



Republic of the Philippines
Department of Education
NEGROS ISLAND REGION

REGIONAL MEMORANDUM

No. 1154, s. 2026

OCT 12 2026

**TRANSFER OF RESPONSIBILITY FOR THE EVALUATION, PROCESSING, AND
APPROVAL OF RETIREMENT AND SEPARATION BENEFIT CLAIMS TO DEPED
NEGROS ISLAND REGION AND IMPLEMENTATION OF ONLINE FILING
THROUGH THE GSIS TOUCH APPLICATION**

TO: Assistant Regional Director
Schools Division Superintendents
All Others Concerned

1. In line with GSIS Memorandum Circular No. 076, s. 2026, and to gradually relieve DepEd Regional Offices VI and VII of the responsibility for processing and approving the retirement and separation benefit claims of personnel under the Negros Island Region, the evaluation, processing, and approval of such claims shall be transferred to the Department of Education – Negros Island Regional Office (DepEd NIR), effective **November 2, 2026**.
2. Accordingly, effective on the aforementioned date, DepEd Regional Offices VI and VII shall no longer evaluate, process, or approve retirement and separation benefit claims of personnel under DepEd NIR. All concerned Schools Division Offices (SDOs) shall henceforth coordinate directly with the DepEd NIR Regional Office for the processing and endorsement of such claims.
3. To ensure the orderly implementation of this arrangement, the following procedures shall be observed:
 - a. **Preparation and Submission of Documents.** The concerned SDOs shall review, validate, and consolidate the required documentary requirements of retiring or separating personnel and forward the complete documents to the DepEd NIR Regional Office for evaluation and processing.
 - b. **Evaluation, Processing, and Approval.** The DepEd NIR Regional Office shall evaluate the submitted documents, undertake the necessary processing, and facilitate the approval and endorsement of retirement and separation benefit claims in accordance with applicable policies, rules, and GSIS requirements.
 - c. **Return of Approved Documents to the SDOs.** Upon completion of the necessary evaluation, processing, approval, and endorsement, the DepEd NIR Regional Office shall return the signed and approved documents to the concerned SDOs for onward coordination with the claimant.
 - d. **Online Filing through GSIS Touch.** The concerned SDOs shall inform and assist the retiring or separating personnel in filing their claims online through the GSIS Touch Application, in accordance with GSIS Memorandum Circular



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No. 076, s. 2026, and the applicable documentary and procedural requirements prescribed by GSIS.

e. **Monitoring and Coordination.** The concerned SDOs shall monitor the status of the online filing, maintain appropriate records of claims processed, and coordinate with the DepEd NIR Regional Office on deficiencies, concerns, or other matters requiring regional-level action.

4. Retirement and separation benefit claims already submitted to DepEd Regional Offices VI and VII before the effectivity of this Memorandum shall be processed and approved by the concerned Regional Office in accordance with existing policies and procedures, after which the approved claims shall be filed with the GSIS.

5. All Schools Division Superintendents are hereby directed to disseminate this Memorandum to all concerned personnel and ensure the timely submission of complete documentary requirements to the DepEd NIR Regional Office. The concerned SDOs shall also provide appropriate assistance to retiring and separating personnel to facilitate the orderly transition to the prescribed online filing process.

6. This Memorandum shall take effect on **November 2, 2026**, and shall remain in force unless amended or superseded by subsequent issuances, subject to applicable DepEd and GSIS policies and procedures.

7. Immediate dissemination of and compliance with this Memorandum are desired.


RAMIR B. UYTICO EdD, CESO III
Regional Director

Encl.: As stated
Reference: As stated

To be indicated in the Perpetual Index
under the following subjects:

BENEFITS CLAIMS POLICY RETIREMENT

AD/PS/LAS/REGIONAL MEMO-Dissemination-Online processing of Retirement and Separation Benefits

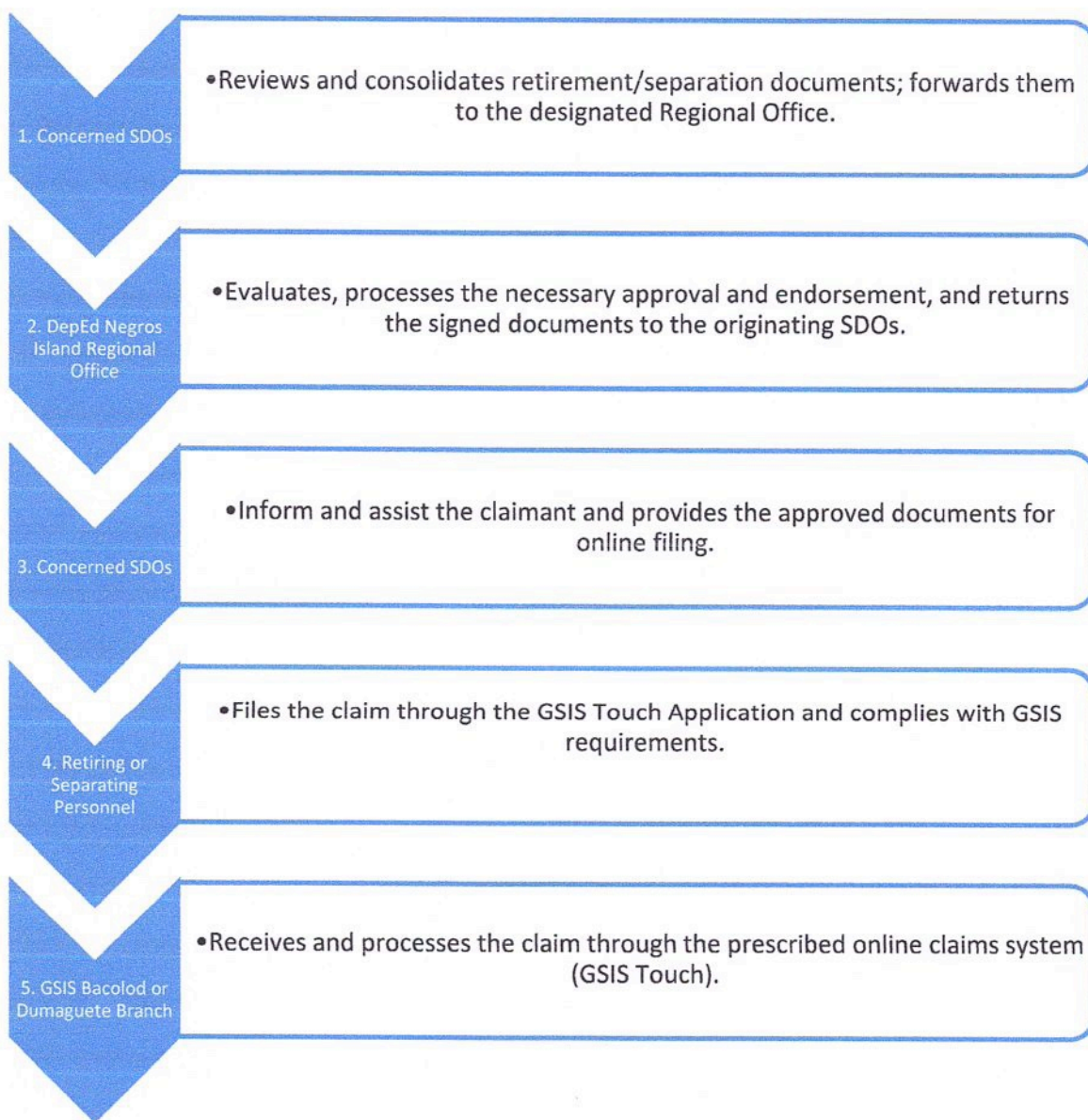


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PROCESS FLOW FOR THE EVALUATION, APPROVAL, AND ONLINE FILING
OF RETIREMENT AND SEPARATION BENEFIT CLAIMS OF
DEPED NIR PERSONNEL





Government Service Insurance System
Paseguruhan ng mga Naglilingkod sa Pamahalaan



GSIS MEMORANDUM CIRCULAR (MC) NO. 076, SERIES OF 2026

FOR : HEADS OF CONSTITUTIONAL BODIES, BUREAUS AND AGENCIES OF THE NATIONAL GOVERNMENT, LOCAL GOVERNMENT UNITS, GOVERNMENT-OWNED AND CONTROLLED CORPORATIONS, STATE UNIVERSITIES AND COLLEGES, AND ALL OTHER CONCERNED, ALL AGENCY AUTHORIZED OFFICERS; ALL GSIS MEMBERS AND PENSIONERS

SUBJECT : REVISED GUIDELINES ON THE FILING AND APPROVAL OF CLAIMS OF INACTIVE MEMBERS THROUGH THE GSIS TOUCH MOBILE APPLICATION

Pursuant to Board Resolution No. 60 dated ^{17 March} 2026 approving Policy and Procedural Guidelines (PPG) No. 426-26 on the Revised Guidelines on the Filing and Approval of Claims of Inactive Members Through the GSIS Touch Mobile Application, the following guidelines are hereby issued:

A. Coverage

This MC shall cover inactive GSIS members with active GSIS member account who wish to file, for the first time, their retirement/separation and/or life claim benefits under Republic Act No. 8291 using the GSIS Touch and who are living at the time of payment of benefit(s).

B. Registration and Access

1. Members shall download the latest version of the GSIS Touch from the official digital distribution platforms such as Google Play Store or Apple App Store and complete the registration process to access their record and transact with GSIS, and enrollment process to obtain their Digital ID and bank account.
2. Members shall log in using their registered credentials or may also set-up and log-in using facial recognition or fingerprint log-in to access the GSIS Touch features.

C. Updating of Membership Service Profile (MSP) and Reconciliation of Accounts in Relation to Member's Claim Application

1. The Agency Authorized Officer shall endorse through email¹ or WebMSP to the GSIS Membership Coordinator the Service Record and Leave of Absence Without Pay Certification for updating of the MSP in relation to the member's claim application.

¹ The endorsement through email is an interim measure pending the implementation of the system enhancement in the WebMSP.



2. The member shall receive an automatic notification via short messaging system (SMS) and/or email upon closure of the TMS informing the member that the MSP has been updated and account/s has been reconciled.

D. Filing of claim Application

Upon receipt of the notification, the member may proceed with filing of claim through the GSIS Touch and upload the notarized Declaration of Pendency / Non-Pendency of Case (DPNPC) if the claim is for retirement/separation benefit, and complete the process through facial authentication to confirm active engagement in the claims process. Only a DPNPC notarized within seven (7) working days immediately preceding the date of claim filing shall be considered valid for purposes of supporting the filed retirement/separation claim. The validation of the notarized DPNPC shall be in accordance with the existing policy in relation to claims processing.

E. Enrolment of Head of Agency (HOA) or Authorized Endorsing Officer in the Module

1. The agency shall submit an enrollment request for the HOA or Authorized Endorsing Officer by completing the Electronic Online System Form for Head of Agency or Authorized Endorsing Officer (**Annex**).
2. The GSIS shall inform the HOA or Authorized Endorsing Officer of the successful enrolment through email.

F. Electronic Endorsement of the Application

1. The HOA or Authorized Endorsing Officer shall be notified through SMS and/or email that there is a pending Electronic Claim Form (ECF) for approval.
2. The HOA or Authorized Endorsing Officer shall review and act on the ECF within seven (7) working days upon receipt of such SMS and/or email. Failure to act on the claim application within the given period shall result in the cancellation of the ECF.
3. The HOA or Authorized Endorsing Officer shall choose in the certification module the status applicable to an applicant's case, and indicate the necessary information:
 - i. Has no pending administrative/criminal case.
 - ii. Has pending administrative/criminal case at _____.
 - iii. Has a decided administrative case with _____.
 - iv. Has a decided criminal case with _____.
4. The approved ECF and the notarized DPNPC shall be electronically returned to the GSIS.
5. Additional information or documentation may be requested from the claimant and this shall be communicated via SMS and email.

G. Acknowledgment and Tracking

1. The progress of the claim can be tracked by the member using the GSIS Touch by accessing the 'Claim Status' section. This provides real-time updates and notifications, ensuring transparency and keeping members informed of any changes or required actions related to their claim.
2. In addition to updates received from the GSIS Touch mobile application, members shall receive SMS and email notifications regarding the status of their application. This multi-channel approach ensures that members remain informed throughout the entire claims process regardless of their preferred method of communication.

H. Approval and Disbursement

1. After the review and approval of the claim, the posting of the proceeds of the claim shall immediately follow. The member shall automatically receive a notification via the GSIS Touch, SMS and email, prompting to undergo facial authentication within forty-five (45) calendar days. Reminders will be sent on the 15th, 30th, and 45th days via the same channels. The sending of notification shall stop once facial authentication is completed.
2. Upon successful facial authentication, the proceeds shall be disbursed to the GSIS member account and/or through other designated disbursement channels.
3. The member shall be notified through GSIS Touch, SMS and email about the processed claim and that the proceeds shall be credited to the GSIS member's account within three (3) banking days.
4. A copy of the retirement and/or life claim voucher shall be made available through the GSIS Touch.

I. Cancellation of Claim

1. Cancellation of claim application due to inaction
 - a. The claim application shall be cancelled automatically if the member has not completed facial authentication within 45 calendar days from the time the member is notified of such required action.
 - b. A notification shall be sent to the member through SMS and email regarding the status of the cancelled application.
 - c. The member may refile the claim application after the same is cancelled by the GSIS.

2. Member-initiated cancellation of claim application

- a. The member may request cancellation/withdrawal of the filed claim application through the GSIS Touch any time prior to crediting of the claim proceeds.
- b. A confirmation message shall appear in the GSIS Touch to proceed with the claim cancellation.
- c. The member shall be required to choose the most applicable reason for the cancellation, to wit:
 - i. Due to Extension of Service;
 - ii. Due to Re-employment;
 - iii. Due to Change of Date of Retirement; or
 - iv. Others _____.
- d. A notification shall be sent to the member through SMS and/or email regarding the status of the cancelled application.
- e. The member may reapply after the self-initiated cancellation of claim application. There shall be no reinstatement of the cancelled or closed TMS.

Please be guided accordingly.

JOSE ARNULFO A. VELOSO
President and General Manager

Date: _____

APR 20 2026