



Advisory No:	<b>MSS-2024-036</b>
Classification:	<b>Management Support Services Advisory</b>
Date:	<b>July 09, 2024</b>

**INSURANCE COMMISSION ADVISORY**

**TO : All Insurance/Reinsurance Companies, Insurance and Reinsurance Brokers, Mutual Benefit Associations, Trusts for Charitable Uses, Pre-Need Companies, Health Maintenance Organizations and Other Insurance Commission Regulated Entities**

**SUBJECT : Interim Guidelines on Flexible Work Arrangements in the Insurance Commission (IC) Head Office in Manila, and Cebu and Davao District Offices**

**Effective July 12, 2024, the IC shall adopt a Work-from-Home arrangement every Fridays from 8:00 AM to 5:00 PM, except for the following frontline offices which shall remain operational with assigned skeleton workforce:**

**A. IC Head Office, Manila**

1. Office of the Commissioner
2. Office of the Deputy Insurance Commissioners
3. Administrative Division – Cashier, General Services, Records, and Supply Sections
4. Information Systems Division
5. Information Technology Division
6. Claims Adjudication Division
7. Conservatorship, Receivership and Liquidation Division
8. Licensing Division
9. Public Assistance and Mediation Division
10. Regulation, Enforcement and Prosecution Division
11. Suretyship Unit

**B. IC Cebu and Davao District Offices**

All IC Offices/Units may be contacted through the email addresses provided in the Directory of Officials at <https://www.insurance.gov.ph/org-structure/>.

Those who have confirmed appointments through the Insurance Commission Reservation System (ICare) (<https://web.insurance.gov.ph/icare/login>), but are affected by said Work-from-Home arrangement, are advised to directly communicate with concerned IC Offices/Units before requesting for another schedule, if necessary.

Please be guided accordingly.

  
**MARTIN JOHN S. YASAY**  
 Deputy Insurance Commissioner  
 Management Support Services Group