

Information Technology Services Group

Eservices for Effective Governance



GOVERNMENT SERVICE
INSURANCE SYSTEM

"Kahit saan, Kahit kailan...Maaasahan."



Eservices for Effective Governance

Armed with vast experience and expertise in corporate law, management, banking and finance, the GSIS remains as the top-earning government enterprise. Its remarkable and successful performance during the past two years has been primarily due to its ambitious and revolutionary projects--- all with the aim of providing service to members, anytime, anywhere...

Kahit Saan, Kahit Kailan, Maaasahan.

Eservices for Effective Governance

*Benchmarking to Industry
Best Practices*

- **Production Management – Increasing the Velocity of Transactions**
- **Supply Chain Management - Partnering with Agencies**
- **Monitoring of Transactions**
- **Customer Relationship Management**

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Increasing the
Velocity of
Transactions

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Responsive Operations

THE GSIS ONDOY EXPERIENCE

Typhoon Ondoy drastically hit the Philippines in Sept 2009, bringing a month's worth of downpour in just a few hours.

State pension fund Government Service Insurance System (GSIS) allocated P5 billion as emergency loan fund for members affected by typhoon Ondoy.

Administration was the big challenge for ITSG



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*Speed of
Processing
Loans and
Claims*



Granting within the day

Eservices for Effective Governance

*Increased
availability*



Making more channels available

Services for Effective Governance

**Increased data
quality**

		Cntry	Curr	Exposure	Maturity	Rating	PD	LGD	EAD
	CHINA	GB	GBP	24241	23/02/2096	AA	0.3	25	252
	BANKING GROUP LTD	AU	AUD	33843	11/12/2097	AA	0.3	25	348
	SCOTLAND	GB	GBP	44990	19/12/2019	AA	0.3	25	236700
	LETTING CENTRE LIMITED	GB	GBP	3222	27/06/2100	AA	0.3	25	32789
87659	BARCLAYS BANK PLC	GB	GBP	0	23/08/2052	CC	0.3	25	3
87660	LLOYDS BANK INT LIMITED	UK	GBP	0	18/07/2097	AA	0.3	25	121
87661	ROYAL BANK OF CANADA	GB	#input	26979	21/12/2098	AA	0.3	25	275
87662	STANDARD CHARTERED BANK	GB	GBP	98740	08/11/2100	AA	0.3	25	987789
87663	THE CO-OPERATIVE BANK PLC	GB	GBP	87374	07/11/2101	AA	0.3	25	865789
87664	DEUTSCHE BANK AG	GB	GBP	94666	17/05/2014	AA	0.3	25	761789
	COTMANHAY COMMUNITY CONCERN	GB	GBP	56493		BB**	101	45	
51005	CORPORATE RISK INTERNATIONAL	US		11774	02/02/2090	B	-4	50	130
51006	DELAWARE BAY COMPANY	US	USD	26979	19/07/2084	B	4	50	321
51007	FIRST ALLIED SECURITIES INC.	US	EUR	98740	10/02/2094	B	4	50	1050
51010	NY CONSULTING GROUP	US		56493	19/03/2085	B	4	50	664
51012	TWEEDY BROWNE COMPANY	US	USD	84161	19/03/2085	B2	4	50	990
51013	WILMINGTON TRUST	US	#input	94147	24/09/2078	B	4	50	1207
51014	ABADI	US	GBP	279565	27/08/2078	B	4	50	3584
51015	DEGUSSA -> RECORD OUT OF DATE!	US	GBP	13480	16/03/2086	B	4	50	156
51017	DIAMANT INVESTMENT CORP	US	USD	7538	10/08/2089	B	4	50	84
51019	MIDWEST COMMSINC (DO NOT USE).	US	UDS	31660	30/07/2092	B	4	50	344
51021	ADVANCED MEDIA CONCEPTS INC.	US		14949	26/01/2087	A1	40	-5	171
51022	STANDARD CHARTERED	US	USD	85481	26/01/2087	B	4	50	982
51023	BOND EXPRESS INC.	US	USD	43640	24/06/2087	B	4	50	501
51024	#INPUT ERROR	US	USD	17601	05/02/2092	B	4	50	191
51026	STANDARD CHARTERED BANK		USD	58756	10/08/2087	B	4	50	675
10121	EMC,DEUTSCHLAND GMBH	DE	EUR	58711	31/03/2063	AB	4	50	931
10122	WULF GAERTNER AUTOPARTS AG	DE	EUR	57954	28/12/2098	B	4	121	591
10123	DZ BANK AG	DE	EUR	13555	15/01/2045	B	4	50	301
87692	BANK OF AMERICA NA LONDON	GB	GBP	33455	12/08/2004	AA	0.3	25	324
87693	AUSTRALIA AND NEW ZEALAND BANK	AU	AUD	165299	30/12/2103	AA	0.3	25	1604

CONSISTENCY

DUPLICATION

INTEGRITY

ACCURACY

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Informatica Data Quality Match Report - Microsoft Internet Explorer provided by Informatica

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail Word Excel PowerPoint Outlook

Address C:\Program Files\Informatica Data Quality\RESULTS\match_results_mm_data_MatchReport.html Go

Informatica Data Quality™ Match Report

Cluster 4						
33150	2344706	I	JOEL KENWARD	1/9/1970	YU UY 310 B MANGGA ST. SAN JUAN METRO MANILA	0.86
33308	3146939	I	UY JOEL KENWARD	1/9/1970	UNIT B 310 MANGGA STREET SAN JUAN METRO MANILA	0.98
33320	3146940	I	UY JOEL KENWARD YU	1/9/1970	UNIT B 310 MANGGA STREET SAN JUAN METRO MANILA	0.98
Cluster 5						
33161	2367127	I	AGUILAR PORTIA ANN L.	9/28/1980	139 P.BURGOS ST. UGNATAN MALABON METRO MANILA	0.86
33226	2591642	I	DE LEON PORTIA ANN AGUILAR	9/28/1980	139 P. BURGOS ST. MALABON CITY	0.86
Cluster 6						
33174	2541358	I	CHUA MARY LOU TALON	9/2/1977	B7 L22 DONA HELEN SUBD. CAMARIN NOVALICHES Q.C. (VIZCARRA)	1.00
Cluster 7						
33188	2541371	I	CHUA MARYLOU C ITF-ANNABEL C. LEE		209 C.M. RECTO ST. ADDITION HILLS SAN JUAN METRO MANILA	0.52
Cluster 8						
33202	2541372	I	CHUA MARYLOU CHENG	3/9/1965	209 CM RECTO STREET ADDITION HILLS SAN JUAN MANILA	0.52
Cluster 9						
33215	2541373	I	CHUA MARYLOU TAN	12/29/1958	16 M. H. DE JESUS ST. BATANGAS CITY	0.46
Cluster 10						
33265	2798763	I	LIM KENWARD SIY	5/2/1969	3 QUIRINO SOUTH ADMIRAL VILLAGE PARANAQUE M.M.	1.00
Cluster 11						
33277	2935758	I	PAGASPAS PORTIA ANN SALAZAR	5/18/1978	LOT28 BLK20 REYES AVE. GREENFIELDS 1 C/O PHOTOKINA NOVA. Q.C.	1.00
Cluster 12						
33293	3068274	I	SIATAN PORTIA ANN LAGANDAON(LOCALS)	11/8/1982	86-D JASMIN ST. BIGLANG AWA CALOOCAN CITY C/O LOCALS	1.00
Cluster 13						
33346	8454343	I	MIKE CHUA	10/27/1975	BLK.7 L32 P2 CITIHOMES MOLINO BACOR CAVITE CITY	0.87
33358	2345245	I	MICHEAL CHUA	10/27/1975	BLK 7 LOT 32 PH2 6TH AVE. CITIHOMES MOLINO BACOR CAVITE	0.87

Discussions Discussions not available for this document

Done My Computer

start InfoAlchem... C:\Program ... 2 Internet... Informatica ... 85% 08:39

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*Improved
Remote
Communications*



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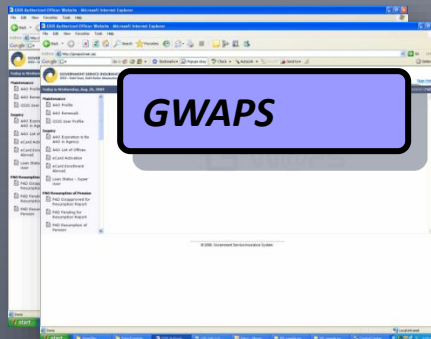
Partnering with other
agencies

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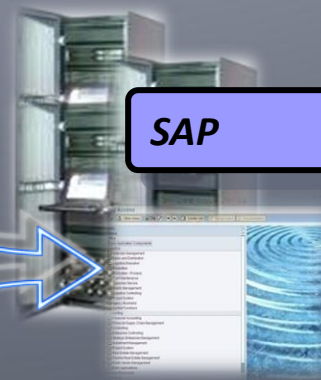
Authorized
Agency Officers



KIOSKS



GWAPS



SAP

Note: *CPIC - Common Programming Interface for Communication


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GSIS Authorized Officer Website - Microsoft Internet Explorer

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Address http://cert.gsis.gov.ph/default.jsp



GOVERNMENT SERVICE INSURANCE SYSTEM
GSIS – Kahit Saan, Kahit Kailan Maasahan.

[Sign Out](#)

Authorized Officer Website

MARY JOCELYN PARIS of GSIS HUMAN RES INFO DIV

Tasks

- Personal Information
- Change Password
- Loans for Certification

Reports

- Pending Certification
- Loans Confirmed
- Loans Not Confirmed
- No Action Taken

Contacts

Download

Loan Certification

1 to 5 of 5 records << FIRST < PREV NEXT > LAST >>

GSIS ID	NAME	LOAN TYPE	MONTHLY AMORT	DATE APPLIED	LOAN TERM	DEDUCTION		CONFIRM	
						START	END	YES	NO
53122300052	VILLANUEVA, MORRIS S	Policy Loan	0	2010-01-19			2019-01-02	<input type="radio"/>	<input type="radio"/>
59032600217	FERRERAS, CELESTE E	Conso Loan	13,110.1	2010-01-19	6	2010-04-10	2016-04-01	<input type="radio"/>	<input type="radio"/>
69010602246	AGRA, MELCHORA C	Policy Loan	0	2010-01-19			2034-01-06	<input type="radio"/>	<input type="radio"/>
58050502625	OBIAS, ADELITA G	Conso Loan	3,184.01	2010-01-19	3	2010-04-10	2013-03-10	<input type="radio"/>	<input type="radio"/>
73022301249	VELEZ, JENNIFER E	Policy Loan	0	2010-01-19			2038-02-23	<input type="radio"/>	<input checked="" type="radio"/>

Reason: Net take home pay is insufficient

Comment:

Save

CANCEL

*Note: To check the office name of the member, point cursor to the GSIS ID and office name will appear in yellow box.

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GSIS Authorized Officer Website - Microsoft Internet Explorer

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Address http://cert.gsis.gov.ph/default.jsp

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GSIS - Kahit Saan, Kahit Kailan Maasahan.

[Sign Out](#)

Authorized Officer Website

MARY JOCELYN PARIS of GSIS HUMAN RES INFO DIV

Tasks [Loan Certification](#) 1 to 5 of 5 records << FIRST < PREV NEXT > LAST >>

[Personal Information](#)
[Change Password](#)
[Loans for Certification](#)

Reports

- [Pending Certification](#)
- [Loans Confirmed](#)
- [Loans Not Confirmed](#)
- [No Action Taken](#)

Contacts

Download

GSIS ID	NAME	LOAN TYPE	MONTHLY AMORT	DATE APPLIED	LOAN TERM	DEDUCTION		CONFIRM	
						START	END	YES	NO
53122300052	VILLANUEVA, MORRIS S	Policy Loan	0	2010-01-19			2019-01-02	<input type="radio"/>	<input type="radio"/>
59032600217	FERRERAS, CELESTE E	Conso Loan	13,110.1	2010-01-19	6	2010-04-10	2016-04-01	<input type="radio"/>	<input type="radio"/>
69010602246	AGRA, MELCHORA C	Policy Loan	0	2010-01-19			2034-01-06	<input type="radio"/>	<input type="radio"/>
58050502625	OBIAS, ADELITA G	Conso Loan	3,184.01	2010-01-19	3	2010-04-10	2013-03-10	<input type="radio"/>	<input type="radio"/>
73022301249	VELEZ, JENNIFER E	Policy Loan	0	2010-01-19			2038-02-23	<input type="radio"/>	<input type="radio"/>

[CANCEL](#)

*Note: To check the office name of the member, point cursor to the GSIS ID and office name will appear in yellow box.

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Transaction Monitoring

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Knowing Transactions of Members

on 2.0.10] - [Inquiry Window] Exit Program Menu

eServices Support Department III ::
Castro, Celerino B ::
Manager [Home Office]

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

BP Number GSIS ID No. Member Name (Lastname, Firstname, Middlename)
Batch Number Reference Number
Transaction Type Type of Request
Detail of Request

Transactions List

Transaction No.	Bundle No.	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction	Transaction Type	Transaction Detail	Status	Remarks
R-20090424-000040			50061501794	TOLENTINO	ERNESTO	E	Claims	Check Replacement	Check Replacement	Disapproved	DISAPPROVAL LETTER ATTACHED.
R-20090428-000240			44022301214	TOLENTINO	ERNESTO	F	Claims	Retirement	RA 8291 5 YLS	Cheque released	TMS Processed
R-20090429-000107			44022301214	TOLENTINO	ERNESTO	F	Claims	Regular Life	CSV/TV	Cheque signed: ready for releasing	

CAPS INS NUM 192.168.112.246 PRIS 3/23/2010

start Inboxes - Microsoft Out... Transaction Monitorin... Pics history.bmp - Windo... 5:00 PM

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Transaction Monitoring System :: [Version 2.0.10] - [Inquiry Window] Exit Program Menu

g-Transaction Monitoring Module eServices Support Department III :: Castro, Celerino B. :: Manager (Home Office) ::

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

Transactions Inquiry

BP Number GSIS ID No. Member Name (Lastname,Firstname,Middlename)
Batch Number Reference Number
Transaction Type Type of Request
Detail of Request

Transactions List

Transaction No.	Bundle No.	BP Item
R-20090424-000040		
R-20090428-000240		
R-20090429-000107		

Transaction Details Window

Member Information Batch No.: Transaction No.: R-20090429-000107

BP Number Home Address 15 ROSAS ST., MANUELA SUBD., PAMPLONA
GSIS ID No. 44022301214 METRO MANILA LAS PINAS CITY
Last Name TOLENTINO Zip Code 1740 Cellphone No. 09189056809
First Name ERNESTO Email Address eR22344@hotmail.com
Middle Name F Agency Name

Other Information
Total Net DV Amount 61,949.31 Total Check Amount 61,949.31
DV Data Check Data View DV / Check Data

Transactions Entry

Transaction Type of Claims Details of Claims
Claims Regular Life CSV/TV

Date In Date Out Remarks
20-Jul-2009 07:43 AM 22-Jul-2009 01:45 P

Routed By: VALDELLON,CYNTHIA DOREEN C. / TO IV-YM

Status
Cheque signed: ready for releasing


History Close

CAPS INS NUM 192.168.112.246 PRIS 3/23/2010

start Inbox - Microsoft Out... Transaction Monitorin... Pics inq1.bmp - Paint 5:01 PM

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History of Transactions


GOVERNMENT SERVICE INSURANCE SYSTEM
 GSIS – Kahir Saan, Kahir Kalan Maasahan.

Tran

Transaction History

Reference No : R-20090429-000107
 Bundle No :
 BP No :
 GSIS No : 44022301214
 Member Name : ERNESTO F TOLENTINO

Transaction : Claims
 Transaction Type : Regular Life
 Transaction Detail : CSN/TV

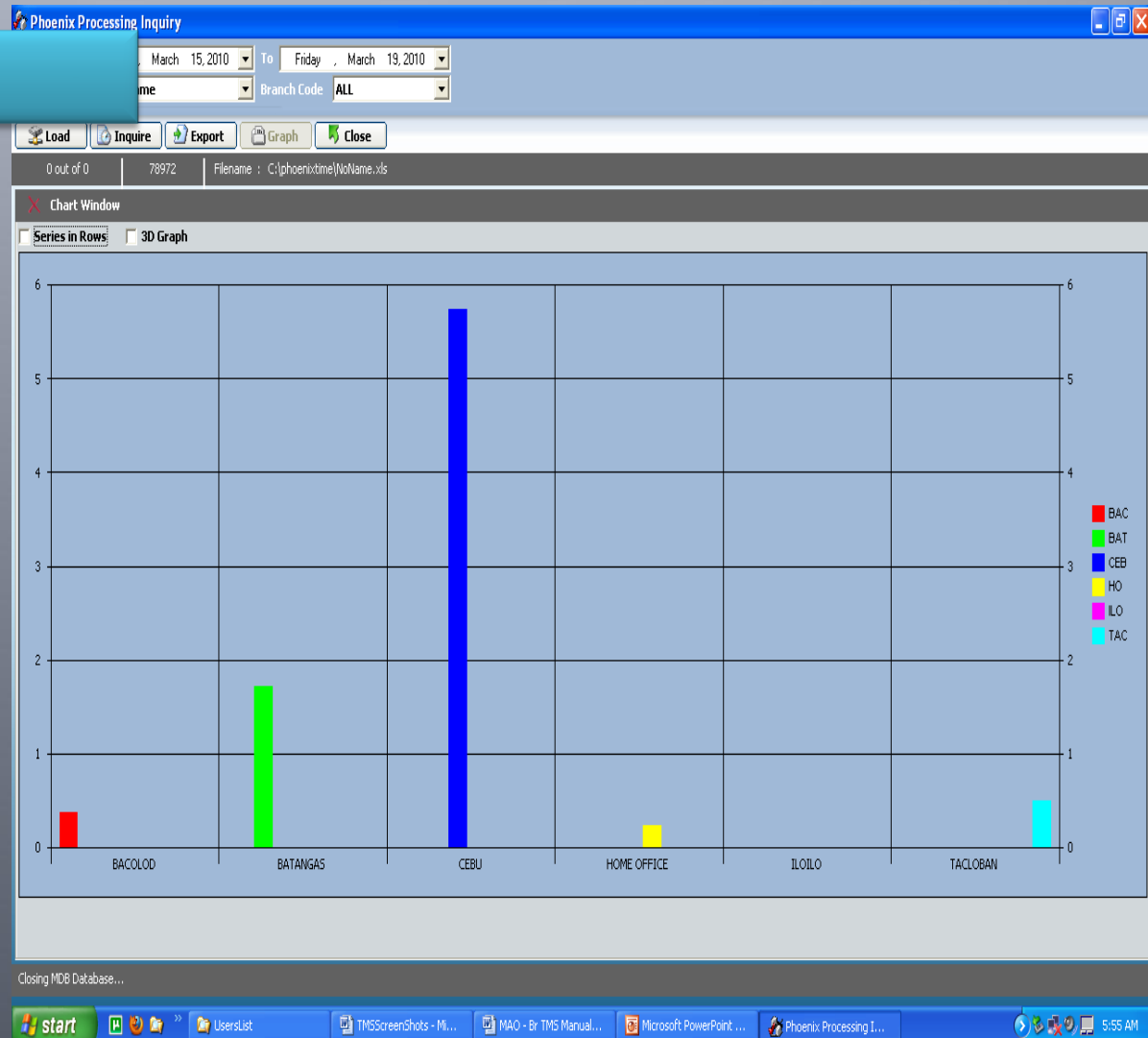
Date In	Date Out	Date Due	Diff	Processed by	Office	Status	Remarks
23-Jul-2009 1:45 pm		25-Jul-2009 1:45 pm		DIONISIO ROSALES DORTINGO		Cheque signed, ready for releasing	
20-Jul-2009 7:43 am	22-Jul-2009 1:45 pm	23-Jul-2009 7:43 am	2	CYNTHIA DOREEN C VALDELLON	TO IV-NM / Technical Assistant	Cheque signed, ready for releasing	
10-Jul-2009 9:01 am	20-Jul-2009 7:49 am	21-Jul-2009 9:01 am	2	Angelo Benito J Andrieta	TO IV-NCRL / Technical Assistant	Cheque countersigned by Ms/Mr Cash Unit	
15-Jul-2009 3:47 pm	18-Jul-2009 9:01 am	18-Jul-2009 3:47 pm	3	DOMINGO CAMU MONFORTE		Cheque signed by FOR Upon Cash Unit	
15-Jul-2009 1:54 pm	15-Jul-2009 3:47 pm	15-Jul-2009 1:54 pm	0	DOLORA ANJACACION EUGENIO		Cheque in Process	
07-Jul-2009 1:43 pm	15-Jul-2009 1:54 pm	10-Jul-2009 1:43 pm	3	CORAZON S DAWDA	Claims Department / TEAM LEADER	DV signed for cheque processing	
07-Jul-2009 1:39 pm	17-Jul-2009 1:43 pm	10-Jul-2009 1:39 pm	0	DOLORA ANJACACION EUGENIO		Referred to Claims Team Leader	
02-Jul-2009 5:30 pm	17-Jul-2009 1:39 pm	05-Jul-2009 5:30 pm	3	DOMINGO CAMU MONFORTE		Referred to CLAIMS for DV reassessing	
11-Jun-2009 5:12 pm	12-Jul-2009 5:30 pm	14-Jun-2009 5:12 pm	21	GUJA GOLOSINDA SOTOLONGO		Cheque in Process	
20-May-2009 11:00 am	1-Jun-2009 5:12 pm	23-May-2009 11:39 am	22	DULCE NUNAHON	Claims Department / TEAM LEADER	DV signed for cheque processing	
19-May-2009 7:54 pm	4-May-2009 11:00 am	22-May-2009 7:54 pm	1	RODRIGO FERNANDEZ MANUEL	Membership Dept. 1 (Membership Processing 1) / DIV	CLAIMS/COOP/CLMB acted upon/returned to Claims D	UPDATED
19-May-2009 10:26 am	4-May-2009 7:54 pm	22-May-2009 10:26 am	0	MARJORIE GRACE S PLATA	Membership Dept. 1 (Membership Processing 1) / PRO	CLAIMS/COOP/CLMB acted upon/ returned to claim	DONE
15-May-2009 9:10 pm	4-May-2009 10:26 am	18-May-2009 9:10 pm	4	RODRIGO FERNANDEZ MANUEL	Membership Dept. 1 (Membership Processing 1) / DIV	Assigned to Membership Department Processor	
15-May-2009 4:45 pm	3-May-2009 9:10 pm	18-May-2009 4:45 pm	0	DULCE NUNAHON	Claims Department / TEAM LEADER	Referred to Membership Group	CLM sent to MG 5/15
07-May-2009 7:51 pm	3-May-2009 4:45 pm	10-May-2009 7:51 pm	6	TERESITA M BRAVO	Claims Department / PROCESSOR	Assigned to Claims Team Leader	FOR REASSIGNMENT

Close



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Graphical View



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Scanned Documents

g-Transaction Monitoring Module

Assignment Window] Menu

Claims Department ::
Foronda, Junior C ::
Manager [Home Office] ::

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

No. of Transactions : 001

Selection	Transaction No.	Date In	Processing Stage	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction(s)	Transaction Type	Transaction Detail	Department
-----------	-----------------	---------	------------------	-----------	-------------	-----------	------------	-------------	----------------	------------------	--------------------	------------

Document Preview

Preview Window

70% Document : Application Form

Republic of the Philippines
GOVERNMENT SERVICE INSURANCE SYSTEM
Financial Center, Reclamation Area, Pasay City

PRE-NEED PROGRAM
APPLICATION FOR PLAN CONVERSION
and FOR OTHER BENEFITS UNDER THE PLAN
(Except for Life Insurance)

Date: 12 March 2010 Plan Agreement No. GEA-5189

Name: Sapete Nika Matias (Last Name) (First Name) (Middle Name) (Signature)

Tel. No. 970-95-35 Remarks: Mr. Sapete Nika Matias, 40 yrs old, born 12 March 1970, 2nd year (last year) 2009-2010, 912,446.50

Purpose / Reason	From	To
<input type="checkbox"/> Change of School Category		
<input type="checkbox"/> Change of College Program		
<input type="checkbox"/> Change of Scholar		
<input type="checkbox"/> Re-Aplication		
<input type="checkbox"/> Updating		
<input type="checkbox"/> Refund of Excess Premium/s		
<input type="checkbox"/> Termination of Value - Reason		
<input checked="" type="checkbox"/> Availment of College Education Benefit	Effective: 2nd Semester (2nd year) 2009-2010	
<input type="checkbox"/> Unavailment of College Education Benefit	Reason:	
<input type="checkbox"/> Plan holder's Retirement Benefit	Date of Graduation:	
<input type="checkbox"/> Transfer of Plan -	Date of Birth:	
<input type="checkbox"/> Name of Transferee:		
<input type="checkbox"/> Office Name/Address:		
<input type="checkbox"/> Assignment/Change of beneficiary/heirs		
<input type="checkbox"/> Others, please specify -		
<input type="checkbox"/> Doc. Submitted:	Cert. of remittance / Official Receipts / Plan Agreement / CFP / Birth /	

Received by: GSIS PASAY CITY

MAR 17 2010

Date

Good Afternoon REYES,
VIOLA B

Eservices for Effective Governance

Load Balancing

Transaction Assignment Window

Menu

Claims Department ::
Foronda, Junar C ::
Manager [Home Office] ::

F8 - View Attachment | F7 - View History | F6 - Export | F5 - View Details | F3 - Search

No. of Transactions : 003

Selection	Transaction No.	Date In	Processing Stage	BP Number	GSIS ID No.	Last Name	First Name	Middle Name	Transaction(s)	Transaction Type	Transaction Detail	
<input checked="" type="checkbox"/>	R-20100318-000051	3/19/2010 8:30:43 AM	For Distribution		68022100789	CARANDANG	MARISSA	BANAS	Claims	Pre-need	Edu-Child	Public Relations
<input type="checkbox"/>	R-20100318-000016	3/19/2010 8:28:54 AM	For Distribution		55092601489	SANBUENAVENTURA	ANTONETTE	CAMPO	Claims	Funeral Benefits	Life	Public Relations
<input type="checkbox"/>	R-20100318-000169	3/18/2010 3:04:09 PM	For Distribution		44011500916	ANTIPOLO	HILARIA	D	Claims	Check Replacement	Check Replacement	Public Relations

Remarks

Action

Close Transctn

Performer Window

Processor	User Role	Department	H.o. of Transactions	H.o. of Processed Transaction(s)(for the day)
Reala,Rowena	PROCESSOR	Claims Unit II	27	0
REYES,VIOLA B	PROCESSOR	Claims Unit II	64	0
RINOZA,CECILIA P	PROCESSOR	Claims Unit II	25	0
Salangui,Reynaldo	PROCESSOR	Claims Unit II	31	0
Sermona,Karen F	PROCESSOR	Claims Unit II	472	0
Sia,Preciosa	PROCESSOR	Claims Unit II	33	0

Good Morning
FORONDA, JUNAR C

CAPS INS NUM 192.168.112.246 PRI5 3/19/2010

start Transaction Monitorin... Transaction Monitorin... status.bmp - Paint 8:36 AM

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Customer Relationship Management

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Service Dashboard



Eservices for Effective Governance

CRQ of a Member

Members - Oracle CRM On Demand - Mozilla Firefox

File Edit View History Bookmarks Tools Help

members.oraclecrmondemand.com/OnDemand/user/ContactDetail?OMTGT=ContactDetailF

Welcome

Home Members CRQs Knowledgebase Reports Dashboard

Member Detail: **Coco Reyes** | [Back to Members Homepage](#) [Edit Layout](#) | [Help](#) | [Print](#)

Member Details [New](#) [Edit](#) [Copy](#) [Delete](#) [Merge](#)

Key Member Information:

Mr./Ms. Mr.	Work Phone # 1 (872) 599-8101
First Name Coco	Work Fax # 1 (872) 599-8902
Last Name Reyes	Cellular Phone # 1 (872) 667-7548
Agency DFA	Email creyes@dfa.gov.ph
Job Title President	Never Email <input type="checkbox"/>
Web Search Click here	

Member Detail Information:

Additional Information:

Available Section:

CRQs [New](#)

	CRQs Number	Subject	Priority	Status	Opened Time	Member	Agency	Owner
Edit	484426-288274100	New GSIS Request	3-Medium	Pending	2/11/2010 02:02 AM	Coco Reyes	DFA	Jonatha
Edit	484426-288246762	Consoloan request	3-Medium	Open - Escalated	2/11/2010 12:08 AM	Coco Reyes	DFA	
Edit	484426-287821192	Membership Update	3-Medium	Open	2/9/2010 07:09 PM	Coco Reyes	DFA	Joanne
Edit	484426-287668302	Membership Complaint	3-Medium	Open	2/9/2010 10:07 AM	Coco Reyes	DFA	
Edit	SR-9901	Nfinity internal fault alarm	2-High	Open	1/29/2009 02:39 PM	Coco Reyes	DFA	Joanne

[Show Full List](#)

Agencies [Add](#)

Member Interests [Add](#)

	Interests	Category	Details	Webpage
Edit	Golf	None Specified	Capital Country Club	www.CapitalCountryClub-od.com

[Show Full List](#)

Done

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CRQ Details

CRQs - Oracle CRM On Demand

Welcome

Search

Members

All +

Last Name

First Name

Email

Advanced Go

Create

- Agency
- Appointment
- CRQ
- Household
- Knowledgebase
- Lead
- Member
- Opportunity
- Task
- Transaction

CRQ Detail: 484426-288246762 | Back to Member Detail

CRQ Details New Edit Copy Delete Merge

Member Information:

CRQs Number 484426-288246762 Work Phone # 1 (872) 599-8101

Member Coco Reyes Email creyes@dfa.gov.ph

CRQs Detail Information:

Type Request Status Open - Escalated

Area

Source

Priority 3-Medium

Opened Time 2/11/2010 12:08 AM

Closed Time

Available Section:

Additional Information:

Subject Consoloan request

Description Coco Reyes

Transactions New Add

Knowledgebase Add

Completed Activities Log A Call

Open Activities New Appt New Task

Customer Satisfaction Surveys Add

Attachments Add Attachment Add URL

	Attachment Name	Size (In Bytes)	Type	Created By	Modified By	Last Modified
View	Consoloan	27,615	doc	Joanne Brown	Joanne Brown	2/11/2010 12:10 AM

Show Full List

Done

Eservices for Effective Governance

Knowledge Management

Knowledgebase - Oracle CRM On Demand - Mozilla Firefox

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Knowledgebase - Oracle CRM On Demand

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Knowledgebase Detail Information:

Knowledgebase ID	ADSA-4REFAX	Status	Approved
Title	GSIS ConsoLoan	Published	<input checked="" type="checkbox"/>
Product		Externally Published	<input type="checkbox"/>
Product Category		CRQ Count	0
Knowledgebase Rating	0	Created External	Joanne Brown 2/9/2010 11:50 PM
Number of Ratings	0	Modified External	Joanne Brown 2/9/2010 11:57 PM
FAQ	Consolidated Loan FAQ		

Knowledgebase Details

1. What is GSIS Conso-Loan?
It is a loan window of the GSIS that consolidates the following loans of a GSIS member:

- Salary Loan
- Restructured Salary Loan
- Enhanced Salary Loan
- Emergency Loan Assistance
- Summer One-Month Salary Loan

The GSIS Conso-loan gives higher loanable amount with the additional amount of twice the basic monthly salary top of the existing salary loan.

If you are in default or experiencing difficulty paying these loans and have incurred arrearages, penalties and surcharges in the process, the Conso-Loan Plus will provide you the opportunity to restore your status as a member in good standing and lower monthly amortization.

Your availment of the Conso-Loan fully settles these loans. Your outstanding penalties or surcharges are waived. The loan is renewable, but the privilege of having your penalties condoned can be enjoyed only during the first availment.

2. Who may avail of the Conso-Loan Plus?
The following are qualified to avail of the Conso-Loan Plus:

- Active members with no pending administrative and/or criminal case are qualified to apply for the loan, provided that they have paid and remitted at least three (3) monthly premium payments (both PS and GS) within the (6) months prior to the filing of the application.
- Must not be on leave of absence without pay.
- Members' net take-home pay should be sufficient to cover the regular monthly amortization.

Members from suspended agencies are not qualified to avail of the Conso-loan.

3. How much can I apply for under the Conso-Loan Plus?

Agency
Appointment
CRQ
Household
Knowledgebase
Lead
Member
Opportunity
Task
Transaction

Done

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Results achieved with good practices in IT

Membership behaviour

- E-card oriented
- Appreciates the efficiency and effectiveness of the GSIS automated loan processing system
- No longer willing to make do with manual application and processing
- Expects the same excellent service for each of their transaction whatever the circumstances

Services for Effective Governance

Other Improvements

- General improvement in the corporate image of GSIS in many areas of its operations
- Members have immediately felt the impact of reduced processing time in their loans and benefit claims transactions.
- Proper information dissemination activities and the immediate resolution of concerns and problems have also been recognized.

Truly the GSIS investments in IT has paid off and is expected to reap more benefits for the GSIS and for its members for a long time to come.

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Thank You!