

To all SRRV holders and Accredited Marketers;

Please be informed that pursuant to the 16 March 2020 issuance of the Office of the President re Memorandum Circular on Community Quarantine Over the Entire Luzon and Further Guidelines of the Management of the Corona Virus Disease 2019 (COVID-19) Situation, the Philippine Retirement Authority Head and Satellite Offices are closed since 16 March 2020 until further notice, and until such time that the Enhanced Community Quarantine shall be lifted.

While a “work from home” scheme has been adopted and implemented for support functions in Philippine Retirement Authority, we regret to inform you that the following services remain suspended until further notice;

- Acceptance of SRRV Applications
- Filing of all Accreditations;
 - o Marketer;
 - o Retirement Facility;
 - o Merchant Partner;
- SRRV ID card renewal
- SRRV ID Replacement
- Re-Stamping
- Requests for Assistance
- Requests for Certifications
- Conversion of deposits
- Transfer of deposits
- Withdrawal of interest
- Withdrawal of Excess Deposit
- Discontinuance of SRRV Application
- Request for Re-deposit
- Payment of Annual Fees
- Payment of Visitorial Fees
- Cancellation

We also regret to inform SRRV applicants whose applications remain pending that we cannot release your passports due to the compliance of PRA to the Enhanced Community Quarantine, rest assured that your passports are safe and secured.

The same also applies the SRR Visa holders who have pending servicing transactions with PRA.

Attached herewith are PRA Advisories, relative to the national government directives and implementations.

On 20 March 2020, the Bureau of Immigration (BI) released an announcement informing the public that they are temporarily suspending several transactions in BI offices in Luzon, except for outbound passengers intending to depart the Philippines. Included in the suspended transactions are the tourist visa extension for foreign nationals stranded in the country during the Enhanced Community Quarantine period, filing and hearing of applications for extension or conversion to non-immigrant or immigrant visa, dual citizenship, downgrading of visa status, special work permit or provisional work permit, renewal of ACR-I Cards, and implementation of approved visa applications for extension or conversion.

However, in the same Press Release, it also stated that *“All aliens whose visas will expire during the duration of the Enhanced Community Quarantine shall be allowed to file their applications for extension sans penalties, provided that they file their applications within thirty days from the lifting of the Enhanced Community Quarantine”* .

For our mutual safety, please stay home to help flatten the curve of the spread of the COVID-19 and follow the guidelines provided by your local authorities. Keep tuned and frequently monitor news and advisories for latest information and updates.

Your understanding and cooperation is highly appreciated.

Thank you.

The PRA Management

