



# *IC and THE LEGAL (CLAIMS) PROCESS*

By: Ma. Lourdes L. Ramos



# ***Introduction***

*Insurance touches all our lives in a multitude of ways. It is an essential element in our present day life, securing our standards of living and the stability of our families, as well as our property rights. Everyone in this country feels the protecting arm in some forms of its protection.*



# ***INSURANCE COMMISSION***



1071 United Nations Avenue  
Ermita, Manila 1000



***CESAR V. PURISIMA***  
***Secretary***  
***Department of Finance***



***EMMANUEL F. DOOC***  
***Insurance Commissioner***



***VIDA T. CHIONG***  
***Deputy Insurance Commissioner***





# ***INSURANCE COMMISSION***

## **Role of the Commission:**

supervises and regulates the operations of life and non-life insurance companies, mutual benefit associations, and trusts for charitable uses and pre-need companies

issue licenses to insurance agents, pre-need counselors, underwriters, brokers, adjusters and actuaries

has the authority to suspend or revoke such licenses



# ***Mandate***

To regulate and supervise the insurance industry in accordance with the provisions of the Insurance Code in order to ensure that adequate insurance protection is available to the public at a fair and reasonable cost and to assure the financial stability of the insurance industry so that all legitimate claims of the insuring public are met promptly and equitably.





# *Objectives*

To promote growth and financial stability of insurance companies.

To professionalize insurance services and develop insurance consciousness among the general populace.

To establish a sound national insurance market, and

To safeguard the rights and interest of the insuring people



# ***ADMINISTRATIVE AND ADJUDICATORY Processes***

**MEDIATION  
/  
INFORMAL**

**MONEY  
CLAIM/  
ADJUDICA  
TORY**

**REGULATORY/  
ADMINISTRATI  
VE**



# ***PUBLIC ASSISTANCE & INFORMATION DIVISION***

headed by Atty. Joseph P. Osias



# ***Procedure in Filing Informal Complaints***

- Receive complaints either through mails, e-mails, fax, referral from other government agencies, media and walk-in claimants;

Form:  
Simple  
letter

Evaluation of Details of  
complaints filed

Refer for comment  
or  
Set for conference

Mediation Conference  
Proper

Settlement and/or  
Termination



# ***CLAIMS ADJUDICATION DIVISION***

headed by Atty. Teodoro S. Mendoza



# ***Procedure in Filing Money Claim:***

Conducts  
Formal  
Hearing

Issue  
Raised :  
Money  
Claim

Jurisdictional  
Amount on  
Insurance  
Claim: Php  
100,000.00  
(Section 416  
of the  
Insurance  
Code)

Verified  
Complaint/ and  
is governed by  
the Rules of  
Procedure  
under  
Insurance  
Memorandum  
Circular No. 2-  
91.

Any  
decision,  
ruling or  
order of the  
Commission  
is  
appealable  
to the Court  
of Appeals





## Pre-Need Claim:

*Pre-Need Code of the Philippines - SEC. 55. Claims. – The Commission shall have the primary and exclusive power to adjudicate any and all claims involving pre-need plans. If the amount of benefits does not exceed One hundred thousand pesos (P100,000.00), the decision of the Commission shall be final and executory.*



# ***REGULATION DIVISION***

headed by Atty. Erwin C. Hizon



# ***Procedure in Filing Administrative Complaint:***

Handles  
Administrative  
Complaint

Verified complaint ,  
procedure is  
embodied under  
the provisions of  
Insurance  
Memorandum  
Circular 1-93

Issue Raised: Unfair  
Claim Settlement  
Practice under  
Section 241 of the  
Insurance Code

Decisions made by the  
Commissioner shall be  
appealable to the  
Secretary of Finance.  
(Sec. 414. of the  
Insurance Code)



***Thank you!***