

Guidelines for the issuance of NBI clearance certificates through personal pickup or through courier service engaged by the applicants:

- a. Verify if your NBI Clearance is due for release by calling our Hotline No. 8524-1277 and/or 8523-8231 local 5509 or by sending a text message to 09150656899 for Globe subscribers and 09478648747 for SMART. To text, simply type the Reference Number<space>NBI.

Example: **MNSBNJH NBI**

- b. For personal pickup, applicant has to present his NBI Official Receipt or receipt issued through NBI electronic payment channel where the reference number is specified;
- c. For pickup through courier service, the applicant must send email to releasing@nbi.gov.ph with the following content and attachment:
 - i. Specify in your email the Authorization and Consent/Waiver with the following content (you may copy paste the content):

AUTHORIZATION AND CONSENT/WAIVER

I am authorizing courier (specify the name of the courier service you engaged) to claim and receive my NBI Clearance Certificate, UNSEALED, in my behalf;

I hereby give my consent to the NBI to release my UNSEALED Clearance Certificate to my designated Courier; and

Lastly, I hereby release the NBI, its employees, contractors, and processors, from any liability under R.A. 10173, or the Data Privacy Act of 2012.

Indicate your complete name

- ii. Attached a scanned copy or picture of the NBI Official Receipt or receipt issued through NBI electronic payment channel where the reference number is specified;
 - iii. The courier service representative must be able to present the booking of the applicant where his/her name is specified;
 - iv. You will be notified through email once the clearance is received by your courier service.
- d. Releasing hour is from 8:00 AM to 5:00 PM, Monday to Friday at the Releasing Section, Ground Floor, NBI Clearance Annex Building, U.N. Avenue, Manila.