

PRIMER ON Disaster Response: Replacing lost or destroyed vital documents

1) Civil Registry Documents (Birth Certificate, Marriage Certificate, Death Certificate, CENOMAR)

Scenario for Civil Registry Documents

Due to a typhoon that struck Brgy. Swerte, Steven lost his home and was not able to save any of his documents. As luck would have it, the factory that Steven was working for was also destroyed because of the typhoon. Because of this, he needs to find a new job to provide for the needs of his wife and three kids. The company he is applying for requires the presentation of the birth certificate and marriage certificate. What should he do?

The Philippine Statistics Authority (PSA) provided two ways to obtain a copy of your birth certificate. The first is by walk-in application and the second is by online application.

Walk-in Application

Application made in person by the owner or by his/her representatives will be received at different Census Serbilis Centers.

Online Application

Step 1: Visit the e-Census website at <https://www.psaserbilis.com.ph/Default.aspx>

Step 2: Fill out online application form.

You will be asked to enter the following information online:

1. Your name
2. Your delivery address (with zip code)
3. Your telephone number
4. Your valid email address

Additional Information needed:

1. For Birth Certificate
 - a. Number of copies you are requesting
 - b. Name (maiden name if married female)
 - c. Sex
 - d. Place of birth
 - e. Date of birth
 - f. Father's name
 - g. Mother's maiden name
 - h. Date of registration, if the birth certificate was late registered
 - i. Purpose of your request

- j. Your relationship to the birth certificate owner
2. Marriage certificate
 - a. Number of copies you are requesting
 - b. Name of husband
 - c. Maiden name of wife
 - d. Place of marriage
 - e. Date of marriage
 - f. Date of registration, if the marriage certificate was late registered
 - g. Purpose of your request
 3. Death certificate
 - a. Number of copies you are requesting
 - b. Name of the deceased
 - c. Sex
 - d. Place of death
 - e. Date of death
 - f. Date of registration, if the death certificate was late registered
 - g. Purpose of your request
 4. CENOMAR (Certificate of No Marriage Record)
 - a. Number of copies you are requesting
 - b. Name (maiden name if married female)
 - c. Sex
 - d. Place of birth
 - e. Date of birth
 - f. Mother's maiden name
 - g. Father's name
 - h. Purpose of your request

Step 3: Pay through accredited payment channels.

After you complete your online application, you will be issued a Batch Request Number and, for each request, a Request Reference Number. When paying for all requests in the batch, specify the Batch Request Number. When paying for a particular request only, specify the Request Reference Number.

Fees are inclusive of processing, delivery and government taxes. The fees and the available payment channels depend on whether your delivery address is within the Philippines or outside the Philippines.

Fees:

- 1) Delivery within the Philippines:
 - a) PHP 330.00 per copy - birth/marriage/death certificates

- b) PHP 430.00 per copy - CENOMAR
- 2) Delivery outside the Philippines:
- a) USD 20.30 per copy - birth/marriage/death certificates
 - b) USD 25.30 per copy - CENOMAR

Step 4: Wait for the delivery.

- 1) Delivery within the PHILIPPINES

Your documents will be delivered through the PSA's courier service provider. The waiting time are as follows:

- a) Metro Manila
 - i) Birth/marriage/death certificates: 6-8 working days after payment
 - ii) CENOMAR: 6-8 working days after payment
- b) Other Provinces
 - i) Birth/marriage/death certificates: 7-9 working days after payment
 - ii) CENOMAR: 7-9 working days after payment

If you are in urgent need of your documents, you are advised to apply in person at the PSA Civil Registry System Outlet nearest you.

- 2) Delivery to OTHER COUNTRIES

Availability and schedule of delivery to other countries is dependent on the services of Philippine Postal Corporation (PHLPost) and the restrictions in each destination country. As an option, you can avail of special courier services through FedEx for delivery addresses outside the Philippines.

For special courier services through FedEx, delivery charges shall be to the requester's/document owner's account and shall be billed separately and directly by FedEx.

Information to be provided for the issuance of Birth Certificate:

1. Complete name of the child (first, middle, last)
2. Complete name of the father
3. Complete maiden name of the mother
4. Date of birth (month, day, year)
5. Place of birth (city/municipality, province)

6. Whether or not registered late. (If registered late, please state the year when it was registered.
7. Complete name and address of the requesting party
8. Relationship to the child
9. Number of copies needed
10. Purpose of the certification

Civil Registry documents can only be issued to:

1. The owner himself or through a duly authorized representative;
2. His/her spouse, parent, direct descendants, guardian or institution legally-in-charge
3. of him/her, if minor;
4. The court or proper public official whenever absolutely necessary in administrative, judicial or other proceedings to determine the identity of a person;
5. In case of the person's death, the nearest of kin;

If you are the document owner and you are unable to receive the document, you may authorize a representative to do so on your behalf. Your authorized representative will have to present the following to the courier:

1. Your signed authorization letter
2. Your valid ID (with photo and signature)
3. The valid ID (with photo and signature) of your authorized representative

3) Land Title

Scenario for Land Title

Mario was a prominent landowner in the City of Bacolod. However, a fire unexpectedly spread throughout their barangay and that the fire burned a lot of things belonging to him and his family. Some of these things that were destroyed included his documents which represented his ownership over his lands. To make matters worse, the deadline to pay his real property taxes is fast approaching. Mario now realizes that he must know the boundaries of his lands in order to pay the proper real property taxes. What does he do?

If the total land area is 500 square meters	If the total land area is less than 500 square meters
1. File for Annotation of the Affidavit of Loss before the Registry of Deeds that has jurisdiction over the property	1. Request for a new title before the Land Registration Authority
1. Request a Certified True Copy before	2. END

the Registry of Deeds that has jurisdiction over the property	
3. File a petition before the Regional Trial Court	
4. Attend the jurisdictional hearing	
5. Submit proof of evidence	
6. Wait for the issuance of the court decision	
7. Wait for the Certificate of Finality to be issued	
8. File a Court Decision and Certificate of Finality at the Registry of Deeds	
9. Wait for the issuance of Replacement of Owner's Land Title	
10. END	

4) PASSPORT

Scenario for Passport

Chinchin was ecstatic after receiving word that she had been accepted as an Emergency Room Nurse at the Johns Hopkins Hospital in Maryland. Chinchin was walking home after buying some necessities she would need for her trip when a robber snatched her bag where her passport was. With 6 weeks left before to go before her departure date, Chinchin just realized that she had lost her passport. What does she do?

1. WHAT DO I NEED TO DO IF LOST MY PASSPORT?

- a. The application for the issuance of a replacement passport will be treated as an application for first-time application,
- b. The requirements and procedures for first time applications shall be followed with additional requirements

2. WHERE DO I GO?

- a. The applicant may choose to go to his/her preferred DFA Consular Office

3. WHAT ARE THE REQUIREMENTS?

a. FOR ADULTS

- i. Confirmed Online Appointment

- ii. Personal Appearance
 - iii. Accomplished Application Form
 - iv. Original and photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate on Security Paper
1. Married Females (who are using their spouse's last name) must also present Original and submit photocopy of PSA Authenticated Marriage Contract on Security Paper or Report of Marriage
 2. Note: Local Civil Registrar Copy is required if PSA Birth Certificate is not clear or cannot be read
 3. Note: Not required if a photocopy of the applicant's last issued passport is available
 - v. Any acceptable IDs (Original + Photocopy)
 - vi. *Police Report (in English)*
 1. *Note: Not required if Lost Passport has already expired*
 - vii. *Affidavit of Loss*
 - viii. *Penalty fee of PHP 350.00*
 - ix. *Additional 15 calendar days clearing period*
 - x. Possible Additional Requirements:
 1. If Birth Certificate issued less than 10 years ago— Submit ID that pre-dates the late registration or current IDs with NBI Clearance
 2. If Birth Certificate/Report of Birth lacks certain data— Must present Original and submit photocopy of proof of filing of supplemental report from the local Civil Registrar
 3. If Dual Citizen—
 - a. Original and photocopy of PSA authenticated Birth Certificate/Report of Birth and Original Identification Certificate issued by the Philippine Foreign Service Post (FSP) or the Bureau of Immigration (BI)
 - b. Original and photocopy of the foreign passport
 - c. Government issued IDs (Philippine or from country of second citizenship)
 4. If Naturalized Filipino Citizen— Original and Photocopy of Identification Certificate of Naturalization from Bureau of Immigration
 5. If Filipino Citizen by Election
 - a. Original and photocopy of Affidavit of Election of Philippine Citizenship
 - b. Original and photocopy of Identification Certificate of Election from BI
 6. If Filipino Citizen by an Act of Legislation
 - a. Certified true copy of the law granting citizenship
 - b. Foreign Birth Certificate authenticated by Philippine FSP

b. FOR MINORS

- i. Confirmed Online Appointment
 - ii. Personal Appearance and of either Parent or Authorized Adult Companion
 - iii. Accomplished Application Form
 - iv. Original and photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate on Security Paper
1. Note: Local Civil Registrar Copy is required if PSA Birth Certificate is not clear or cannot be read
 2. Note: Not required if a photocopy of the applicant's last issued passport is available
 - v. Passport or Valid Government issued ID of either Parent and a Photocopy
 - vi. School ID
 - vii. *Police Report (in English)*
 1. *Note: Not required if Lost Passport has already expired*
 - viii. *Affidavit of Loss*
 - ix. *Penalty fee of PHP 350.00*
 - x. *Additional 15 calendar days clearing period*
 - xi. Possible Additional Requirements:
 1. If only one parent accompanies the child— Marriage Certificate of Parents
 2. If parents not married— Special Power of Attorney issued by the Mother if she will not accompany the child
 3. If Newborn (less than 1 year old) with no PSA Birth Certificate Yet—
 - a. Certified True Copy of Local Civil Registrar (LCR) Birth Certificate authenticated by PSA
 - b. If born abroad: Original copy of Report of Birth or first indorsement from Consular Records Division
 4. In case applicant is not accompanied by the parent/s during the application process—
 - a. Special Power of Attorney (SPA) executed by the parent/s designating the minor's companion to assist in the application process
 - b. SPA must be authenticated by the Philippine Embassy/Consulate if executed abroad
 - c. Passport or Valid Government issued ID of authorized adult companion
 - d. Special Power of Attorney or Affidavit of Support and Consent must have a copy of parent/s valid ID and/or passport attached
 5. If Applicant an Illegitimate Child and Mother is Deceased/Absent and Father is Unknown

- a. Personal Appearance of Minor and Adult Guardian
 - b. Valid Passport or Valid Government ID of Guardian
 - c. DSWD Clearance
 - d. Letter of Guardianship issued by the Family Court
6. If the minor applicant has undergone the process of domestic adoption—
- a. Personal Appearance of minor applicant and adoptive parent/s
 - b. Valid passport or valid government issued ID of adoptive parent/s
 - c. Court Decree of Adoption
7. If the minor applicant is undergoing or has undergone the process of foreign adoption/Inter Country Adoption Board (ICAB) adoption process—
- a. Personal Appearance of minor applicant and ICAB representative
 - b. PSA Birth Certificate/PSA Certificate of Foundling
 - c. Endorsement from ICAB
 - d. Certificate of Child Available for Adoption/Deed of Voluntary Commitment
 - e. Placement Authority issued by ICAB
 - f. Certificate for Issuance of Passport issued by ICAB
 - g. Clearance for Inter-Country Adoption
 - h. Child Study Report
 - i. DSWD clearance
8. If the applicant is a foundling and not for adoption—
- a. Personal Appearance of minor applicant and adult guardian
 - b. PSA Certificate of Foundling
 - c. Passport or Valid Government issued ID of adult guardian
 - d. DSWD clearance
 - e. Letter of Guardianship issued by Family Court

4. HOW DO I BOOK AN APPOINTMENT?

- a. The DFA has a dedicated Passport-Appointment-System to schedule your appointment (<https://www.passport.gov.ph>)
- b. **First:** Preferred DFA Office/Site to go to
- c. **Second:** Preferred Date and Time of Appointment
 - i. Among those available
- d. **Third:** Personal Details
 - i. Full Name
 - ii. Date of Birth
 - iii. Gender

- iv. Birth Legitimacy
- v. Civil Status
- vi. Country of Birth
- vii. Province
- viii. City/Municipality
- ix. Address
- x. Contact Numbers
- xi. Email Address

- e. **Fourth:** Personal Details of Parents
 - i. Full Names and Citizenship
- f. **Fifth:** Application Type—Details of Lost Passport
 - i. Old Passport Number
 - ii. Date of Issuance
 - iii. Issuing Authority
 - iv. Basis of Philippine Citizenship (By Birth, Naturalization, Marriage, etc.)
 - v. Emergency Contact person and Contact Number
- g. **Sixth:**Confirmatory Email

5. WHAT ARE THE ACCEPTABLE IDs?

- a. Social Security System (SSS) Card
- b. Government Service Insurance System (GSIS) Card
- c. Unified Multi-Purpose Identification (UMID) Card
- d. Land Transportation Office (LTO) Driver's License. Student Permit may be accepted if in card format.
- e. Professional Regulatory Commission (PRC) ID
- f. Overseas Workers Welfare Administration (OWWA) E-Card
- g. Commission on Elections (COMELEC) Voter's ID or Voter's Certificate issued from COMELEC main office in Intramuros, Manila (Certificates issued in COMELEC's regional offices may require further verification. Applicants are requested to present NBI or police clearance along with the Voter's Certificate).
- h. Philippine National Police (PNP) Permit to Carry Firearms Outside Residence
- i. Senior Citizen ID
- j. Airman License (issued August 2016 onwards)
- k. Philippine Postal ID (issued November 2016 onwards)
- l. Seafarer's Record Book (SRB)(*must be issued Feb 2020 onwards) issued by the Maritime Industry Authority (MARINA)
- m. Valid or Latest Passport (For Renewal of Passport)
- n. For minor applicants, School ID OR Certificate of Enrolment with photo of minor and dry seal of school may be presented

6. WHAT DO I PUT IN THE AFFIDAVIT OF LOSS?

- a. How, When, Where of losing your passport
 - i. Example: "I lost my handbag where I kept passport while commuting home on January 1, 2021"
- b. Details included in your Passport
 - i. Full Name, Date of Birth, Address

7. IS THERE A DIFFERENCE IF THE PASSPORT I LOST HAS EXPIRED?

- a. In case the Passport lost has already expired, the requirement of a Police Report is no longer needed— An Affidavit of Loss will Suffice

8. ARE WALK-INS ALLOWED?

- a. No. All transactions with the DFA must be by appointment
- b. Only in exceptional and emergency cases are allowed on a walk-in basis at the Courtesy Lanes in DFA Aseana and other Consular Offices in the Philippines

9. WHO ARE THOSE QUALIFIED TO USE THE COURTESY LANE?

- a. Senior Citizens
- b. Persons with Disabilities
- c. Pregnant Women
- d. Minors aged 7 years and below
- e. Solo Parents
- f. Overseas Filipino Workers
- g. Exceptional and Emergency Cases upon due approval or request of the Secretary of Foreign Affairs; Undersecretary for Civilian Security and Consular Concerns; Assistant Secretary for Consular Affairs

10. I'M IN A HURRY, IS THERE AN EXPEDITED PROCESS?

- a. DFA offers expedite processing with a processing period of 6 working days for NCR applicants and 7 working days for applicants outside the NCR
- b. Expedited Processing Fee of PHP 1,200 is charged

11. WHEN, where AND HOW CAN I CLAIM MY NEW PASSPORT?

- a. The Passport Stub/Receipt will indicate your passport's tentative release date
 - i. It usually takes 12 calendar days to process and issue an applicant's passport
- b. Claim your passport at the DFA Consular Office where you filed your application
- c. Note: A passport not claimed within 6 months from its issuance will be automatically cancelled

12. WHAT DO I NEED TO BRING WHEN I CLAIM MY PASSPORT?

- a. Original DFA issued receipt and original acceptable ID
- b. If receipt has been lost—
 - i. Original Notarized Affidavit of Lost Receipt

13. DO I NEED TO CLAIM IT PERSONALLY?

- a. Claiming of passport may be done personally, through an authorized representative or through an official courier
- b. If Minor Applicants— Passport to be claimed by their Mother, or their Father who shows PSA documents indicating his parental authority over the minor
 - i. Note:DFA will release only to the parents

14. WHO AND HOW CAN I AUTHORIZE A REPRESENTATIVE?

- a. Immediate Family Members
 - i. Authorization Letter mentioning affiliation with applicant
 - ii. Original DFA Issued Receipt
 - iii. Valid ID of Applicant and representative (Original and Photocopy)
- b. Other Persons
 - i. Original Notarized SPA executed by the Applicant issued to the Authorized Representative
 - ii. Valid ID of Applicant and Representative indicated in the SPA
- c. Note:These do not apply if the Applicant availed of the Courier service

15. WHAT SHOULD THE SPA AUTHORIZING A REPRESENTATIVE CONTAIN?

- a. Reasons for the failure to personally claim
- b. Name and copy of the valid ID of the applicant and the person authorized

5) DRIVER'S LICENSE

Scenario for Driver's License

After working in the LTO for a decade Diego wanted to pursue a door-to-door courier business. 3 months after getting his license a flash flood was caused by a typhoon. After rummaging through his belongings he realized that he had lost his license. With his business growing and job orders coming in by the hour, Diego needs to get a license. What does he do?

1. WHERE DO YOU GO?

- a. Any LTO Regional office
- b. Note: Not A LTO Driver's License Renewal Centers

2. WHAT DO YOU NEED?

- a. Notarized Affidavit of Loss
 - i. Note: See sample Affidavit of Loss included
- b. Photocopy of a validly Issued ID bearing the photo and signature of the applicant

- i. Note: Bring the original with you during the application process
 - c. Driver's Licenses Application Form
 - i. Available at
 (<https://lto.gov.ph/lto-forms/file/1162-application-for-student-driver-s-permit-driver-s-license-conductor-s-license-apl.html>)
 - ii. Note: It would be best to accomplish this form before going to the LTO Regional Office
 - d. Filing of Certification of License Records

3. WHAT DO I PUT IN THE AFFIDAVIT OF LOSS?

- a. How, When, Where of losing your driver's license
 - i. Example: "I lost my wallet where I kept driver's license while commuting home on January 1, 2021"
- b. Details included in your Driver's License
 - i. Full Name, Date of Birth, Address

4. WHAT ARE THE ACCEPTABLE IDS?

- a. Philippine Passport
- b. Social Security System (SSS) Card
- c. UMID Card
- d. PhilHealth ID
- e. TIN Card
- f. Postal ID
- g. Voter's ID
- h. Professional Regulation Commission (PRC) ID
- i. Senior Citizen ID
- j. OFW ID Overseas Workers Welfare Administration (OWWA) ID
- k. National Council of Disabled Affairs (NCDA) ID
- l. Solo Parent ID
- m. Government Services and Insurance System (GSIS) e-Card
- n. Seaman's Book
- o. Government Owned and/or Controlled Corporations (GOCC) ID
- p. Home Development Mutual Fund (HDMF) ID
- q. Department of Social Welfare and Development (DSWD) Certification
- r. Integrated Bar of the Philippines (IBP) ID

5. IS A RENEWAL OF MY DRIVER'S LICENSE INCLUDED?

- a. The renewal of your driver's license is simultaneous with the application of duplicate driver's license

6. WHAT ARE THE STEPS WHEN I ACTUALLY GET TO THE LTO?

- a. **Proceed to the appropriate Customer Service Counter or Public Assistance Desk to get a queuing number**
 - i. Note: In other LTO Branches no number is given but your surname is called instead
- b. **Wait for your number to be called and submit to the appropriate window your requirements when called**
 - i. Note: In this part, the LTO Regional Office would usually call numbers in batches so it would be best to be alert
- c. **Payment of assessment fee**
 - i. **Note: Don't forget your Official Receipt**
- d. **Encoding and Biometrics**
 - i. **Review the details that the LTO Employees have encoded to make sure that there are no errors**
 - ii. **Picture or Signature Taking**
- e. **Claim your Driver's License and Sign in the Log Sheet**
 - i. Note: Some LTO Branches are not able to print out a ID Card at once
The Official Receipt may stand as a temporary Driver's License

7. DO I NEED TO HAVE A MEDICAL AND EYE EXAMINATION FOR DUPLICATION?

- a. No there is no need to. Since this is only an application for duplication of your driver's license, only documentary requirements are needed

SAMPLE AFFIDAVIT OF LOSS

REPUBLIC OF THE PHILIPPINES)
CITY OF [PLACE OF EXECUTION]) S.S.

AFFIDAVIT OF LOSS

I, [INSERT FULL NAME HERE], of legal age, [INSERT CIVIL STATUS HERE] and residing at [INSERT ADDRESS HERE], after having been duly sworn to according to law hereby depose and state that:

1. I was issued a Driver's License/PASSPORT with License/Passport No. [INSERT LICENSE NUMBER].

2. That on [INSERT APPROXIMATED DATE OF LOSS], I lost my Driver's License/Passport[INSERT WHERE LOSS OCCURRED]when [INSERT HOW THE LOSS OCCURRED].

3. That despite diligent search in [INSERT PLACE OF LOSS], inside my residence, [INSERT OTHER PLACES FREQUENTED] could not find my Driver's License/Passport.

4. I am executing this affidavit in order to attest to the truth of the foregoing circumstances and for the purpose of reporting the loss to the Land Transportation Office/Department of Foreign Affairs and for my application for duplication of my lost driver's license/application for the issuance of a new passport.

IN WITNESS WHEREOF, I have hereunto set my hand this [INSERT DATE OF EXECUTION] at the City of [INSERT CITY OF EXECUTION].

(Sgd.)

[INSERT FULL NAME HERE]

REPUBLIC OF THE PHILIPPINES)
CITY OF [PLACE OF EXECUTION]) S.S.

JURAT

SUBSCRIBED AND SWORN TO before me in the City of [CITY OF NOTARIZATION] on this day of [DATE OF NOTARIZATION], affiant exhibiting before me his [INSERT COMPETENT EVIDENCE OF IDENTITY] issued at [PLACE OF ISSUANCE] and expiring on [DATE OF EXPIRATION].

Witness my hand and seal this [DAY] day of [MONTH, YEAR].

Doc. No. ;
Page No. ;
Book No. ;
Series of [YEAR].

[INSERT NOTARIAL
CERTIFICATE]

6) Other Government IDs (Philhealth, SSS UMID, etc.)

Scenario for Other Government IDs (Philhealth, SSS UMID, etc.)

- *Due to the recent typhoons, Juan and his family suffered damages in their house. Needing funds to fix their house and for their day to day expenses Juan planned on loaning from GSIS/SSS. After going through his things, he realized his IDs were in the bag that was taken away by the flood. What does he do?*
- *Due to the recent typhoons, Juan and his family were taken to the evacuation center. His grandmother, Ella, caught a fever and needed to be hospitalized. In preparation to pay for the hospital bills, Juan looked for his grandmother's PHILHEALTH and SENIOR CITIZENS ID card. However he realized his IDs were in the bag that was taken away by the flood. What does he do?*

Philhealth:

Requirements to apply for a replacement for damaged or lost PhilHealth ID

1. Fill-out two (2) copies of the PhilHealth Member Registration Form
2. Submit PMRF to the nearest LHIO together with the following documents:
 - Two (2) 1x1 latest ID picture,
 - Two valid IDs; and
 - Any of the following documents:

- For SSS pensioners
 - Photocopy of Death, Disability and Retirement (DDR) indicating the date of retirement and effectivity date of pension
 - Photocopy of the Retiree/Pensioner Certification indicating the effectivity date of retirement
- For GSIS pensioners
 - Photocopy of Certification/Letter of Approval of Retirement indicating the effectivity date of retirement
 - Photocopy of Service Record issued by the employer showing rendered services of not less than 120 months
 - Photocopy of Certification/Retirement Gratuity from the employer indicating services of not less than 120 months
 - Photocopy of retirement voucher issued by GSIS
- For Uniformed personnel of AFP, PNP, BJMP and BFP
 - Photocopy of General/Special or Bureau Order indicating effectivity date of retirement
 - Photocopy of Certification/Letter of Approval of Retirement from the GSIS indicating services of not less than 120 months
 - Photocopy of Statement of Services issued by previous employer showing service of not less than 120 months
- GSIS Disability Pensioner / SSS Permanent Total Disability Pensioner before March 4, 1995
 - Photocopy of Death, Disability and Retirement (DDR) indicating the date of retirement and effectivity date of pension
 - Photocopy of Disability Pensioner Certification issued by SSS/GSIS indicating effectivity date of pension or the period of coverage for disabled pensioner.
- SSS Survivorship Pensioner before March 4, 1995
 - Photocopy of Death, Disability and Retirement indicating the type of survivorship in nature and the effectivity date of pension
 - Photocopy of Survivorship Pensioner Certification indicating the effectivity date of pension
- Other individuals who are not under the abovementioned categories
 - Photocopy of official receipts of premium payments to PhilHealth
 - Any other documents indicating the months of premium payments to PhilHealth

3. Await Member Data Record (MDR) and PhilHealth ID Card

4. Affidavit of Loss

SSS:

Process for application for the replacement of a damaged or lost SSS ID card:

1. Prepare your identification documents:

- Any one (1) of the following primary documents:
 - Driver's License
 - Professional Regulation Commission (PRC) card
 - Passport
 - Seaman's Book
- In the absence of the primary documents, submit any two (2) of the following secondary documents, one of which with signature and photo:
 - Postal ID
 - School or Company ID
 - Taxpayer's Identification Number (TIN) card
 - Membership Card issued by private companies
 - Overseas Worker Welfare Administration Card
 - Senior Citizen Card
 - Voter's Identification Card/Affidavit/Certificate of Registration
 - ATM card
 - with cardholder's name
 - with certification from bank, if without name
 - Credit card
 - Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
 - GSIS Card/Member's Record/Certificate of Membership
 - Health or Medical Card
 - ID Card issued by LGUs (e.g. Barangay/ Municipal/City)
 - ID Card issued by professional association recognized by PRC
 - Permanent Residency ID
 - Birth Certificate
 - Baptismal Certificate
 - Marriage Contract
 - NBI Clearance
 - Pag-IBIG Member's Data Form
 - Permit to Carry Firearms issued by the Firearms & Explosive Unit of PNP
 - PHIC Member's Data Record
 - Police Clearance
 - Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
 - Temporary License issued by Land Transportation Office (LTO)
 - Transcript of School Records
 - Alien Certificate of Registration
 - Bank Account Passbook
 - Certificate from:
 - Office of the Southern/Northern Cultural Communities
 - Office of Muslim Affairs
 - Certificate of Licensure/Qualification Documents/Seafarer's ID & Record

- Book from Maritime Industry Authority
 - Certificate of Naturalization from the Bureau of Immigration ▪ Life Insurance Policy
 - Birth/Baptismal certificate of child/ren or its equivalent
2. Accomplish the UMID Card Application Form -
 3. Fill-up the R-6 Miscellaneous Payment Form
 4. Execute an affidavit of loss duly notarized by a lawyer
 5. Go to the nearest SSS branch near you
 6. Pay for the replacement fee amounting to Php 200.00.
 - If you did not download the forms beforehand you may get it from the SSS office.
 7. Submit all your requirements in the Data Capture Station.
 8. Wait for the SSS UMID card delivery.

GSIS:

For lost eCard Plus/UMID Card/LBP Issued UMID Card or Forgotten/Lost PIN

1. Call or send email immediately your Servicing Branch to inform them that your eCard Plus/UMID issued card is missing so they can block your account to prevent others from using it.
2. Execute an affidavit of loss duly notarized by a lawyer
3. Go to your servicing branch and fill up an eCard/UMID Card replacement form
4. Submit to your servicing branch personnel the accomplished eCard Plus/UMID Card replacement form with the affidavit of loss
5. You will receive a text or email when you can get your new eCard Plus from your servicing branch where you applied.

For damaged eCard Plus/UMID Card/ LBP Issued UMID Card:

1. Present your damaged eCard Plus/UMID Card at your servicing branch
2. Fill up an ecard Plus/UMID Card replacement form
3. Submit to your servicing bank personnel the accomplished ecard Plus/UMID Card replacement form
4. Pay the corresponding replacement fee
5. You will receive a text or email when you can get your new eCard Plus from your servicing branch where you applied

Source: <https://www.gsis.gov.ph/active-members/benefits/ecard-plus/ecard-plusreplacement/>

Postal ID

Requirements due to Loss and/or theft of Postal ID

1. Two (2) copies of the duly-accomplished PID application Form
2. Duly notarized Affidavit of Loss

Source: <https://www.postalidph.com/requirements.html>

Process

1. Submit accomplished application form and other required documents.
2. Upon approval of your requirements, proceed to the nearest ID capture station.

3. After completing the process in the ID capture station, wait for the delivery of your postal ID.

Source: <https://www.postalidph.com/how-to-apply.html>

PWD Card (Quezon City)

Requirements:

- a. Latest Medical Certificate or Abstract (for non-apparent disability)
- b. Barangay Clearance/Indigency
- c. 2pcs. 2×2 ID picture
- d. Signature (use marker pen) or thumb mark on piece of bond paper
- e. Authorization Letter (in absence of the PWD applicant)
- f. A fully-accomplished PWD ID application form

FOR LOST:

- (If issued within a year), the client should secure a Notarized Affidavit, 2×2 ID picture, and signature or thumbmark.
- A temporary certificate will be given.

Application Process:

1. Present requirements given
2. Verification of Requirements / Filing of PWD Form
3. Client will proceed to encoding
 - a. Client with confidential information (SDN), they will be interviewed personally and separated by the assigned office personnel
4. Client will proceed to the PWD I.D. Issuance Section
 - a. Releasing of I.D. and Purchase Booklet

Source: <https://quezoncity.gov.ph/qcitizen-guides/how-to-apply-for-pwd-id/>

Senior Citizen's Card (Quezon City)

Requirements for Replacement of Lose Senior Citizen ID

All senior citizens applying for replacement of their lost old or new IDs must submit the following:

1. Affidavit of Loss
2. Duly accomplished Lost/ Replacement Form issued by OSCA
3. PhP 100 charge

Processing and Release of ID

The new senior citizen ID may be readily available upon registration with OSCA or at most five (5) working days from the time of application for first time registration or after the application for replacement is filed.

All matters concerning the elderly and senior citizens of Quezon City is handled by the

OFFICE OF SENIOR CITIZENS AFFAIRS (OSCA)
City Hall Compound
8-703-2678

Source: <https://quezoncity.gov.ph/qcitizen-guides/how-to-apply-for-senior-citizen-card/>

TIN Card

Process

1. Get a copy and fill out the BIR Form 1905 (Application for Registration Information Update).
2. Execute an affidavit of loss duly notarized by a lawyer
3. Submit it to the BIR District office where your TIN is currently registered.

7) School Documents (Diploma, Transcript of Records, etc.) - DOMINGUEZ

Scenario for School Documents (Diploma, Transcript of Records, etc.)

Luke recently graduated from college. As he was browsing through Jobstreet to find a job, he realized that he needs certain documents from his school. What should he do?

Lost Textbooks (Public Elementary to High School)

For causes due to natural cause or force majeure

- **Causes:**
 - Typhoon
 - Flood
 - Earthquake
 - Fire
 - Theft
 - Casualty
 - Unforeseen events (force majeure)
- **What should the student do:**
 - Write a letter informing his/her Teacher-Adviser about the loss and explaining the circumstances regarding the loss within 15 days from the occurrence of loss.
 - The letter must be duly signed by the student's parent or guardian.
- **What should the teacher-adviser do:**
 - The Teacher-Adviser should furnish the School Property Custodian a copy of the student's letter immediately to give the Custodian time to assess the validity of the cause of loss and advise the Teacher of any additional requirements to relieve him/her from accountability.

Losses arising from transfer or dropping out of students

- **Causes:**

- transfer or dropping out of students without returning the books and the whereabouts of said students are unknown
- **What should the teacher-adviser do:**
 - Write a letter to the School Property Custodian applying for relief from accountability citing specific reasons and providing justifications.
 - The letter must be duly noted by the School Head.

Losses due to negligence of the student

- **Cause:**
 - Negligence
- **Sanction:**
 - Monetary payment depending on the price set by DepEd per year

Requesting School Documents

<p>University of the Philippines</p>	<ul style="list-style-type: none"> ● Type osu.up.edu.ph on your browser. ● On the OSU website main page, click on the UP Gazette page. ● On the UP Gazette page, you will see the Google Custom Search bar. ● Type the keyword that you want to search. ● Google Custom Search will display all related documents. ● Click on one of the search results, the file will open. ● To make search easily, press control + F, a search bar will appear at the upper right side. ● Type the keyword to the search bar, press enter, then the result will be highlighted. <p>Source: https://osu.up.edu.ph/requesting-documents</p>
<p>Polytechnic University of the Philippines</p>	<ul style="list-style-type: none"> ● Visit PUP Online Document Request System (ODRS) through this link: https://odrs.pup.edu.ph/ ● At the landing page, please select the campus you completed your studies. ● Once selected, please register a new account if this is your first time requesting for a document. If you have previously made a request through the ODRS, just log-in your account details. ● After logging in, click “New Request” redirecting you to the Document Requesting Form. ● Fill out all the required fields and check all the documents you want to request a copy for. ● Click “Submit” to finalize the request.

	<p>Source: https://osssac.pup.edu.ph/knowledgebase.php?article=57</p>
<p>Technological University of the Philippines</p>	<ul style="list-style-type: none"> • Write a request and send to: tupt_registrar@tup.edu.ph or • Click the link below, completely fill out the google forms and submit: https://docs.google.com/forms/d/16_MLXMzVHESArEejagiyhy3uaeHYkio-gesDnIKslvs/edit?usp=forms_home&ths=true • Upon receipt of your request, the APPOINTMENT SCHEDULE shall be sent to your email address during office hours. <p>Source: http://tupt.edu.ph/portal/online_request_acad_records</p>

8) Business permits (for small enterprise)

Scenario for Business permits (for small enterprise)

Huang is a retired insurance agent who was compulsorily retired by his company. Fearing that he is not anymore able to support his family, especially his two young children. Huang decided to put up a hardware business in order to maintain their lifestyle. Huang later on realized that before establishing a hardware store, one must be able to obtain certain permits from the local government. What should he do?

Documents Needed

<p>1. DTI Business Name Certificate or SEC Registration Certificate</p> <p>For SEC certification include the following documents:</p> <ul style="list-style-type: none"> • Articles of Incorporation • By-Laws • Certificate of Incorporation or • Certificate of Partnership 	<p>1. File for an affidavit of Loss before the City Hall that has jurisdiction over your small business</p>
<p>2. Latest Community Tax Certificate (Cedula)</p>	<p>2. Pay the necessary fees by presenting Document #1 to #12</p>

3. Barangay Clearance	3. Pay for the Business Permit
4. Location Clearance	4. Claim your Business Permit
5. Certificate of Occupancy	Step 4: Claim your Business / Mayor's Permit
6. Building Permit	
7. Contract of Lease or Land Title Tax Declaration (whichever is applicable)	
8. Picture or Sketch of the Site	
9. Fire Safety or Inspection Permit	
10. Electrical Inspection Certificate 11. Sanitary Permit	
12. Public Liability Insurance	

9) ATM Cards – Dominguez

Scenario for ATM Cards

Claire was running errands in the grocery store. She prefers transacting using her ATM card so she was cashless. She noticed that the prices of goods increased. Before proceeding to purchase goods and daily needs, she went to the nearest ATM to check how much money she has in her account. To her surprise, her wallet was gone. What should she do?

BPI	<ul style="list-style-type: none"> ● You can call: <ul style="list-style-type: none"> ○ 889-10000 (all areas with "02" area code) ○ 1-800-188-89100 (domestic toll-free for PLDT)
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	<ul style="list-style-type: none"> ○ +632 889-10000 (mobile phone and international calls) ● and press 5 to report the card as lost/stolen, so that the card can immediately be blocked. <p>SOURCE: https://www.bpi.com.ph/</p>
BDO	<ul style="list-style-type: none"> ● You may temporarily lock your credit or debit card through the security management tab in our BDO Online Banking or BDO Mobile App ● Call the BDO Customer Service Hotline at 8631-8000 to report your lost or stolen card. <p>SOURCE: https://www.bdo.com.ph/contact-us</p>
Security Bank	<ul style="list-style-type: none"> ● Report your lost/stolen ATM Cards here: https://www.securitybank.com/personal/accounts/bank-services/ ● You can also call the Customer Service hotline at: <ul style="list-style-type: none"> ○ +632 8887-9188 ○ 1-800-1-888-1250 (Toll-free for PLDT landline) ● or email Security Bank at customercare@securitybank.com.ph
Landbank	<p>To report your lost/stolen ATM Cards you may perform the following:</p> <p>1. iAccess</p> <ul style="list-style-type: none"> ● Log-in to www.lbpiaccess.com ● Click on the "Report of Lost/Stolen ATM Card" link under "Features" which can be found on the upper right part of the screen. <p>2. LANDBANK Mobile Banking Application (MBA)</p> <ul style="list-style-type: none"> ● Open and Log-in to the MBA ● Click More ● Select Mobilock ● Select the account you wish to lock ● Lock the account and click submit <p>3. Thru LANDBANK Phone Access:</p> <ul style="list-style-type: none"> ● Call Customer Care Hotline <ul style="list-style-type: none"> ○ 8405-7000 (Metro Manila) ○ 1800-10-405-7000 (PLDT Toll Free Number) ● Press "2" for more LANDBANK Phone Access Services ● Enter your 10-digit Account Number ● Enter your 4-digit Telephone Access Number/ATM PIN ● Press "2" to report lost or stolen card ● Wait for the system to prompt for the acknowledgement number as

	<p>proof that your card has been successfully blocked / tagged as "hot card".</p> <ul style="list-style-type: none">● Card replacements may be requested at your branch of account.● Please take note of the following requirements:<ul style="list-style-type: none">○ Notarized Affidavit of Loss○ At least 1 Valid ID○ Card Replacement Fee <p>SOURCE: https://www.landbank.com/reportingblocking-of-loststolen-card</p>
Metrobank	<p>If you have lost your card or had it stolen you should cancel it immediately. You can do this through our mobile app, in Store or over the phone.</p> <p>1. To cancel via the mobile App:</p> <ul style="list-style-type: none">● Log into your mobile app● Click 'More'● Click on 'Manage my cards'● Select the card you wish to cancel● Click 'cancel card'● Click 'Confirm' your card has been cancelled. <p>2. To cancel via the website:</p> <ul style="list-style-type: none">● Log into your internet banking platform● Click on 'View your accounts'● Select your account● Click 'Useful account services' > 'Cancel card'● Select the card you wish to report as lost/stolen● Select either 'Lost' or 'Stolen'● Click 'Cancel this card now'● Your card has now been cancelled● You can also call us on 0345 08 08 500 if you are a personal customer or 0345 08 08 508 if you are a business customer. <p>3. To order a replacement card, you can either call us, visit a store, or simply log into your account on the Metro Bank mobile app. To order a replacement card:</p> <ul style="list-style-type: none">● Log into your mobile app● Click 'More'● Click on 'Manage my cards'● Select the card you wish to replace● Select Replace Damaged Card● Proceed to Order a New Card <p>NOTE: Please be aware that the quickest way to get your</p>

replacement card is at the store as you can get it printed right then and there. It might take up 7 days to receive it if you request it over the phone or via our website/mobile app.

SOURCE:

<https://www.metrobankonline.co.uk/help-and-support/card-questions/how-do-i-report-a-lost-or-stolen-card/>