Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

November 9, 2026

REGIONAL MEMORANDUM
No. 1491 s. 2026

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

To: Schools Division Superintendents
All Others Concerned

1. Attached is GSIS Memorandum Circular (MC) No. 076, series of 2026 with the subject: Revised Guidelines on the Filing and Approval of Claims of Inactive Members Through the GSIS Touch Mobile Application.

2. Immediate dissemination of this Memorandum is desired.

for:
SALUSTIANO T. JIMENEZ JD, EdD, CESO III
Regional Director

Enclosure: As stated
Reference: As stated
To be indicated in the Perpetual Index
under the following subjects:

CLAIMS
GSIS
INACTIVE MEMBERS

DEPARTMENT OF EDUC... RECORDS SECTION ... 1491 11.11.26

AD-PS-EDR

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PS

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 email[1] 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.

GSIS
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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 ecredited 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 ecrediting 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

GSIS

DepED

Region VIII Eastern Visayas <region8@deped.gov.ph>

Full Implementation of Online Filing of Life and Retirement Claims Through the GSIS Touch Mobile Application

1 message

Dator, Glenda <gldator@gsis.gov.ph> Tue, Oct 27, 2026 at 4:53 PM

In alignment with the Government Service Insurance System's (GSIS) ongoing digital transformation and Memorandum Circular No. 076, s. 2026, GSIS has fully implemented online filing and approval for Life

and Retirement Claims via the GSIS Touch mobile application.

This enhancement eliminates the requirement for members to physically visit GSIS branches, aiming to streamline transactions, reduce processing turnaround times, and advance paperless operations across

government agencies.

DEPARTMENT OF EDUCATION
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In this regard, all Heads of Agencies (HOAs), Agency Authorized Officers (AAOs) and ERF Handlers are requested to:

1. Disseminate this advisory to all qualified GSIS members within their respective offices;
2. Encourage members to register for and utilize the GSIS Touch mobile application for the online filing of qualified Life and Retirement Claims;
3. Assist and guide members in updating their GSIS Touch accounts and personal information, as necessary, to facilitate the processing of their transactions;
4. Inform members of the prescribed online procedures and documentary requirements for filing their claims; and
5. Provide the necessary support and coordination to ensure the successful adoption of the online filing facility.

All concerned are enjoined to actively support this initiative to promote faster, more accessible, and more convenient delivery of GSIS services to our members.

For information, guidance, dissemination, and strict compliance.

Relax sa **GSIS TOUCH**. Download the app now!!!

GLENDA L. DATOR

SO I, Billing, Collection, and Reconciliation Division

GSIS Maasin Branch

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