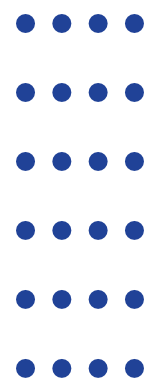


THE GSIS TOUCH STORY

Transforming Customer Service through Continuous and Sustainable Innovation

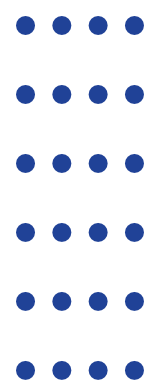




Government Service Insurance System

- ➔ Provides social security and insurance to members and pensioners
- ➔ Provides non-life insurance coverage to government assets and properties
- ➔ Strengthens the Fund through sound fund management
- ➔ Forms and sustains enduring partnership
- ➔ Upholds the highest standards of corporate governance





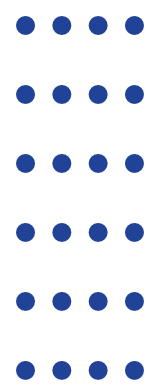
Government Service Insurance System



GINHAWA

(Comfort, Relief, Well-being, Ease of Life, Prosperity)





GSIS BEFORE

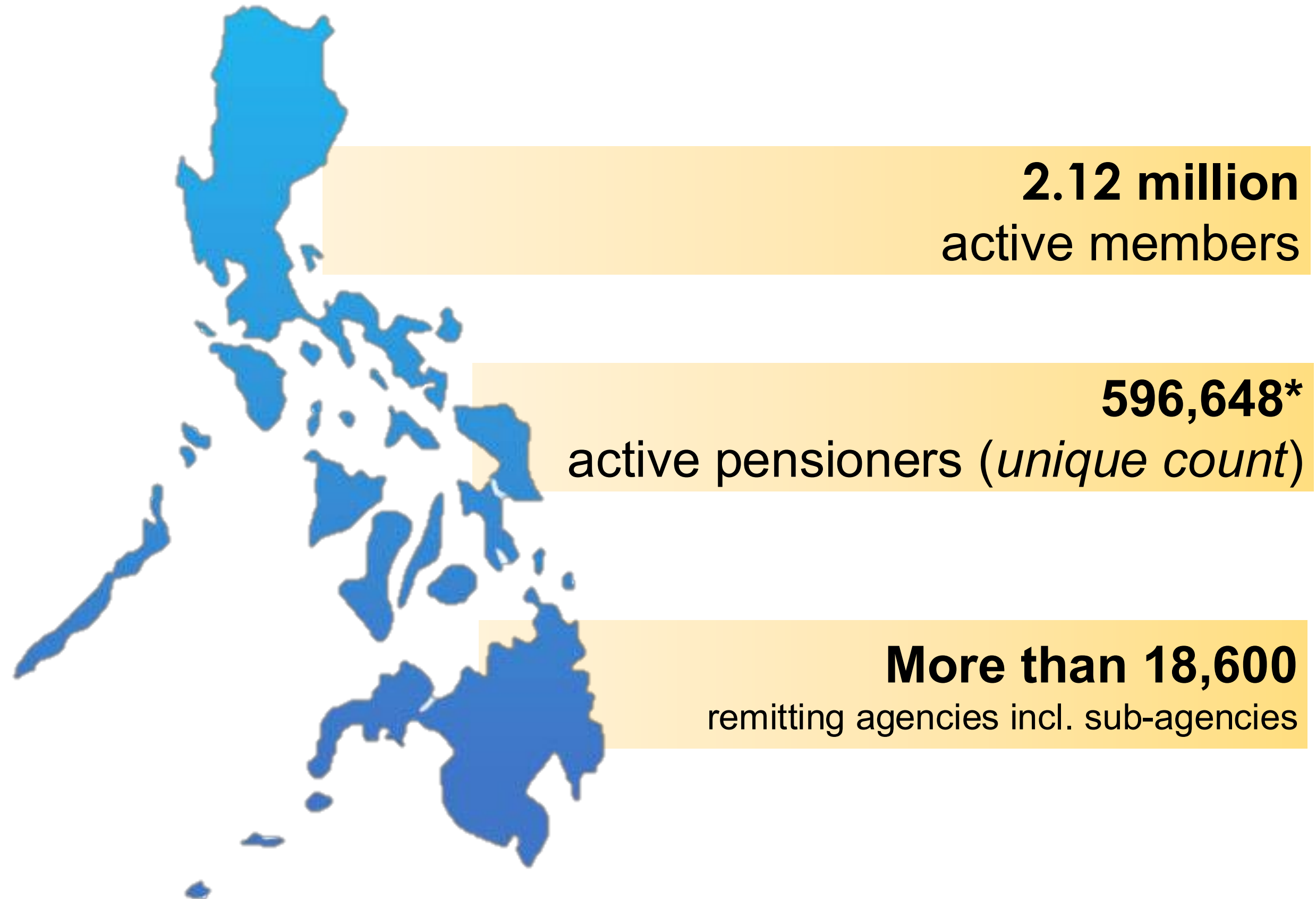




**GSIS
BEFORE**



Membership Coverage *(As of 30 September 2025)*



Financials and Actuarial Data

- **Total Assets: Php 1.93 Trillion**
- **Average Asset Growth Rate: 6.15%**
- **Average Annual ROI: 6.81%**
- **Fund Life: 2058**

Programs and Services

- **Loans Granting (Php 215.26 Billion from Jan to Sept 2025)**
- **Claims and benefits processing (Php 140.7 Billion)**
- **Pension Granting (Php 87.95 Billion)**
- **Annual Pensioners Information Revalidation (APIR)**
- **General Insurance (Php 7.42 Billion GPW)**

GSIS DIGITAL ID

Empowering Millions with Secure, Seamless,
and Sustainable Access to Social Protection

- ➔ Almost 2 Million Members Registered
- ➔ Secure Authentication
- ➔ Seamless Integration
- ➔ Sustainable, eco-friendly innovation

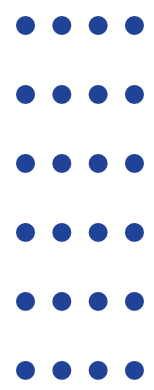


GSIS DIGITAL ID

Empowering Millions with Secure, Seamless,
and Sustainable Access to Social Protection

- Member-centric
- Optimized processes
- Strategic Alignment

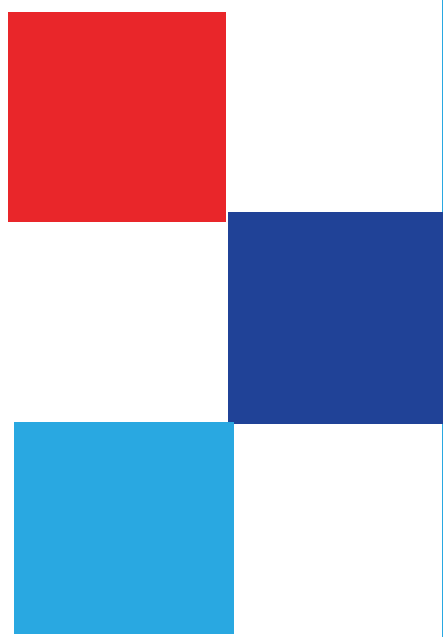


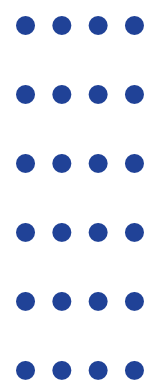


GSIS ONLINE ENROLMENT



- 77% Faster: Within 2 minutes
- 93% Adoption
- Flexible access

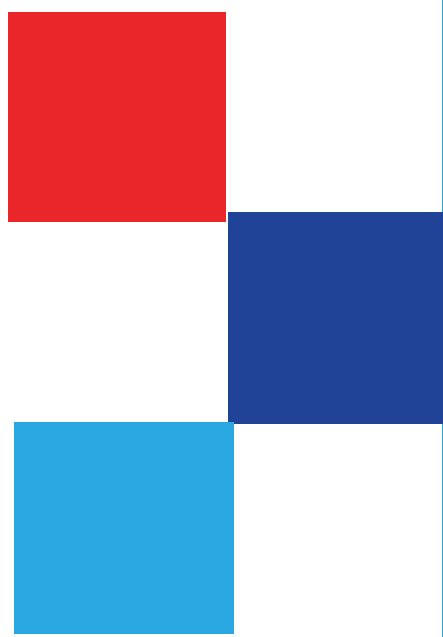




GSIS ONLINE ENROLMENT



- 24/7 availability
- Inclusive and empowering
- Efficient and Sustainable



GSIS TOUCH ONLINE AND FACIAL AUTHENTICATION-BASED ANNUAL PENSIONERS INFORMATION REVALIDATION (APIR)

DELIVERING SECURE, CONVENIENT, AND INCLUSIVE PENSIONER SERVICES ANYTIME, ANYWHERE

✓ Secure & AI-Driven

✓ Convenient

✓ Member-centric



GSIS TOUCH ONLINE AND FACIAL AUTHENTICATION-BASED ANNUAL PENSIONERS INFORMATION REVALIDATION (APIR)

Widely adopted:

More than 628,000 transactions completed

More than 80% utilization rate across age groups



GSIS TOUCH-BASED APPLICATION FOR COMMENCEMENT OF PENSION

ENSURING FAST, SECURE, AND CONVENIENT
START OF PENSION BENEFITS

The Philippines' first fully digital pension application system, redefining how retirees access their benefits.

- Secure, fast, and paperless
- Convenient and inclusive
- Empowering retirees



The graphic is a vertical rectangular poster for the GSIS Touch app. At the top, it features the logos of GSIS, gfa (Ginhawa for all!), and Bagong Pilipinas. Below the logos, the headline reads 'READY KA NA BANG MAG-PENSION?'. The main body of the poster contains the text 'Simulan na ang iyong Pension Commencement Application gamit ang GSIS Touch!' followed by two bullet points: 'Available 30 DAYS bago ang START NG PENSION' and 'Para sa lahat ng magsisimula nang tumanggap ng buwanang pension'. A red banner below the bullet points says 'Buksan ang GSIS Touch app at sundin ang simpleng steps.' Underneath, it says 'Relax sa GSIS Touch!'. On the right side of the poster is a smartphone displaying the app's interface, which includes a 'Log In' button, a 'Sign Up' button, and a section for 'Other GSIS Touch Services' with icons for APIS, CTAP, Branches, and News. At the bottom left of the poster are the hashtags #GSIS, #GinhawaForAll, #GSISTouch, and #PensionCommencement. At the bottom right is the gfa GRAND logo.

READY KA NA BANG MAG-PENSION?

Simulan na ang iyong Pension Commencement Application gamit ang GSIS Touch!

- Available 30 DAYS bago ang START NG PENSION
- Para sa lahat ng magsisimula nang tumanggap ng buwanang pension

Buksan ang GSIS Touch app at sundin ang simpleng steps.

Relax sa GSIS Touch!

#GSIS #GinhawaForAll #GSISTouch #PensionCommencement

gfa GRAND



GSIS TOUCH-BASED APPLICATION FOR COMMENCEMENT OF PENSION

ENSURING FAST, SECURE, AND CONVENIENT
START OF PENSION BENEFITS

The Philippines' first fully digital pension application system, redefining how retirees access their benefits.

- Enhanced responsiveness
- Transparent and trustworthy
- Efficient and sustainable



READY KA NA BANG MAG-PENSION?

Simulan na ang iyang Pension Commencement Application gamit ang GSIS Touch!

- Available 30 DAYS bago ang START NG PENSION
- Para sa lahat ng magsisimula nang tumanggap ng buwanang pension

Buksan ang GSIS Touch app at sundin ang simpleng steps.

Relax sa GSIS Touch!

#GSIS #GinhawaForAll #GSISTouch #PensionCommencement

gfa
ginhawa
for all!

BAGONG PILIPINAS



EMPOWERING MEMBERS WITH 24/7 DIGITAL ACCESS TO LOAN-RELATED REQUESTS AND CERTIFICATIONS:

DIGITAL INNOVATION FOR QUICK, ACCURATE, AND ACCESSIBLE LOAN CERTIFICATIONS

→ Anytime, anywhere access

→ High adoption efficiency

→ Seamless experience

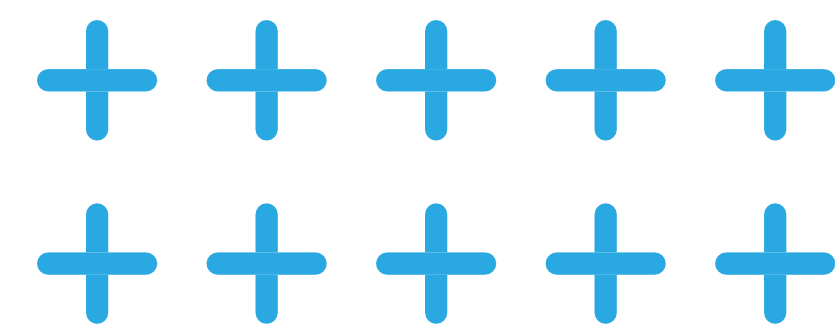
The image displays two mobile application screens for the GSIS (Government Service Insurance System) digital platform. The left screen, titled 'TestFlight', shows a user interface for a member named 'Ma. Qabeta Tester'. It features a 'Member Record' section with fields for BP Number, Date of Birth, and CRN, and a status of 'ACTIVE'. Below this are sections for 'Member Data and GSIS ID', 'Service Record', 'Insurance Policy', and 'Member's Request Form for Loans'. The right screen shows a 'Verify Info' step in a process flow (Start, Verify Info, Request, Submit). It contains fields for GSIS Business Partner (BP) Number, Agency Name, Agency Address, Mailing Address, Mobile Number, and Email Address. A confirmation checkbox is present, and a 'Continue' button is at the bottom.



EMPOWERING MEMBERS WITH 24/7 DIGITAL ACCESS TO LOAN-RELATED REQUESTS AND CERTIFICATIONS:

The image displays two mobile application interfaces. The left screen shows a progress bar at the top with four steps: Start, Verify info, Request, and Submit. Below this, there are several request options, each with a radio button and a description. The 'Reconciliation' option is selected, showing a 'Review and update of loan balances and payments' description. Other options include 'Consolidated Loan', 'Statement of Loan Accounts (SOLA)', 'Ecard Cash Advance', 'Emergency Loan', 'Members Cash Advance', 'Regular Policy Loan', and 'Summer One time Salary Loan'. The right screen shows a 'My Requests' section with a 'New Request' button. Below this, there are three submitted requests, each with a 'SUBMITTED' button and a description: 'Certificate of Full Payment (CFP)', 'Reconciliation', and 'Statement of Loan Accounts (SOLA)'. The bottom of the left screen shows 'GSIS Clearance'.

- Smart and secure technology
- Operational Efficiency
- Inclusive and member-focused

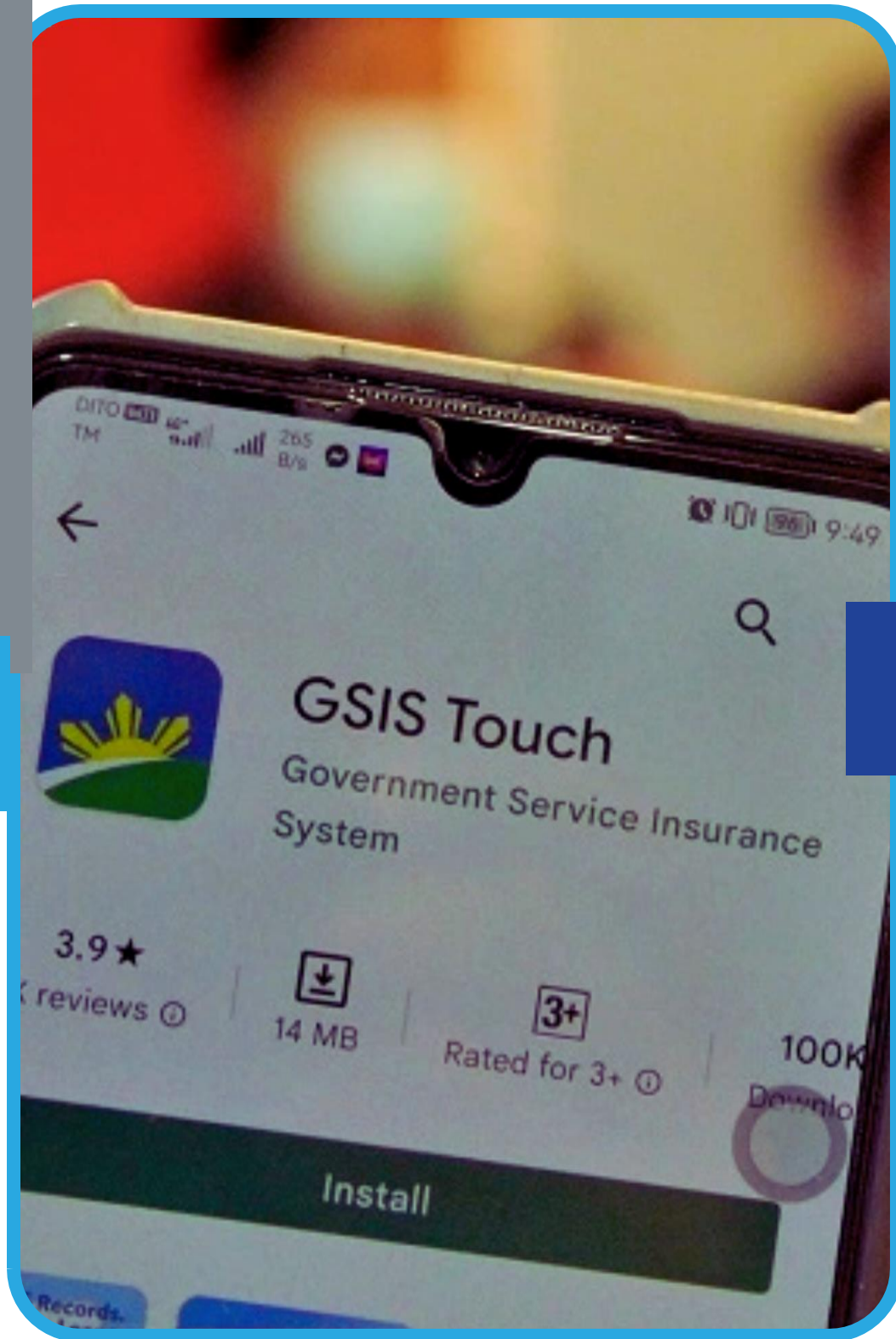


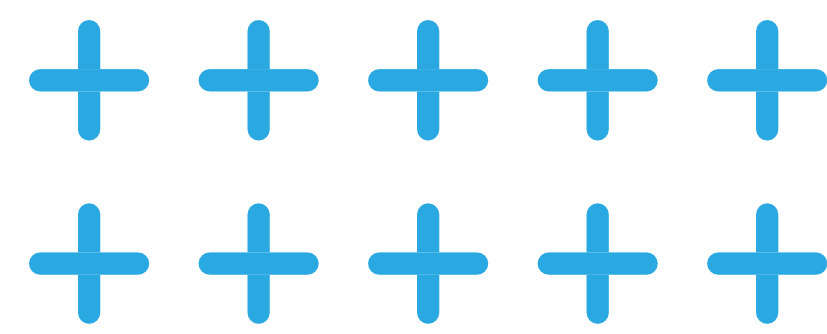
Ginhawa

99.52% Customer Satisfaction

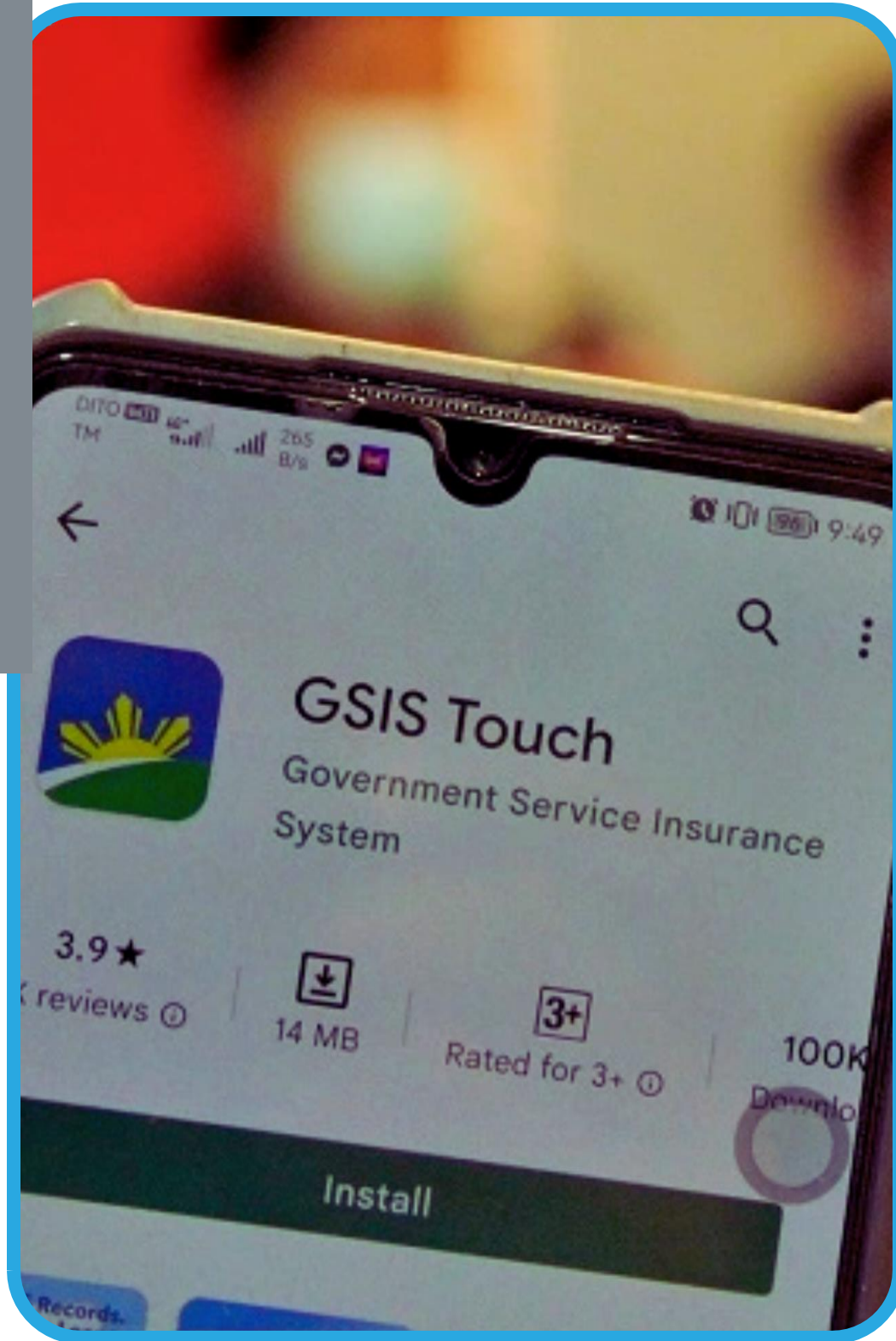
10/10 Branches Awarded

Recognition from various
National and International
Agencies





THANK YOU!



Empowering Members

Enhancing Service

Enabling the Future

