benefits. For the amount, write only the amount of the SACB. Do not sum up all the remaining SACB. The SACB amount is indicated in the Plan Specifications page. If you have no reference, you may leave the space blank. We will supply the benefit amount as per Contract.

7. Do I need to submit a request for every YCB/SACB benefit claim?

After your first availment of the YCB/SACB, there is **NO** need to resubmit any document. Your next periodic benefit will be automatically processed and credited to the same bank account. The next time you need to file again is when your final Maturity Benefit becomes due. Another instance wherein you will have to file again is when you need to change your registered bank account. In this case, the request must be sent thirty (30) days before the next crediting. The advice must be through email to customer-service@philplans.com.ph with a newly-filled out ATD, ID, and proof of the new bank account.

8. 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.

9. 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 or 3 whichever is applicable.

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.

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

If you have a local bank account, please refer to the set of requirements in item no. 2 or 3 whichever is applicable.

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. Refer to additional requirements in item no. 9.

11. What if the Planholder is already deceased? Who can file for the benefit?

The Beneficiary should file if s/he is already of legal age. Otherwise, the Beneficiary's guardian can act on his/her behalf. The requirements are the same as enumerated in item no. 2 or 3 whichever is applicable.

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

Additional Requirements:

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

12. 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.*