



ADVISORY

As a precautionary measure against the spread of the coronavirus disease (COVID-19) and in line with the Civil Service Commission's (CSC) Memorandum on Alternative Work Arrangements, the **Philippine Retirement Authority (PRA) Head Office and Satellite Offices will be closed to the public starting 16 March 2020** until further notice.

However, we will accept your inquiries, clarifications and concerns through the following email addresses and mobile numbers:

For SRRV holders/members

Servicing-related concerns, including the renewal of PRA ID cards

Email address: servicing@pra.gov.ph
Mobile number: +63-917-855-6354

For SRRV Applications with the RRSD-Processing Division

Follow up on the status of your SRRV Applications already submitted to and processed by PRA

Email address: processing@pra.gov.ph
Mobile number: +63-917-827-2126

For SRRV Applicants (New and Inclusion of SRRV Dependents)

Acceptance of new SRRV applications is also temporarily suspended from 16 March until further notice. For the meantime, you may send the scanned copies of your documents for **pre-evaluation** at email address: srrv.preevaluation@pra.gov.ph

If you want to know more about our visa's benefits, requirements and fees, please visit our links or send your inquiries to the email addresses below:

Official Website: <https://pra.gov.ph>
Facebook Fanpage: <https://www.facebook.com/PhilippineRetirementVisa>.
Email Address: clientrelations@pra.gov.ph and clientrelations.pra@gmail.com

For Finance Division concerns:

Email address: remegio.abaiqar@pra.gov.ph
Mobile number: +63-917-846-4302

Thank you and hoping for your utmost undersanding.

Very truly yours,

ATTY. BIENVENIDO K. CHY
General Manager



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