

**GOVERNMENT SERVICE INSURANCE SYSTEM**

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| CATEGORY                        | : | CUSTOMER SERVICE RECOGNITION AWARD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| ORGANIZATION                    | : | GOVERNMENT SERVICE INSURANCE SYSTEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| CONTACT PERSON                  | : | Name : Senior Vice President Rina Resurreccion<br>Contact Number : +63 917 520 4603                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| NAME OF PROJECT                 | : | <b>The Government Service Insurance System’s Wireless Automated Processing System (G-W@PS)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| OBJECTIVE AND NATURE OF PROJECT | : | <p>G-W@PS provides mobile access to GSIS services, such as service loan applications (consolidated loan, policy loan, and emergency loan), on-line membership status query, and GSIS electronic card (eCard) or Unified Multipurpose Identification (UMID) card activation.</p> <p>G-W@PS utilizes state of the art technologies including radio frequency identification, biometrics, and Virtual Private Network. These technologies enable a secure system that can process transactions remotely in a paperless manner. Thus, loan applications are processed without the tedious submission of documentary requirements.</p> <p>G-W@PS is the first of its kind to be launched in the Philippine government.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| WHY IT SHOULD BE RECOGNISED     | : | <p>G-W@PS should be recognized because it provides the following for our stakeholders and GSIS:</p> <ul style="list-style-type: none"><li>• Efficiency in providing various paperless services under which members and pensioners can transact remotely, eliminating manual processing;</li><li>• Convenience to members and pensioners as G-W@PS eliminates the need for them to submit voluminous documentary requirements; and</li><li>• Savings in resources such as time and money for both parties. For instance, G-W@PS frees up our processors who can now focus on other more pressing functions.</li></ul> <p>G-W@PS has become the preferred mode for loan application and e-Card activation because of the convenience and security it offers. In particular, through GW@PS, the loan process becomes highly automated without the tedious submission of documentary requirements. The eligibility checks and the amount that the member can loan are already provided for in the GW@PS. In fact, all 1.6 million members are now using it. Moreover, the result of a customer feedback survey administered in 2016, registered a 97.2% satisfaction rating of respondents who have used the G-W@PS.</p> |

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| <p>SUMMARY OF THE PROJECT</p> <p><i>*The summary should not be more than 300 words</i></p> | <p>:</p> <p>G-W@PS enables our members and pensioners to apply for various loans including salary or consolidated loan as well as policy and emergency loans; inquire on their membership status; and activate their GSIS electronic card (eCard) or Unified Multipurpose Identification (UMID) card. These cards serve as identification that can be used for GSIS transactions as well as ATM cards that allow members and pensioners to make deposits and withdrawals.</p> <p>G-W@PS is equipped with radio frequency identification, biometrics, and Virtual Private Network. These technologies enable our stakeholders to transact safely in a <u>paperless</u> environment consistent with the advocacy of GSIS to help conserve the environment. To date, nearly 1,000 G-W@PS kiosks are deployed nationwide in all GSIS branch and extension offices, local government units, large government agencies, and even malls, saving our members and pensioners valuable time and money. More than 30 portable and rapid deployment type of kiosks are also available for use in calamity-affected areas. These kiosks were first used during the 7.2 magnitude earthquake in the province of Bohol, providing much-needed financial assistance for the victims.</p> <p>G-W@PS specifically offers the following services for pensioners and members:</p> <p><u>For pensioners</u></p> <ol style="list-style-type: none"> <li>1. Access to personal data and pension payment history;</li> <li>2. Application and processing of pension loan and emergency loan; and</li> <li>3. Annual renewal of active status for pensioners living in the Autonomous Region in Muslim Mindanao (ARMM) and abroad.</li> </ol> <p><u>For active members</u></p> <ol style="list-style-type: none"> <li>1. Access to personal data and statement of membership and accounts;</li> <li>2. Application and processing of policy, consolidated, and emergency loans;</li> <li>3. Application for maturity benefit of members' regular and optional life insurance policy; and</li> <li>4. Access to tentative computations of Cash Surrender Value (CSV) or Termination Value (TV) and retirement / separation benefit.</li> </ol> |
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