

Untitled Document

Claims for Benefits (Employment, Death and Insurance)

Telephone Numbers: 834-4996/834-4449

Fax Number: 551-0847

E-mail address: oumwa.ph@gmail.com

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday - 8:00a.m. to 5:00p.m.

WHO MAY AVAIL OF THE SERVICE

- Distressed OFWs
- NOK of distressed OFWs
- Other Government Agencies
- Media
- Non-government organizations

WHAT ARE THE REQUIREMENTS

- Death Certificate
- Contract of Employment
- Accident/Police Report
- Insurance Policy
- Marriage Contract
- Birth Certificate/s
- Special Power of Attorney
- Affidavit of Heirship

How to Avail of the Service:

| STEP | LOCATION | CLIENT | SERVICE PROVIDER | DURATION | PERSON INCHARGE |
|------|-------------------|--------|---|-----------|-----------------|
| 1. | Reception Counter | OUMWA | Register in the OUMWA Walk-in Client Monitoring Sheet | 5 minutes | Receptionist |
| | Assistant | None | OUMWA Walk-in Client | | |

Claims for Benefits (Employment, Death and Insurance)

Monday, 02 January 2012 09:11

| | | |
|--|---|---------------------------|
| Monitoring Sheet | | |
| 2. | OUMWA | |
| Reception | | |
| Counter | Request Assistance to National Police (ATN) Form with ATN Reception Assistant | |
| Assistant | None | ATN Form |
| d) Explain to client how to fill up the ATN Form. | | |
| 3. | | |
| OUMWA | | |
| Reception | | |
| Counter | | |
| c) Fill-up the ATN Form | c) Receive and review information indicated by client ATN Officer | ATN Form. |
| ATN Form | | |
| d) Submit to the Reception | | |
| Assistant. | d) Based on information in Marriage Contract ATN Form, refer to ATN Officer. | |
| *Birth Certificate/s | | |
| *Special Power of Attorney | | |
| *Affidavit of Heirship | | |
| 4. | Interview | |
| Desk | Obtain contact information of ATN Officer | 30 minutes. |
| ATN | | |
| Contract of Employment | | |
| Accident/Police Report Insurance Policy | | |
| h) Require presentation of documents supporting claim for benefits. *(Additional documents may be required.) | | |
| *Marriage Contract | | |
| *Birth Certificate/s | | |
| *Special Power of Attorney | | |
| *Affidavit of Heirship | | |
| i) Explain procedures for processing the client's claim. | | |
| j) If OFW is a documented worker, refer Next-of-kin to OWWA for other assistance. | | |
| 5. | Interview | |
| Desk/ | | |
| Reception | | |
| Counter | Obtain contact information of ATN Officer | 2 InfoCard of ATN Officer |
| ATN | | |

Claims for Benefits (Employment, Death and Insurance)

Monday, 02 January 2012 09:11

| | | | |
|----------------|------------------------------------|--------------------------|----------------|
| Reception | | | |
| Assistant | None | Contact Info Card | |
| 6. | Follow-up with ATN Officer (walkin | | |
| or telephone). | | Provide updates based on | 7 Working days |
| *OUMWA will | | | |
| communicate | | | |
| with Post | ATN Officer | None | |

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may vary.