

## Job Offer Instruction

### Congratulations!

We are pleased to offer you employment with Citco. Please take an opportunity to review the attached employment agreement as well as some required onboarding documents. Your employment agreement can be reviewed and accepted by clicking on the button above labeled “review documents”.

At Citco, we strive to succeed and your individual success is our priority.

To ensure a smooth onboarding experience for you, we ask that you submit all documents listed to [MyOnboarding@citco.com](mailto:MyOnboarding@citco.com) **within 48 hours** upon receipt with the subject line, **New Hire-Job Offer: Last Name, First name**. Please send it to us in an encrypted zip file (use same password given by Talent Acquisition). If your file exceed to 8MB, please send your email in batches.

We would kindly ask that you not use google drive as we do not support it. Please note that any delays in the return of your completed documentation could lead to delay to your start date with Citco.

Please find below the detailed instructions on how to process each of your requirements.

<u>PRE-EMPLOYMENT REQUIREMENTS LIST</u>	<u>INSTRUCTION</u>
*please rename each of your file using this format: Last Name_File name (ex. Dela Cruz_Proof of SSS)	
<b>*Must be returned <u>within 48 hours</u> of receipt*</b>	
Signed Offer Letter, Employment Agreement and Summary of Benefits (Appendix B)	via DocuSign
Signed Job Description	via DocuSign
Accomplished Employee Information Sheet	via DocuSign
Signed Life Insurance Beneficiary Form	via DocuSign
Signed Vaccination Status Form	via DocuSign
Background Check Verification via HireRight	<p>You will receive an email invitation from HireRight to start with Background Verification. Once received, kindly click the link and follow the instructions provided in the email. Please prepare also the following documents that you will be required to submit:</p> <ul style="list-style-type: none"> <li>➤ TOR or Diploma or Certificate of Graduation</li> <li>➤ COE from previous employer (if applicable)</li> </ul>

### CITCO INTERNATIONAL SUPPORT SERVICES LIMITED - PHILIPPINE ROHQ

15/F, 16/F, 17/F One Ayala Avenue  
Corporate Center, Tower 1  
EDSA cor. Ayala Avenue  
Brgy. San Lorenzo  
Makati City 1223, Philippines

**T** +63 2 8230 0200  
**F** +63 2 8230 0201  
**E** manila@citco.com

[citco.com](http://citco.com)

Proof of SSS Number	<p>Submit any of the following: SSS ID (not UMID), Stamped SSS E-1/E-4 Form/SSS Number Slip or Screenshot of your SS number from your online account".</p> <p><i>*For those without existing number, go to SSS website and follow the step by step guidelines under "Apply for number online".</i></p>
Proof of Pag-IBIG MID Number	<p>Submit any of the following: Pag-IBIG ID or Loyalty Card, Validated, Member's Data Form (MDF), or Screenshot of your Pag-IBIG from Pag-IBIG website</p> <p><i>*For those without existing number, go to Pag-IBIG website and complete online membership registration.</i></p>
Proof of Philhealth ID Number	<p>Submit any of the following: PhilHealth ID, PhilHealth MDR (Members Data Record) or Screenshot of your number from your PhilHealth online account</p> <p><i>*For those without existing number, you need to personally file at nearest Philhealth branch. Email <a href="mailto:MyOnboarding@citco.com">MyOnboarding@citco.com</a> for further instructions.</i></p>
Proof of TIN	<p>Submit any of the following: TIN ID, Previous or current 2316, BIR Form 1902 or 1905 or TIN Verification slip (with BIR stamp), or Screenshot of TIN from TIN verifier app</p> <p><i>For those without existing number, kindly send an email to <a href="mailto:MyOnboarding@citco.com">MyOnboarding@citco.com</a> for further instruction.</i></p>
PSA Copy of Birth Certificate and/or Marriage Certificate	<i>If applicable for Marriage Certificate</i>
2x2 photo with white background	
Copy of 2 valid IDs	<p>Submit any of the following: Passport, Driver License, or any government issued ID with signature</p>
Valid NBI Clearance	<p>If application is still pending, kindly provide screenshot of your appointment schedule or receipt slip. Submit NBI Clearance as soon as available.</p>
<b>*Must be completed <u>within 1 week</u> of receipt*</b>	
Pre-Employment Medical Examination Completion Slip	<p>Please take your pre-employment medical examination through Intellicare Aventus Clinic. Kindly ensure to set your appointment and send us your Medical Completion slip a week before start date.</p> <p><i>See below PPE Endorsement Letter along with the guidelines on how to book an appointment.</i></p>

Accomplished UnionBank Payroll Online Application	You will receive a unique reference code via text message to start with the opening of payroll account. Once received, complete the creation of bank account within 24 to 48 hours. Ensure that the mobile number indicated on your employee information sheet is accurate and updated. <i>See below User Guide – UBP Payroll Bank Account Application</i>
<b>*Must be submitted on <u>First Day</u> of Employment**</b>	
<b>BIR 2316 Form/Income Tax Return</b> <i>(Applicable only for employees with previous employer within the same year)</i>	<i>Send any of the following (soft copies only) to:</i> <i>MyOnboarding@citco.com and ManilaPayroll@citco.com</i> Same year BIR 2316 form or; Signed waiver for non-submission if BIR 2316 is not yet available <i>*Note that you are still required to submit BIR 2316 once available.</i>
<b>Continuation of Existing Statutory Loan</b>	<i>Send any of the following (soft copies only) to</i> <i>MyOnboarding@citco.com and ManilaPayroll@citco.com</i> <b>SSS Loan:</b> SSS Statement of Account and Loan Payment Details from SSS Online Account <b>HDMF Loan:</b> Borrower's Subsidiary Ledger or Loan Details

## Reminders:

1. Please ensure proper handling and safekeeping of above documents as HR might require you to submit the hard copies if needed.
2. Kindly check your email and SMS from time to time as you will receive notification for Background Screening and UBP online application.
3. Due to regulatory requirements, we have strict cut off dates for you to comply. Failure to complete the required tasks within the allotted time may result for payroll hold, start date push back or withdrawal of this offer employment.

Should there be any concern, feel free to reach out to [MyOnboarding@citco.com](mailto:MyOnboarding@citco.com)