

SM Retail Inc HR Policy

Category	Topic	Sub-Topic	Questions	Answers					
Company Benefits	Annual Physical Exam (APE)		How will I know my Annual Physical Exam (APE) result?	Coordinate directly to Medical Services/Company Clinic.					
	Annual Physical Exam (APE)		Is it possible to add laboratory tests for my Annual Physical Examination (APE)?	Yes. You may request for additional tests that are not included in the Annual Physical Examination (APE) package. Additional tests maybe availed separately using the HMO maximum coverage benefit provided such tests are duly prescribed by HMO accredited physician.					
	Annual Physical Exam (APE)		Until when is the schedule of Annual Physical Examination (APE)?	Normally, within the first quarter of the year.					
	Annual Physical Exam (APE)		Where can I claim my Annual Physical Examination (APE) results?	<ul style="list-style-type: none"> • For SM Store/SM Markets/Mall based employees, from the Branch Clinic where they had their APE; • For walk-ins, directly from the Service Provider 					
	Annual Physical Exam (APE)		Who are qualified for Annual Physical Examination (APE)?	Regular employees as of October of the current year and who will be scheduled on the first quarter of the following year.					
	Annual Physical Exam (APE)		Can I use my APE result for Mayor's Work Permit and Health Certificate ?	Yes, for selected Local Government Units (LGU)/ Municipalities.					
	Annual Physical Exam (APE)		What should I do if I was not able to attend my Annual Physical Exam (APE)?	Immediately coordinate with HR to reschedule.					
	Company Uniform		How many sets of uniform for each employee are provided annually?	Company provides threee (3) sets of uniform.					
	Company Uniform		How to request maternity uniform?	Regular employees may request for maternity uniform in lieu of the annual free uniform or has the option to buy but subject to salary deduction. Coordinate with HR.					
	Company Uniform		Who are entitled to three (3) sets of uniform?	<p>Three (3) sets of uniform shall be provided to the following:</p> <ol style="list-style-type: none"> 1. Regular employees for issuance based on annual schedule. 2. Probationary employees at the start of employment <ul style="list-style-type: none"> • those hired during the last quarter of the year will be issued new uniforms January of the year following his/her regularization 3. Promoted or transferred employee on effective date of new role that requires a change in uniform. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>LOCATION</th> <th>LEVEL</th> </tr> </thead> <tbody> <tr> <td>Corporate Offices</td> <td>Rank & File and Supervisor</td> </tr> <tr> <td>Stores</td> <td>Rank & File, Supervisor and Manager</td> </tr> </tbody> </table>	LOCATION	LEVEL	Corporate Offices	Rank & File and Supervisor	Stores
LOCATION	LEVEL								
Corporate Offices	Rank & File and Supervisor								
Stores	Rank & File, Supervisor and Manager								
Health Care Program (HMO)	Company Uniform		Can I request for additional sets of uniform?	Yes, subject to approval of HR and salary deduction.					
	Company Uniform		Do I need to surrender my issued uniform upon separation?	Yes, for seasonal & probationary employees only, otherwise subject to deduction to final pay. No to regular employees.					
	Health Care Program (HMO)		Is there any way that we can use our HMO in the absence of the physical card?	<ol style="list-style-type: none"> 1. Please contact HR for your HMO policy number. 2. Present your HMO policy number to accredited clinics/hospitals. 					
	Health Care Program (HMO)		What is my Maximum Benefit Limit (MBL) and Plan (Room & Board)?	<p>AVP to SAVP</p> <p>MBL: Php 360,000 per Illness/year Plan: Open Suite</p> <p>Department Manager</p> <p>MBL: Php 200,000 per Illness/year Plan: Open Private</p> <p>Rank & File</p> <p>MBL: Php 65,000 per Illness/year Plan: Semi Private Network Fee: Php 250.00</p> <p>Senior Manager</p> <p>MBL: Php 225,000 per Illness/year Plan: Open Private</p> <p>Supervisor</p> <p>MBL: Php 100,000 per Illness/year Plan: Open Private Network Access Fee: Php 250.00</p> <p>TSO</p> <p>MBL: Php 175,000 per Illness/year Plan: Open Private</p> <p>VP & up</p> <p>MBL: Php 490,000 per Illness/year Plan: Open Suite</p>					
	Health Care Program (HMO)		When is my HMO card available?	Minimum of one (1) month upon regularization.					
	Health Care Program (HMO)		When will I be eligible to HMO?	<p>Please refer below:</p> <p>LEVEL & EFFECTIVE DATE OF COVERAGE</p> <ul style="list-style-type: none"> • Rank & File to Manager - upon regularization • Senior Manager to Executive Officer - from date hired 					
	Health Care Program (HMO)		What are the requirements for HMO reimbursement?	<p>For medical reimbursement requirements, please submit hard copies to HR:</p> <ol style="list-style-type: none"> 1. Original Official Receipt 2. Statement of Account 3. Itemize breakdown of hospital charges 4. Medical certificate with diagnosis 5. Operative Record (If with procedure) 6. Incident report (For trauma cases) 7. Police Report (If vehicular accident) 8. Deed of subrogation (if applicable) 9. Duly accomplished and signed forms: <ul style="list-style-type: none"> a. Reimbursement Form b. Authorization to deposit (Payment release method) <p>Reimbursement requirements must be submitted within:</p> <p>*30 calendar days upon hospital discharge for NCR *60 calendar days upon hospital discharge for Provincial</p>					
	Health Care Program (HMO)		Can I enroll my dependents in HMO?	Yes, if you are an SM SLA Member, you may enroll and file as a loan though subject to their approval and thru salary deduction.					

Health Care Program (HMO)		Do I need to surrender my HMO Card upon separation?	Yes, for clearance purposes. Employee needs to surrender on his last day else he/she needs to provide notarized affidavit of Loss to HR.									
Health Care Program (HMO)		How will I check the available of my Maximum Benefit Limit (MBL)?	To check the available balance of your Maximum Benefit Limit (MBL), send email request to HR who will then endorse it to the assigned HMO Liason Officer.									
Health Care Program (HMO)		How will I know if the medical procedure/laboratory will be covered?	Present the doctor's request to the accredited clinics/hospitals to the HMO Liason Officer who will provide you with a Letter of Authorization (LOA) once approved.									
Health Care Program (HMO)		How will I know the status of my HMO reimbursement?	For the status, directly coordinate with HR.									
Health Care Program (HMO)		What will happen if I availed services from a Non Accredited Clinic/Hospital /Physician?	You can file reimbursement up to 80% of the total medical cost but subject to Valucare's assessment & approval.									
Health Care Program (HMO)		Where can I get the list of HMO Accredited Clinics & Hospitals?	Access via Valucare website thru: https://www.valucarehealth.com/									
Health Care Program (HMO)		What is the maximum reimbursable amount in Valucare?	80% of the total medical cost									
Health Care Program (HMO)		Where to get the HMO reimbursement form and Authorization to deposit?	From HR, send request via email for the reimbursement form and authorization to deposit.									
BDO	Auto Loan	How to avail of a BDO Auto Loan (for Executive Officer and Senior Manager)?	<p>Employee to:</p> <ol style="list-style-type: none"> Request BDO Car Loan Application forms from HR and submit the requirements needed. Request COE with compensation and tenure from HR. Upon receipt, wait for the call/email from BDO for the direction on how to send the latest ITR or COE. Request for BDO endorsement letter to HR POC: <table> <thead> <tr> <th>GROUP</th> <th>HR POC</th> <th>EMAIL ADDRESS</th> </tr> </thead> <tbody> <tr> <td>SM Retail</td> <td>Liezl Padilla</td> <td>Liezl.B. Padilla@smretail.com</td> </tr> <tr> <td>Retail Affiliates</td> <td>Jane Abo</td> <td>Jane.G.Abo@smretail.com</td> </tr> </tbody> </table> <ol style="list-style-type: none"> Submit the complete and accomplished car loan applications and requirements to HR: <ul style="list-style-type: none"> BDO Car Loan Application form BDO Endorsement Letter <p>Company HR to:</p> <ul style="list-style-type: none"> Scan and send the accomplished car loan application and requirements to BDO c/o Ms. Cara Ypilan <p>BDO to:</p> <ul style="list-style-type: none"> Send quarterly report/list of approved loans to HR POC for verification and validation 	GROUP	HR POC	EMAIL ADDRESS	SM Retail	Liezl Padilla	Liezl.B. Padilla@smretail.com	Retail Affiliates	Jane Abo	Jane.G.Abo@smretail.com
GROUP	HR POC	EMAIL ADDRESS										
SM Retail	Liezl Padilla	Liezl.B. Padilla@smretail.com										
Retail Affiliates	Jane Abo	Jane.G.Abo@smretail.com										
BDO	Auto Loan	How to avail of a BDO Auto Loan (for Managers & below)?	<p>Employee to:</p> <ol style="list-style-type: none"> Request BDO Car Loan Application forms from HR and submit the requirements needed. Request COE with compensation and tenure from HR. Submit the complete and accomplished car loan applications and requirements to HR: <ul style="list-style-type: none"> BDO Car Loan Application form Latest ITR or COE with compensation and tenure <p>Company HR to:</p> <ol style="list-style-type: none"> Prepare BDO Endorsement letter Scan and send the accomplished car loan application and requirements to BDO c/o Ms. Cara Ypilan <ul style="list-style-type: none"> BDO Car Loan Application form Latest ITR or COE with compensation and tenure BDO Endorsement Letter <p>BDO to:</p> <ol style="list-style-type: none"> Coordinate directly with the employee for additional requirements and procedure needed to process their car loan application Send quarterly report/list of approved loans to HR POC for verification and validation <table> <thead> <tr> <th>GROUP</th> <th>HR POC</th> <th>EMAIL ADDRESS</th> </tr> </thead> <tbody> <tr> <td>SM Retail</td> <td>Liezl Padilla</td> <td>Liezl.B. Padilla@smretail.com</td> </tr> <tr> <td>Retail Affiliates</td> <td>Jane Abo</td> <td>Jane.G.Abo@smretail.com</td> </tr> </tbody> </table>	GROUP	HR POC	EMAIL ADDRESS	SM Retail	Liezl Padilla	Liezl.B. Padilla@smretail.com	Retail Affiliates	Jane Abo	Jane.G.Abo@smretail.com
GROUP	HR POC	EMAIL ADDRESS										
SM Retail	Liezl Padilla	Liezl.B. Padilla@smretail.com										
Retail Affiliates	Jane Abo	Jane.G.Abo@smretail.com										
BDO	Auto Loan	What are the advantages of getting an Auto Loan from BDO?	<ol style="list-style-type: none"> Largest distribution network with more than 1,500 operating branches and offices and over 4,400 ATMs nationwide Weekend banking Streamlined Process for SM Group Employees and Flexible Loan Terms to tailor fit your needs Hassle-free payment option - via Automatic Debit on employee's BDO account Get amazing deals: <ul style="list-style-type: none"> Guaranteed Best Deals to offer Low Cash Out made available Vehicle sourcing and Discount Assistance 									
BDO	Auto Loan	What are the application requirements for a BDO Auto Loan?	<ol style="list-style-type: none"> Accomplished BDO Auto Loan Application Form Valid photo-bearing government-issued ID COE issued by authorized Company HR or signatory/ies 									
BDO	Auto Loan	What are the criteria to qualify for a BDO Auto Loan?	<ol style="list-style-type: none"> Must be 21 years old but not more than 70 years old at the end of the loan term Regular employees with 1 year tenure Gross household income of at least Php 50,000/month or approved income should be within the approved Credit Ratio of BDO 									

BDO	Auto Loan	What are the features and benefits of a BDO Auto Loan?	<p>1. Low Rates - Enjoy lower monthly amortization 2. Fast Loan Processing - Loan decision within 24 hours 3. Waiver of Php 2,000 Loan Processing Fee 4. Affordable Cash Out:</p> <p>Low Down Payment - As low as 10% for select units</p> <p>All-in Financing - Loan fees can be financed through BDO Auto Loan</p> <p>Multi-Year Motor Insurance Coverage - Discounted insurance premium for the term of the loan with option to include as part of the amount to be financed.</p> <p>Free First Year Insurance - An insurance package, where client's first insurance will be free of charge with the agreement that renewal of the insurance coverage for the succeeding two (2) years through BDO Insurance Brokers Inc. (BDOI) with submitted two (2) postdated checks payable to BDOI as payment of the premiums for Year 2 and Year 3 insurance renewal.</p> <p>Discounted Regular Insurance Premium - Drive with ease and peace of mind as BDO Insurance offers you protection for your car at affordable cost.</p>
BDO	Auto Loan	Who are eligible to apply for a BDO Auto Loan?	<p>1. Regular employees from Rank & File up to Executive with at least one (1) year tenure with the company 2. Filipinos or Qualified Foreigners 3. Must be 21 years old but not more than 70 years old at the end of the loan term 4. No adverse Credit findings 5. Minimum gross salary income of: • Php 50,000/month for Filipinos • Php 100,000/month for Foreigners</p>
BDO	Credit Card	What are the application requirements for a BDO Credit Card?	<p>1. Accomplished BDO Credit Card application form 2. Valid photo-bearing government-issued ID 3. Latest ITR and COE or full month payslip</p>
BDO	Credit Card	What are the criteria to qualify for a BDO Credit Card?	<p>1. Must be 21 to 70 years old 2. Filipino citizen or foreigner with permanent residency in the Philippines 3. Regular employee or self-employed with business operating for the last 2 years 4. Regular employee with minimum gross monthly income of Php 15,000 5. With an active mobile or landline number (office or residence) 6. Residence or office must be within any area where BDO branch is located</p>
BDO	Credit Card	What are the features and benefits of BDO Credit Card?	<p>1. Free Membership - Principal Cardholders enjoy FREE membership for 3 years 2. Credit Card Peso Rewards - Earn Peso Points for everyday, everywhere purchase. Get 2x Peso Points* for every Php 1,000 qualified spend. 2 Peso Points = Php 2.00 *Special Offer is until Dec 31, 2024 3. Buy Now Pay Later - Enjoy extended payment terms at 0% interest installment in over 20,000 in-store and online partners nationwide. 4. Bills Payment - Convenience of Bills Payment/Auto Charge Feature</p>
BDO	Home Loan	What are the application requirements for a BDO Home Loan?	<p>1. Accomplished BDO Home Loan Application Form 2. Valid photo-bearing government-issued ID 3. Income Documents (COE, ITR) 4. Property Documents (TCT/CCT, Tax Declaration, Deed of Absolute Sale)</p>
BDO	Home Loan	What are the criteria to qualify for a BDO Home Loan?	<p>1. A regular employee for at least two (2) years in service 2. Must be 21 years old but not more than 70 years old at the end of the loan term 3. Minimum gross monthly salary of Php 50,000/month</p>
BDO	Home Loan	What are the features and benefits of a BDO Home Loan?	<p>1. Maximum term are as follows: • House & Lot: 25 years; • Townhouse: 20 years; • Condominium: 20 years; • Vacant Lot: 15 years 2. Rate: 0.5% of board rate or promo rate, whichever is lower 3. Appraisal Fee: Waived for the first property 4. Affordable Cash-Out All-in Financing: Loan-related fees financed up to term of the loan 5. Built-in Insurance - paid in equal monthly installments - interest free 6. Light Payment Options: • Equal monthly payment • 60-day grace period • Interest only for 6 months</p>
BDO	Personal Loan	What are the application requirements for a BDO Personal Loan?	<p>1. Accomplished BDO Personal Loan application form 2. Valid photo-bearing government-issued ID 3. Latest ITR/W-2 and COE or full month payslip</p>
BDO	Personal Loan	What are the criteria to qualify for a BDO Personal Loan?	<p>1. Must be 21 years old but not more than 70 years old at the end of the loan term 2. Filipino citizen or foreigner with permanent residency in the Philippines 3. Regular employee with minimum gross monthly income of Php 15,000 4. With an active mobile or landline number (office or residence) 5. Residence or office must be within any area where BDO branch is located</p>
BDO	Personal Loan	What are the features and benefits of a BDO Personal Loan?	<p>1. Light Payment Terms - pay in monthly installment terms of up to 36 months 2. Low Interest Rates - as low as 0.99% monthly add-on rate 3. Easy Application - no need for collateral/co-maker</p>
Employee Credit Card (eCard)	eCard Application	How can I apply for an SM eCard?	<p>Fill out and submit to HR the SM eCard and BDO Application Forms.</p> <p>Note: Applicant must have BDO Current Account (CA) or Savings Account (SA)</p>
Employee Credit Card (eCard)	eCard Application	How long does it take to apply for SM eCard?	Three (3) weeks for the complete end-to-end process.

Employee Credit Card (eCard)	eCard Application	Why is SM eCard application hassle-free?	No additional requirements needed in applying for SM eCard, such as proof of billing and IDs.
Employee Credit Card (eCard)	eCard Credit Limit	How can I check my available credit limit? How can I check my available credit limit?	You may call the BDO Hotline at 8631-8000 to inquire about your available limit. However, BDO encourages cardholders to enroll their eCard in Online/Mobile Banking for a hassle-free, real-time updates on your credit limit balance.
Employee Credit Card (eCard)	eCard Credit Limit	What is my SM eCard credit limit?	AVP & Up - Php 150,000 Senior Manager - Php 90,000 Manager - Php 30,000 Officer/Assistant Manager - Php 20,000 Supervisor - Php 12,000 Rank & File - Php 10,000
Employee Credit Card (eCard)	eCard Credit Limit	When will my Credit Limit be replenished?	Only the deducted amortization from your salary will be replenished to your eCard every 11th and 26th of the month.
Employee Credit Card (eCard)	eCard Application	In case of separation from the company, do I need to surrender my SM eCard?	Yes, it has to be surrendered to HR together with the resignation letter.
Employee Credit Card (eCard)	eCard Use	What happens to the unpaid balance when the employee resigns?	All confirmed unpaid purchases from the employees' eCard shall be deducted from his/her Final Pay. In case the Final Pay is not enough to cover the balance, employee shall pay directly to the company.
Employee Credit Card (eCard)	eCard Renewal or	Does SM eCard automatically renew?	Yes, for free. Note: except for those with suspended SM eCard at the time of BDO renewal processing schedule due to insufficient net pay where employee has to renew manually thru HR.
Employee Credit Card (eCard)	eCard Renewal or	For SM eCard replacement, how do I pay the replacement fee?	Replacement for defective SM eCard must be requested through HR. No payment required.
Employee Credit Card (eCard)	eCard Renewal or	How much is the fee for replacing stolen or lost SM eCard?	Php 100 which is also payable in four (4) installments.
Employee Credit Card (eCard)	eCard eStatement	What is easy balance inquiry?	Real-time inquiry on available credit limit via online/mobile banking. **Enroll your SM eCard to BDO Online Banking under Credit Card category**
Employee Credit Card (eCard)	eCard Use	Can SM eCard be used in an online transaction?	No.
Employee Credit Card (eCard)	eCard Use	Can I combine SMAC pts plus SM eCard or Cash/Debit/CreditCard plus SM eCard as payment in 1 receipt?	Yes, but the 10% SM eCard discount will not be applied. Note: Current application of 10% SM eCard discount is item based.
Employee Credit Card (eCard)	eCard Use	Can I use SM eCard for cash advance?	No.
Employee Credit Card (eCard)	eCard Use	Do I earn SMAC points when using SM eCard?	Yes, usage of SM eCard can earn SMAC points. Just make sure to present your valid SM Advantage Card.
Employee Credit Card (eCard)	eCard Use	Do I need to present an ID upon use of SM eCard?	No, ID is not required unless the transaction looks suspicious.
Employee Credit Card (eCard)	eCard Use	Does the cardholder need to be present upon use of SM eCard?	Yes.
Employee Credit Card (eCard)	eCard Use	How long will it take to use the SM eCard after suspension?	If the net pay is already at least 30% of the employee's salary. Reactivation of the eCard is after 3-5 banking days.
Employee Credit Card (eCard)	eCard Use	What are the Benefits of SM eCard?	SM eCard Benefits: 1. No membership fee 2. No monthly/annual fee 3. 0% interest 4. 10% off Year-Round in various SM Retail Stores, SM Markets & Establishments, SM Bowling, SM Game Parks, and SM Ice Skating. 5. Serves as emergency Non-Cash Fund. 6. Worry-free payment schedule as it's payable in four (4) consecutive paydays thru salary deduction. 7. Hassle-free application 8. Easy balance inquiry 9. Earn SMAC points with your purchases.
Employee Credit Card (eCard)	eCard Use	Will we experience system offline when using SM eCard?	Yes, this happens but very seldom.
Employee Credit Card (eCard)	eCard Application	How can I activate my SM eCard?	Once received, kindly email HR for eCard activation.
Employee Credit Card (eCard)	eCard Application	When will my SM eCard be available?	Three (3) weeks upon submission of the application forms.
Employee Credit Card (eCard)	eCard Renewal or	What should I do if my SM eCard is already damaged?	Email HR and submit scanned copy of the damage SM eCard.
Employee Credit Card (eCard)	eCard Renewal or	What should I do if I lost my SM eCard?	Call BDO hotline at 8631-8000 and report the lost SM eCard. For replacement, email HR and submit Affidavit of Loss.
Employee Credit Card (eCard)	eCard Renewal or	What should I submit if my SM eCard is already expired?	Email HR and submit a scanned copy of the expired SM eCard.
Employee Credit Card (eCard)	eCard Renewal or	Why is my SM eCard suspended?	SM eCard will be suspended once your net pay is below 30%. It will be reinstated once net pay is back to above 30%.
Employee Credit Card (eCard)	eCard eStatement	What is my SM eCard eStatement of Account (eSOA) password?	Default password is your date of birth in this format: DDMonYYYY (e.g. 01Jan2020).
Employee Credit Card (eCard)	eCard eStatement	How can I receive my SM eCard Statement of Account (eSOA)?	SM eCard eSOA will be sent to your corporate or personal email address.
Employee Credit Card (eCard)	eCard Use	What is the payment terms for SM eCard?	Amortization will be automatically deducted from the employee's salary in four (4) consecutive paydays on the nearest payday after the purchase period.
Employee Credit Card (eCard)	eCard Use	When will the deduction start after purchase?	Purchase Period Start of Deduction 28th-12th of the ff month 20th (DS) / 25th (RA) 13th-27th of the month 05th (DS) / 10th (RA)
SM Saving & Loans Association	Savings	How is savings contribution deducted in SLA?	Semi-monthly thru employee's payroll account.
SM Saving & Loans Association	Loans	How much is one (1) Month Salary Credit?	Department Manager Level Php 75,000 Rank & File Level Php 20,000 or actual salary Senior Manager Level Php 150,000 Supervisor Level Php 25,000 or actual salary

			<p>Technical Staff/Officer/Assistant Manager Level</p> <p>Php 60,000</p> <p>Executive Level</p> <p>Php 300,000</p>										
SM Saving & Loans Association	Membership	How to access my profile in SLA?	<p>1. Log in to https://smsla.com.ph/ 2. Click Portal > Member 3. On Privacy Agreement page, click 'CLICK HERE TO PROCEED TO LOG IN PAGE' button. 4. Enter Username and Password</p> <p>Username = employee initial and employee number and Password = birthdate (mm/dd/yyyy) and last 3 digit of the employee number</p>										
SM Saving & Loans Association	Membership	How to join SLA?	<p>1. Application forms may be requested from the following: - Company/ Branch HR - SLA Coordinators</p> <p>2. Or applicant may simply "Apply On-Line" through this website: https://smsla.com.ph/</p>										
SM Saving & Loans Association	Membership	Is there a membership fee in SLA?	Yes, a one-time membership fee will be deducted in full from the member's payroll in addition to the member's initial capital contribution.										
		How much is the SLA membership fee?	200.00 to be deducted on the first deduction upon filing of membership										
SM Saving & Loans Association	Loans	What are the type of loans in SLA?	<ul style="list-style-type: none"> • Catalog and Commodity • Car Loan • Dividend Loan • Emergency Loan • Fast Cash • Insurance Loan • Real Estate Loan • Salary Loan • Term Loan • Themed Loan • Travel Loan <p>For the loan details and terms, you may access www.smsla.com.ph.</p>										
SM Saving & Loans Association	Savings	What is the maintaining balance for SLA Savings Account?	<table> <thead> <tr> <th>LEVEL</th> <th>MAINTAINING BALANCE</th> </tr> </thead> <tbody> <tr> <td>Executive Officer</td> <td>Php 5,000</td> </tr> <tr> <td>Senior Manager</td> <td>Php 2,000</td> </tr> <tr> <td>Department Mgr/TS/Officer/Supvr</td> <td>Php 1,000</td> </tr> <tr> <td>Rank & File</td> <td>Php 500</td> </tr> </tbody> </table>	LEVEL	MAINTAINING BALANCE	Executive Officer	Php 5,000	Senior Manager	Php 2,000	Department Mgr/TS/Officer/Supvr	Php 1,000	Rank & File	Php 500
LEVEL	MAINTAINING BALANCE												
Executive Officer	Php 5,000												
Senior Manager	Php 2,000												
Department Mgr/TS/Officer/Supvr	Php 1,000												
Rank & File	Php 500												
SM Saving & Loans Association	Savings	When will my cashcard be available?	Standard processing of BDO is 15 banking days. SM SLAI will send the cashcard to HR. Please contact HR.										
SM Saving & Loans Association	Membership	Who can join SLA?	Only regular employees of the accredited member companies within the SM Group of Companies are eligible to join.										
SM Saving & Loans Association	Membership	How to resign as SLA Member?	Submit hardcopy of SLA resignation letter indicating your email, phone number and effectivity date along with your SLA cash card to HR.										
SM Saving & Loans Association	Loans	How will I know if I'm qualified for SLA loan?	SLA member should have at least 3 months of capital contribution.										
SM Saving & Loans Association	Capital Contribut	How will I know if my SLA CAPCON is already available for release?	Email HR and sla-membership.resignations@smretail.com .										
SM Saving & Loans Association	Capital Contribut	Who may claim SLA CAPCON on my behalf and what are the required documents?	Family members/relatives may claim on behalf of the separated employee upon presentation of the following documents: <ul style="list-style-type: none"> 1. Special Power of Attorney 2. Signed Authorization Letter 3. 2 Valid Government IDs of Employee; and 4. 2 Valid Government IDs of Authorized Person. 										
		What is the difference between CAPCON & Savings?	CAPCON (Capital Contribution) is a type of payroll deduction that cannot be withdrawn unless resigned as an SLA member. Savings Contribution can be withdrawn thru SM SLA Cash Card.										
		What is the minimum amount of contribution for CAPCON and Savings?	CAPCON: <table> <tbody> <tr> <td>Executive Officer</td> <td>Php 5,000</td> </tr> <tr> <td>Senior Manager</td> <td>Php 2,000</td> </tr> <tr> <td>Department Mgr/TS/Officer/Supvr</td> <td>Php 1,000</td> </tr> <tr> <td>Rank & File</td> <td>Php 500</td> </tr> </tbody> </table> SAVINGS: 50.00 regardless of Level	Executive Officer	Php 5,000	Senior Manager	Php 2,000	Department Mgr/TS/Officer/Supvr	Php 1,000	Rank & File	Php 500		
Executive Officer	Php 5,000												
Senior Manager	Php 2,000												
Department Mgr/TS/Officer/Supvr	Php 1,000												
Rank & File	Php 500												
		What is the cut off for SAVINGS withdrawal:	withdrawal made on or before 11:00 AM of the day will be credited to SM SLA Cash Card the following working day, after banking hours										
		Can I retain membership upon separation from the company?	Yes, but only for retired employees										
		Does CAPCON and Savings incur interest?	Yes										
		When resigned, is my total CAPCON contributions included in my final pay check?	No, SLA will notify HR once check is available for release.										
SM Advantage/Prestige Card	Features	Where can I use my SM Advantage Card?	<p>Use your SM Advantage Card when you shop at:</p> <ul style="list-style-type: none"> • any SM Store branches • SM Markets • specialty stores, and • other partner merchants <p>and get as many points as you can from shopping to redeem rewards. Just present your SM Advantage Card to the SM Store Cashier/Merchants before any purchase/transaction.</p>										
SM Advantage/Prestige Card	Features	What is the purpose of SM Advantage Card?	SM Advantage Card is the biggest loyalty program in the country with the widest network of stores like SM Store, SM Markets, specialty stores, and other partner merchants where SM Advantage Card members can earn and redeem points every time they shop.										
SM Advantage/Prestige Card	SMAC Points	How do I check my SM Advantage Card rewards?	<p>SM Advantage Card Points earned may be checked through any of the following channels:</p> <ol style="list-style-type: none"> 1. SM Advantage Card mobile app. 2. SM Advantage Card website at https://www.smac.ph. 3. Any SM Retail Partner Cashier counter. 										

	SM Advantage/Prestige Card	SMAC Points	How do I redeem my SM Advantage Card points?	SM Advantage Card points can be used to pay for your purchases at any SM Retail Partner establishment. No minimum amount required to start using those SM Advantage Card points.
	SM Advantage/Prestige Card	SM Advantage Prestige Card	When will an employee be entitled to SM Advantage Prestige Card?	An employee is entitled to SM Advantage Prestige Card once promoted to AVP. Coordinate for the replacement thru HR.
	SM Advantage/Prestige Card	SMAC Points	How long does it take for my SM Advantage Card points to be credited to my account?	It takes fifteen (15) working days after transaction date for points to be reflected on your account. Your transaction history may be viewed via the SM Advantage Card website and SM Advantage Card mobile app.
	SM Advantage/Prestige Card	Activation, Registration & Personalization	How do I log in to SM Advantage Card Website?	Log in via https://www.smac.ph .
	SM Advantage/Prestige Card	SMAC Points	How much do you get for SM Advantage Card points?	** Earn 1 SM Advantage Card point with every Php 200 spend on entertainment and hotels; Php 250 spend at SM Store and other retail partners; Php 500 spend at SM Markets/Waltermart and select retail partners.
	SM Advantage/Prestige Card	SMAC Points	How to use SM Advantage Card points?	1. Members with valid SM Advantage Card may use their unexpired SM Advantage Card points to redeem goods or services at any partner merchants. 2. SM Advantage Card points cannot be exchanged for cash. 3. SM Advantage Card members should keep transaction receipts, which may be required in case of request for points verification by the member.
	SM Advantage/Prestige Card	Renewal	Can I renew expired SM Advantage Card?	To renew your SM Advantage Card, go to any The SM Store Customer Service Counter.
	SM Advantage/Prestige Card	Renewal	How and when do I renew my SM Advantage/Prestige Card membership?	Employee can renew their SM Advantage Card membership as early as three (3) months before your account's expiration date. Just go to any The SM Store Customer Service Counter. All unused points will be carried over to your new card if you renew not later than three (3) months from your expiration date. Otherwise, all unused points will expire. For SM Advantage Prestige Card membership, renewal will be automatic provided that employee maintain the minimum spending requirement of Php 150,000 at SM Store and other SM Retail partners. Your spending will be reviewed every December of the current calendar year.
	SM Advantage/Prestige Card	Defective, Lost and Damaged Card	What do I do if my SM Advantage/Prestige Card gets lost?	Block your card through the SM Advantage Card website via SM Advantage Card.ph or the mobile app. You may also email them at https://helpdesk.SMAAdvantageCard.ph/ or feedback@smaadvantage.com with the following information: 1. Name on Card 2. Date of Birth 3. Mobile Number 4. Email Address Visit the Customer Service Counter of any SM Store branch for your replacement. A fee of Php 80 shall apply. Remaining points from your lost card will be automatically transferred to your new card.
	SM Advantage/Prestige Card	SMAC Points	Is there a minimum purchase amount required to earn SM Advantage Card points?	No, just present your card at the Cashier to earn SM Advantage Card points.
	SM Advantage/Prestige Card	SMAC Points	What can I redeem with SM Advantage Card points?	Through SM Advantage Card, you get to shop with points, get discounts, and enjoy freebies with brands that fit your lifestyle. So whether you're shopping for your fashion staples or beauty essentials, stocking up on grocery needs, or even furnishing your home, you can SM Advantage Card it!
	SM Advantage/Prestige Card	Activation, Registration & Personalization	How do I update my SM Advantage Card membership information?	Update your personal information thru Employee Action Portal (EAP). Changes will be automatically updated in SM Advantage Card database every 6th day of the month.
	SM Advantage/Prestige Card	Activation, Registration & Personalization	I just changed my marital status. How do I apply for a new card with my new surname?	Update your personal information thru Employee Action Portal (EAP) on or before end of the month , visit the Customer Service Counter of any SM Store branch and present a valid ID reflecting both your old and new surnames beginning 6th day of the following month. The replacement fee is Php 80.00.
	SM Advantage/Prestige Card	Defective, Lost and Damaged Card	What do I do in case my card becomes defective?	SM Advantage Card carries a three-month warranty (from date of activation) against faulty magnetic strips, during which no fee will be charged for card replacement. After the three-month warranty period, a replacement fee of P80 shall apply. The warranty does not cover damage resulting from abuse, misuse and negligence on the part of the member (i.e. folded, warped, or scratched, etc.).
	SM Advantage/Prestige Card	Defective, Lost and Damaged Card	How and when will I get my replacement card if my SM Advantage Card gets defective?	File for replacement through the SM Advantage Card website via www.SMAdvantageCard.ph or the SM Advantage Card mobile app, or visit the Customer Service Counter of any The SM Store branch and your card will be ready within a few minutes.
Company Privileges			Is there a free SMAC for SM employees	Yes, for regular employees only, you may contact HR for the card number upon regularization.
	ePaylip	Access my ePaylip	How to access ePaylip portal?	1. Go to https://hrsuite.smretailinc.com/HRSuite/Login and click ePaylip upon login. 2. Should be connected to SM Network. 3. Must have an updated Google Chrome or Internet Explorer. 4. Must have Adobe PDF Reader installed to view your Payslip.
	ePaylip	Access my ePaylip	My ePaylip account is blocked, what should I do?	Click 'Forgot Password' to unlock your account and follow the steps to change your password.
	ePaylip	Access my ePaylip	My ePaylip account is terminated, what should I do?	Send HR an accomplished Helpdesk Template to request for password reset.
	ePaylip	Access my ePaylip	When will access in ePaylip be terminated?	Access will be terminated on the effective date of the employee's separation.

ePayslip	Access my ePayslip	Why can I no longer access my ePayslip after I was promoted to Senior Manager?	Instructions on how to access your ePayslip in the Executive ePayslip Portal will be sent to your corporate email address listed in the Employee Action Portal (EAP). Please coordinate with HR if you did not receive the email instructions.
ePayslip	Access my ePayslip	Why can't I log in to my ePayslip account?	Ensure that you have entered your correct SSS Number and nominated password upon login. If error persists, raise the concern to HR and provide a screenshot of the encountered error.
ePayslip	Access my ePayslip	Why can't I access the ePayslip portal?	1. Make sure you are connected to the SM Network. 2. If you are connected to the SM Network but still cannot access the portal, send an email to HR (with a screenshot) for further assistance and resolution.
ePayslip	Change/Forgot Password	How to change my password?	<p>1. Log in to your ePayslip account. 2. Click 'Change Password' 3. Fill out Current Password and New Password. (<i>Should have: at least 6 characters with one uppercase, one lowercase, one number, one special character (eg:*, #, +,), -)</i> EG: SM@60yehay 4. Click 'Change' to save your changes</p> <p>Note: Previous payslips will still be viewable using your old password, or you can regenerate and view it them using your new password.</p>
ePayslip	Change/Forgot Password	What will I do if I forgot my password?	<p>1. Log in to your ePayslip account. 2. Click 'Forgot Password' and encode your SSS Number in the provided field 3. If you have a corporate email: Instructions to reset your password will be sent accordingly. 4. If you do not have a corporate email: Answer any of the three security questions correctly, and the system will prompt you to nominate a new password.</p>
ePayslip	Manage my ePayslip	How to forward ePayslip to personal account?	<p>1. Log in to your ePayslip account. 2. Click 'View ePayslip' 3. Select the payslip you wish to send to your personal email. Question: Can we state that only payslips from the last 4 cutoffs may be viewed or regenerated? 4. Encode your personal email address in the provided field and click 'Send'; a confirmation message will appear.</p> <p>Note: Only payslips from the last 4 cutoffs are available for viewing and regenerating.</p>
ePayslip	Manage my ePayslip	How to regenerate ePayslip?	<p>1. Log in to your ePayslip account 2. Click 'View ePayslip' 3. Select the cut-off you wish to regenerate in the Payroll field under 'Regenerate ePayslip'. 4. Click 'Submit'. The ePayslip will be sent to your personal email within 24 hours.</p>
ePayslip	Manage my ePayslip	Why can't I open/view my ePayslip file?	1. For previously generated ePayslip, use your old password; or 2. You may regenerate ePayslip in the portal to view them using your new password.
ePayslip	Register my ePayslip	How can I receive my temporary password?	<p>1. If you have a corporate email address, you will receive an email notification with subject title "ePayslip change temporary password" with provided URL, your SSS number, and temporary password. 2. If you do not have a corporate email address, HR will provide a copy of your temporary password.</p>
ePayslip	Register my ePayslip	What should I do if I cannot register or change my temporary password?	<p>1. Make sure that you entered the correct 10 digit SSS number. 2. Make sure that you encoded the correct temporary password and new password. (Should have: at least 6 characters with one uppercase, one lowercase, one number, one special character (eg:*, #, +,), -). EG: SM@60yehay</p>
ePayslip	Register my ePayslip	What if I don't have an access to ePayslip portal?	Coordinate with HR.
	Register my ePayslip	What is the retention period of ePayslip?	Only ePayslips from the last 4 (four) cutoffs are available for viewing and regeneration.
	Register my ePayslip	What does "ADI" in ePayslip mean?	'ADI' stands for adjustment.
	Register my ePayslip	What is adjustment?	Adjustment is either deduction or addition to salary.
	Final Pay	How can I check the status of my Final Pay?	HR will send an email once Final Pay status is already for acknowledgment.
	Final Pay	How many days will it take before my Final Pay is released?	Final Pay should be released within thirty (30) calendar days once cleared from all accountabilities.
	Exit Interview	When is the schedule of my exit interview?	Employee should answer the Exit Management System (EMS) exit interview two (2) working days before effective date of separation.
	Final Pay	When will my Final Pay be credited to my payroll account?	Crediting will be on the nearest Monday or Wednesday upon HR's receipt of duly signed Employee Separation Clearance Form.

Final Pay		What is included in my Final Pay?	Total amount of the following less Accountabilities, if any: <ul style="list-style-type: none"> • Seasonal <ul style="list-style-type: none"> - Pro-rated 13th Month Pay (if worked at least 26 days) - Last salary based on attendance • Probationary <ul style="list-style-type: none"> - Pro-rated 13th Month Pay (if worked at least 26 days) - Last salary based on attendance - Tax refund, if any • Regular <ul style="list-style-type: none"> - Pro-rated 13th Month Pay - Last salary based on attendance - Tax refund, if any - Unused Vacation and Sick Leaves, if any - Gratuity Pay, if qualified 																						
Final Pay		How will I get my Final Pay? How will I claim my Final Pay if my payroll ATM card has been lost/damaged?	Crediting of Final Pay to payroll account as follows In case of lost/damaged ATM please coordinate with HR.																						
Gratuity Pay	Computation and Qualification	For Gratuity Pay, how do you compute for tax?	Please refer to table below (as per CON-O-005-2023 dated Jan 23, 2023): <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; width: 30%;">TAXABLE INCOME</th> <th style="text-align: center; width: 30%;">TO (2023 ONWARDS)</th> </tr> <tr> <th style="text-align: center;">OVER</th> <th style="text-align: center;">BUT NOT OVER</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Php 250,000</td> <td style="text-align: center;">Php 250,000</td> <td style="text-align: center;">0%</td> </tr> <tr> <td style="text-align: center;">Php 400,000</td> <td style="text-align: center;">Php 400,000</td> <td style="text-align: center;">15% of excess over Php 250,000</td> </tr> <tr> <td style="text-align: center;">Php 800,000</td> <td style="text-align: center;">Php 2,000,000</td> <td style="text-align: center;">Php 22,500 + 20% of excess over Php 400,000</td> </tr> <tr> <td style="text-align: center;">Php 2,000,000</td> <td style="text-align: center;">Php 8,000,000</td> <td style="text-align: center;">Php 102,500 + 25% of excess over Php 800,000</td> </tr> <tr> <td style="text-align: center;">Php 8,000,000</td> <td></td> <td style="text-align: center;">Php 402,500 + 30% of excess over Php 2,000,000</td> </tr> <tr> <td></td> <td></td> <td style="text-align: center;">Php 2,202,500 + 35% of excess over Php 8,000,000</td> </tr> </tbody> </table> <p>To Illustrate:</p> <p>Gross Amount of Gratuity Pay: Php 700,000.00</p> <p>Php 22,500 + 20% of excess over 400,000 Php 22,500 + 0.2 (Php 700,000 - Php 400,000) Php 22,500 + Php 60,000</p> <p>Amount of Tax = Php 82,500</p>	TAXABLE INCOME	TO (2023 ONWARDS)	OVER	BUT NOT OVER	Php 250,000	Php 250,000	0%	Php 400,000	Php 400,000	15% of excess over Php 250,000	Php 800,000	Php 2,000,000	Php 22,500 + 20% of excess over Php 400,000	Php 2,000,000	Php 8,000,000	Php 102,500 + 25% of excess over Php 800,000	Php 8,000,000		Php 402,500 + 30% of excess over Php 2,000,000			Php 2,202,500 + 35% of excess over Php 8,000,000
TAXABLE INCOME	TO (2023 ONWARDS)																								
OVER	BUT NOT OVER																								
Php 250,000	Php 250,000	0%																							
Php 400,000	Php 400,000	15% of excess over Php 250,000																							
Php 800,000	Php 2,000,000	Php 22,500 + 20% of excess over Php 400,000																							
Php 2,000,000	Php 8,000,000	Php 102,500 + 25% of excess over Php 800,000																							
Php 8,000,000		Php 402,500 + 30% of excess over Php 2,000,000																							
		Php 2,202,500 + 35% of excess over Php 8,000,000																							
Gratuity Pay	Qualification	Can the 15 or 30 days notice period be extended for Gratuity Pay entitlement?	Yes, if ... <ul style="list-style-type: none"> • Employee is sick as confirmed by the Company Physician/Nurse. Confirmation may no longer necessary if ailment required hospitalization. • Force majeure conditions • Emergency due to death or sickness of immediate family member: <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; width: 50%;">SICKNESS</th> <th style="text-align: center; width: 50%;">DEATH</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Spouse, if married</td> <td style="text-align: center;">Spouse, if married</td> </tr> <tr> <td style="text-align: center;">Parents</td> <td style="text-align: center;">Parents</td> </tr> <tr> <td style="text-align: center;">Legitimate or Legitimated child/ren</td> <td style="text-align: center;">Legitimate or Legitimated child/ren</td> </tr> <tr> <td></td> <td style="text-align: center;">Siblings</td> </tr> </tbody> </table> <p>Note: Notice Period refers to the number of days of continuous work required of a resigning employee for purposes of availment of the gratuity pay benefit. Excluded from the counting will be work on day/s-off.</p>	SICKNESS	DEATH	Spouse, if married	Spouse, if married	Parents	Parents	Legitimate or Legitimated child/ren	Legitimate or Legitimated child/ren		Siblings												
SICKNESS	DEATH																								
Spouse, if married	Spouse, if married																								
Parents	Parents																								
Legitimate or Legitimated child/ren	Legitimate or Legitimated child/ren																								
	Siblings																								
Gratuity Pay	Qualification	Can the 15 or 30 days notice period be waived for Gratuity Pay entitlement?	Waiver notices may be granted by the Company Head or his designate if the concerned employee incurs the absence/s due to sickness rendering him physically incapacitated to report for work and/or requiring prolonged absence; provided further that the case is confirmed by the Company Physician.																						
Gratuity Pay	Qualification	Can the Gratuity Pay of an employee be forfeited?	Yes, if ... <ul style="list-style-type: none"> • Employee is terminated for cause resulting from violation/s of Company's Code of Conduct or offense/s against the law. • Non-compliance by the resigning employee to the conditions of availment shall mean he is waiving his right to avail of the company-granted gratuity pay benefit. • Termination due to medical reasons preventing the employee to work for more than six (6) months as certified by a Public Health Physician and confirmed by Company Physician. Instead of Gratuity Pay, subject to Management approval, employee shall be entitled to termination pay equivalent to at least one-half (1/2) month's pay for every year of service, a fraction of six (6) months being considered as one whole year. <p>Note: Notice Period refers to the number of days of continuous work required of a resigning employee for purposes of availment of the gratuity pay benefit. Excluded from the counting will be work on day/s-off.</p>																						
Gratuity Pay	Computation and Qualification	How to compute Length of Continuous Service?	Tenure shall be no less than five (5) years of continuous service (in full-time equivalent for part-timers and week-enders) reckoned or counted from the employee's date of hire up to the last day of work.																						
Gratuity Pay	Computation and Qualification	In case an employee-payee dies, who may claim the Gratuity Pay on his/her behalf?	His legal beneficiaries may claim the benefit upon presentation of proof of relationship/s with the deceased employee-payee (e.g. Marriage Certificate/Birth Certificate) and valid Identification Cards (IDs).																						
Gratuity Pay	Computation and Qualification	In case of physical inability or incapacity, who may claim Gratuity Pay on behalf of the employee?	Employee may authorize a representative to do so through a Special Power of Attorney (SPA) document. <i>Note: To confirm data in the SPA, the authorized representative shall likewise bring valid Identification Card/s (IDs) and that of the employee-payee .</i>																						
Gratuity Pay	Computation and Qualification	What is Gratuity Pay?	Refers to the company-initiated benefit given to a regular employee who is voluntarily separated from the Company in recognition of his loyalty and continuous service.																						

	Gratuity Pay	Computation and Qualification	What is the monetary equivalent of Gratuity Pay?	Shall be based on a regular employee's last basic daily rate at the time of his voluntary resignation from the Company subject to tax.												
				<p>YEARS OF CONTINUOUS SERVICE COMPUTATION</p> <table> <tbody> <tr><td>5 years to < 6 years</td><td>50% x 15 days x last basic daily rate x 5 years</td></tr> <tr><td>6 years to < 7 years</td><td>60% x 15 days x last basic daily rate x 6 years</td></tr> <tr><td>7 years to < 8 years</td><td>70% x 15 days x last basic daily rate x 7 years</td></tr> <tr><td>8 years to < 9 years</td><td>80% x 15 days x last basic daily rate x 8 years</td></tr> <tr><td>9 years to < 10 years</td><td>90% x 15 days x last basic daily rate x 9 years</td></tr> <tr><td>10 years or more</td><td>100% x 15 days x last basic daily rate x Length of Service (OS)</td></tr> </tbody> </table>	5 years to < 6 years	50% x 15 days x last basic daily rate x 5 years	6 years to < 7 years	60% x 15 days x last basic daily rate x 6 years	7 years to < 8 years	70% x 15 days x last basic daily rate x 7 years	8 years to < 9 years	80% x 15 days x last basic daily rate x 8 years	9 years to < 10 years	90% x 15 days x last basic daily rate x 9 years	10 years or more	100% x 15 days x last basic daily rate x Length of Service (OS)
5 years to < 6 years	50% x 15 days x last basic daily rate x 5 years															
6 years to < 7 years	60% x 15 days x last basic daily rate x 6 years															
7 years to < 8 years	70% x 15 days x last basic daily rate x 7 years															
8 years to < 9 years	80% x 15 days x last basic daily rate x 8 years															
9 years to < 10 years	90% x 15 days x last basic daily rate x 9 years															
10 years or more	100% x 15 days x last basic daily rate x Length of Service (OS)															
	Gratuity Pay	Computation and Qualification	What is the required notice period to qualify for Gratuity Pay?	<p>For SMRI/SM Fashion/Shoemart/SM Store:</p> <ul style="list-style-type: none"> • Fifteen (15) working days for Rank & File and Supervisory employees; or • Thirty (30) working days for Technical Staff/Officers, Department/Division Managers and Executives. <p>For other RA Companies:</p> <ul style="list-style-type: none"> • Fifteen (15) working days for all levels <p>Note: Notice Period refers to the number of days of continuous work required of a resigning employee for purposes of availment of the gratuity pay benefit. Excluded from the counting will be work on rest days.</p>												
	Gratuity Pay	Computation and Qualification	When is Gratuity Pay non-taxable?	Gratuity Pay is non-taxable if reason for separation are: <ul style="list-style-type: none"> • death • retrenchment/redundancy • retirement 												
	Gratuity Pay	Computation and Qualification	When will my Gratuity Pay be credited to my payroll account?	At least fifteen (15) working days from acknowledgment of final pay.												
	Gratuity Pay	Qualification	Who is qualified for Gratuity Pay?	Regular employee who have rendered at least five (5) years of continuous service with the Company and have satisfied the gratuity pay condition following the required notice period.												
	Gratuity Pay/Conditions of Availment	Qualification	When does the counting of working days' officially starts?	Day after the letter was accepted by the employee's Immediate Head or by his Department/Division Manager. <i>Note: In case the number of worked days exceeds the required notice period, the last 15 or 30 days as the case may be, shall be the basis for determining notice period served.</i>												
Final/Separation Pay	SSS Sickness	Sickness Application	How can I check the status of my SSS sickness benefit?	Access SSS member portal https://member.sss.gov.ph and go to Inquiry tab, and click Sickness/Maternity Claim Info.												
	SSS Sickness	Sickness Benefits	How is SSS Sickness benefit computed?	The amount of the member's daily sickness benefit allowance is equivalent to ninety percent (90%) of his/her average daily salary credit (ADSC). Exclude the semester of contingency. A semester refers to two (2) consecutive quarters ending in the quarter of sickness.												
	SSS Sickness	Sickness Application	How long does SSS approve sickness benefit?	Within ten (10) to thirty (30) working days. However, this may be extended depending on the evaluation/verification of submitted documents to SSS.												
	SSS Sickness	Sickness Benefits	What happens to the unused portion of the allowable 120 days sickness benefit?	It cannot be carried forward and added to the total number of allowable compensable days for the following year.												
	SSS Sickness	Sickness Benefits	What if the sickness or injury still persists after 240 days?	The claim will be considered as disability claim.												
	SSS Sickness	Sickness Benefits	What is the maximum SSS Sickness benefit on the account of same illness?	It shall not be paid for more than two hundred forty (240) days.												
	SSS Sickness	Sickness Benefits	How will I get claim my SSS Sickness Benefit?	It will be credited to payroll account. HR will notify on the crediting date.												
	SSS Sickness	Sickness Benefits	How and when can I receive my SSS Sickness Benefit and the expected date of payment?	Upon submission of updated duly approved Leave of Absence Request Form (LOARF) to HR two (2) weeks prior expected date of delivery (EDD). Crediting on payroll account is every Monday.												
	SSS Sickness	Sickness Benefits	What are the requirements needed to submit? avail SSS Sickness Benefit	Accomplished Sickness Notification form; LOARF (leave form); Any medical/Laboratory results: The following are the requirements for submission to HR: <ul style="list-style-type: none"> • Accomplished Sickness Notification Form (SNF) • Accomplished Leave of Absence Request Form (LOARF) duly approved by Immediate Head and • Medical/laboratory results 												
	SSS Employee's Compensation	SSS EC Benefits Program		Provided to an employee who suffers from a permanent partial or permanent total disability as a result of a work-related contingency arising out of employment												
	SSS Employee's Compensation	SSS EC Claim	What are the documents and forms to be accomplished for Employees' Compensation claim for Death?	<p>Required document/s are as follows:</p> <ol style="list-style-type: none"> 1. Certificate of Employment signed by the employer or his authorized representative including the description of actual duties and responsibilities performed by the worker at the time of contingency. 2. Certified true copy of the page of company logbook containing the entry for the particular sickness or accident. 3. Medical findings of the attending doctor or the hospital records (certified true copy of the original) <p>For Death Claim:</p> <ul style="list-style-type: none"> • Death certificate • Marriage contract, if married • Birth certificate of the deceased worker, if single. • Birth certificate of child/ren below 21 years old (all of which shall be certified true copies issued by the Philippine Statistics Authority (PSA)). <p>Accomplish the following forms:</p> <ol style="list-style-type: none"> 1. Death, Disability and Retirement (DDR) Form for Death (DDR-1) 2. Filer's Affidavit 3. Death, Disability and Retirement (DDR) Savings Account Form 4. Report of Death (EC Form BPN-105) 												

SSS Employee's Compensation	SSS EC Claim	What are the documents and forms to be accomplished for Employees' Compensation claim for Accident/Sickness?	<p>Required document/s are as follows:</p> <ol style="list-style-type: none"> Certificate of Employment signed by the employer or his authorized representative including the description of actual duties and responsibilities performed by the worker at the time of contingency. Pre-employment medical check up done by the company or in its absence, a certification by the company that the worker is physically fit when hired. <p>Accomplish the following forms:</p> <ol style="list-style-type: none"> Employees' Notification (SSS Form B300) Sickness/Accident Report (SSS Form B309) Sickness Benefit Application (for separated members) (SSS Form CLD-9A, if applicable)
SSS Employee's Compensation	SSS EC Claim	What are the documents needed to file for Employees' Compensation benefits for Injury Claim?	<p>For Injury Claim:</p> <ol style="list-style-type: none"> Accident report signed by the worker's immediate Head and by the HR Head if the accident happened within the company premises. Police report is needed if the accident happened outside the company premises.
SSS Employee's Compensation	SSS EC Claim	What are the forms to be accomplished for Employees' Compensation claim for Disability?	<p>For Disability Claim:</p> <ol style="list-style-type: none"> Death, Disability and Retirement Claim Form (DDR-1) Medical Certificate (SSS Form MMD-102) Death, Disability and Retirement (DDR) Savings Account Form
SSS Employee's Compensation	SSS EC Claim	What are the forms to be accomplished for Employees' Compensation claim for Medical Reimbursement?	<p>For Medical Reimbursement Claim: (after the EC sickness/accident/disability, death claim has been approved by SSS):</p> <ol style="list-style-type: none"> EC Medical Reimbursement Benefit Application (EC Form B301) (pages 1 & 2)
SSS Employee's Compensation	SSS EC Availment	Should SL credits be consumed first before availing the Employees' Compensation (EC) claims?	<p>No need to consume sick leave or other similar benefits before EC temporary or permanent disability can be filed.</p> <p>Considering that compulsory coverage of the employees starts on the first day of employment, EC claim may be filed regardless of the presence or absence of the sick-leave credits.</p>
SSS Employee's Compensation	SSS EC Availment	What is the first step before an employee could avail an Employees' Compensation (EC) claims?	<p>The employee should notify his/her employer of his/her sickness or injury within five days from the occurrence of the contingency.</p> <p>Notice to the employer is not necessary if the contingency occurred during working hours, at the place of work and with the knowledge of the employer or his/her representative.</p>
SSS Employee's Compensation	SSS EC Availment	When shall Employees' Compensation (EC) claims be availed?	<p>EC claims must be filed within a period of three years.</p> <ul style="list-style-type: none"> In case of Sickness - from the last confinement, in case of multiple confinements due to the same illness, or from the last time the employee was unable to report for work due to illness, whichever is applicable; In case of Injury - from the time of the incident; In case of Death - from the date of death.
SSS Employee's Compensation	SSS EC Availment	Where to avail Employees' Compensation claims?	<p>Employee to submit required documents to Company HR which they will process online thru SSS Portal. It should be emphasized that the <u>claim is for EC benefits</u>.</p> <p>The claim should be filed within three (3) years from the date of the occurrence of the contingency (sickness, injury or death).</p>
SSS Employee's Compensation	SSS EC Availment	Who may avail the Employees' Compensation (EC) claims?	The employee or any member of his/her family can file for the EC benefits claim with SSS thru Company HR.
SSS Employee's Compensation	SSS EC Benefits Program	Medical Benefits	Reimbursement of the cost of medicine for the illness or injury, payment to providers of medical care, hospital care, surgical expenses and the costs of appliances and supplies. The medical services are limited to ward services during confinement.
SSS Employee's Compensation	SSS EC Benefits Program	Medical Reimbursement Can an employer claim for Employees' Compensation (EC) medical reimbursement?	The employer may claim for EC medical reimbursement in case he/she paid for the medical or hospitalization expenses of the employee with work-related sickness or injury.
SSS Employee's Compensation	SSS EC Benefits Program	What are the benefits under the Employees' Compensation Program?	<p>The benefits are the following:</p> <ol style="list-style-type: none"> Loss of income benefit Medical benefits Rehabilitation Services Carer's allowance and Death benefits which includes funeral and EC death pension; granted to beneficiaries of an employee who died as a result of compensable sickness or injury
SSS Employee's Compensation	SSS EC Availment	What if the claim for Employees' Compensation (EC) benefits was denied at the SSS branch?	<p>The claimant may file a motion for reconsideration with the SSS Main Office - East Ave., Diliman, Quezon City, as the case may be.</p> <p>If still denied, he/she may appeal the System's decision to the Employees' Compensation Commission within 30 days from receipt of the System's decision.</p>
SSS Employee's Compensation	SSS EC Benefits Program	What is the Employees' Compensation Program of SSS?	<p>Any work-connected injury or sickness, resulting to disability or death of a covered employee is compensable under the Employees' Compensation (EC) Program.</p> <p>Hence, when an illness/injury is considered work-connected, the member is entitled to both SS and EC benefits, provided that the qualifying conditions for availment are met.</p>
SSS Employee's Compensation	SSS EC Coverage	When is an accident considered to have "risen out of and in the course of employment"?	<p>An accident may be considered to have risen out of and in the course of employment when it happened:</p> <ul style="list-style-type: none"> at the workplace; while performing official functions; outside of the workplace, but performing an order/instruction of the employer; when going to or coming home from work; while ministering to personal comfort; while in a company shuttle bus; or during a company sponsored activity

SSS Employee's Compensation	SSS EC Coverage	When shall coverage of the employees under the Employees' Compensation (EC) Program starts?	It starts from the first day of employment.
SSS Employee's Compensation	SSS EC Coverage	Who are considered as qualified beneficiaries of the Employees' Compensation (EC) Program?	<p>The beneficiaries shall either be primary or secondary, and determined at the time of the employee's death.</p> <p>Primary beneficiaries are as follows:</p> <ul style="list-style-type: none"> • The legitimate spouse living with the employee, or a legitimate spouse separated with the employee at the time of the employee's death until he/she remarries; and • Legitimate, legitimated, legally adopted or acknowledged natural children, who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided that he/she is incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquired during minority. <p>Secondary beneficiaries are as follows:</p> <ul style="list-style-type: none"> • The legitimate parents wholly dependent upon the employee for regular support; • The legitimate descendants and illegitimate children who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided he/she is incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquired during minority. <p>Primary beneficiaries shall have priority claim to death benefits over secondary beneficiaries. Whenever there are primary beneficiaries, no death benefit shall be paid to his/her secondary beneficiaries.</p>
SSS Employee's Compensation	SSS EC Coverage	Who pays the Employees' Compensation (EC) contribution?	Contributions are paid in full by the employer.
SSS Employee's Compensation	SSS EC Benefits Program	What is Employees' Compensation (EC) Rehabilitation Services?	Employee Compensation (EC) Rehabilitation Services refers to the provision of remedial treatment, vocational assessment, and preparation which is designed to meet the individual needs of each handicapped employee to restore him to suitable employment and to help each Person with Work-Related Disability (PWD) to develop his/her mental, vocational, or social potential.
SSS Sickness	Sickness Applicant	What are the qualifying conditions for filing an SSS Sickness benefit claim?	<p>Qualifying conditions are:</p> <ul style="list-style-type: none"> • unable to work and is confined either in a hospital or at home for at least four (4) days • has paid at least three (3) months of contributions within the 12-month period immediately before the semester of sickness or injury • has used up all company sick leaves with pay for the current year • has duly notified his/her employer within five (5) calendar days after the start of home confinement or one (1) year from date of discharge after hospital confinement. • has an unused portion of the allowable 120 days SSS Sickness Benefit. <p>Note: Prior availment of SSS Sickness Benefit, Company Sick Leave credits should already be exhausted.</p>
SSS Sickness	Sickness Applicant	What are the rules on notification for home confinement?	<p>Employee has to file within five (5) calendar days after the start date of home confinement.</p> <p>Note: Non-compliance to the prescribed period of filing Sickness Notification may result to reduction or denial of the claim.</p>
SSS Sickness	Sickness Applicant	What are the rules on notification for hospital confinement?	<p>Notification for hospital confinements can be done within one (1) year from the date of hospital discharge.</p> <p>Note: Non-compliance to the prescribed period of filing Sickness Notification may result to reduction or denial of the claim.</p>
SSS Sickness	Sickness Applicant	What if I fail to notify my employer within five (5) calendar days after the start of my home confinement?	Non-compliance to the prescribed period of filing Sickness Notification may result to reduction or denial of the claim.
SSS Salary Loan	Salary Loan Deductible	Can I request HR to deduct my previous SSS Salary Loan that is beyond one (1) year?	Yes, HR can accommodate maximum of 12 months deduction only, otherwise, employee should go directly to any SSS Branch to settle loan balance.
SSS Salary Loan	Salary Loan Deductible	How will the overpayment in SSS Salary Loan be refunded?	Any overpayment on a previous loan shall be applied to the subsequent loan, if any. Otherwise, the overpayment shall be refunded upon direct request of the member-borrower to SSS.
SSS Salary Loan	Salary Loan Deductible	How will the unpaid SSS Salary Loan be deducted from benefits?	<ol style="list-style-type: none"> 1. In case of default, the arrears/unpaid loan shall be deducted from the benefits claimed by the member, whichever comes first, as follows; • Deductions shall be from short-term benefits (Sickness/Maternity/Partial Disability). 2. In case of member-borrower's death, total disability or retirement under Social Security Act, the entire amount or any of unpaid amount of the loan as well as the interest and penalty thereon, if any, shall be deducted from the corresponding benefit.
SSS Salary Loan	Salary Loan Deductible	What is the payment term for SSS Salary Loan?	The loan shall be payable within two (2) years in twenty four (24) monthly installments.
SSS Salary Loan	Salary Loan Deductible	What is the SSS Salary Loan schedule of payment?	The monthly amortization shall start on <u>2nd month following the date of loan</u> , which is due on or before the payment deadline.
SSS Salary Loan	Salary Loan Renewable	When can the SSS Salary Loan be renewed?	<p>Statement of Account (SOA) should be provided by the employee immediately to HR upon approval of the loan else corresponding penalty may be charged.</p>
SSS Salary Loan	Salary Loan Term	How can I terminate my SSS Loan deduction?	<p>Renewal shall be allowed after payment of at least fifty percent (50%) of the original principal amount and at least fifty percent (50%) of the term has lapsed.</p> <p>Proceeds of renewal loan is any amount greater than or equal to zero as long as the outstanding balance on the previous loan is deducted.</p>
SSS Salary Loan	Salary Loan Term	How can I terminate my SSS Loan deduction?	<ol style="list-style-type: none"> 1. For full termination of existing loan, employee should zero out the amount of loan balance. 2. If employee will file for reloan, fifty percent (50%) or one (1) year equivalent should have been paid. Submit your updated SOA to HR where zero amount of obligation is indicated.
SSS Maternity	Maternity Benefit	How is maternity pay calculated?	Add up the total amount paid in the calculation period and divide it by the number of weeks it represents (usually eight).
SSS Maternity	Maternity Benefit	Can I claim sickness and maternity benefits at the same time?	For the first six weeks, Statutory Maternity Pay (SMP) is paid at 90% of employees' normal earnings in the reference period. For further queries, contact HR.
SSS Maternity	Maternity Benefit	How will it be computed if there is an overlapping maternity benefit claims?	Payment of maternity benefit disqualifies the employee automatically from availing of sickness benefit for the same period for which maternity benefit have been received.
SSS Maternity	Maternity Benefit	How will it be computed if there is an overlapping maternity benefit claims?	The amount of benefit corresponding to the period where there is an overlap shall be deducted from the current maternity benefit claim.

SSS Maternity	Maternity Benefit	How many days before I get my maternity benefit?	Maternity benefit must be advanced by the employer to the employee within thirty (30) days from the filing of the maternity leave application.
SSS Maternity	Maternity Benefit	Can I claim my SSS maternity benefit without maternity notification?	<p>SSS Maternity cash advance is no longer applicable. The female worker shall still receive her maternity benefits even if she failed to notify her employer of her pregnancy due to late filing, but it shall be subject to the guidelines prescribed by the SSS.</p> <p>Employee to submit the following requirements to HR:</p> <ul style="list-style-type: none"> • MAT 1 (SSS Maternity Notification Form) at least sixty (60) days from date of conception. • Authority to Deduct Form • Leave Of Absence Request Form (LOARF) • Allocation of Maternity Leave Credits Form • An ultrasound as evidence of pregnancy or Doctor's certificate indicating the expected date of delivery (EDD).
SSS Maternity	Maternity Benefit	How will I know if my maternity benefit is approved?	Verification of status of claim may be made thru the SSS Website at www.sss.gov.ph or contact their Call Center at 8920-6646 to 55.
SSS Maternity	Maternity Benefit	Is maternity benefit different from employee's salary?	Female employees availing the maternity leave shall receive SSS maternity benefit based on the prescribed computation of SSS itself and the salary difference, if any, between the average regular wages rate for the entire duration of maternity leave and SSS benefit.
SSS Maternity	Maternity Benefit	For multiple childbirth, will the maternity benefit be multiplied based on the number of child?	A woman shall be granted only one maternity benefit, regardless of the number of offspring/children per delivery.
SSS Maternity	Maternity Leave	How many days can an SSS member extend their Maternity Leave?	<p>On top of the mandatory one hundred five (105) days (Expanded Maternity Leave Law or EMLL) of paid leave, SSS members who gave birth may choose to extend their Maternity Leave for <u>thirty (30) additional days without pay</u>.</p> <p>Employee to notify her employer in writing at least forty five (45) days before the end of Maternity Leave.</p>
SSS Maternity	Maternity Benefit	How many children are covered by SSS maternity benefit?	<p>There is no limit to the number of times the benefit can be availed for childbirth or miscarriages, unlike before, where SSS only pays up to four (4).</p> <p>The maternity benefit shall only be paid once for every delivery or pregnancy regardless of the number of babies.</p>
SSS Maternity	Maternity Benefit	Is the Maternity Leave applicable only to married women?	No, Maternity Leave can be availed regardless of the civil status of the woman who gave birth or suffered miscarriage or emergency termination of pregnancy.
SSS Maternity	Maternity Benefit	How will I know if HR already notified SSS of my pregnancy/maternity?	Access SSS member portal https://member.sss.gov.ph and go to Inquiry tab, and click Sickness/Maternity Claim Info.
SSS Maternity	Maternity Benefit	When can the employee apply for maternity cash advance and the expected date of payment?	<p>At least two (2) weeks prior expected date of delivery (EDD), employee shall submit to HR the following accomplished forms to avail the advanced SSS Maternity Benefit</p> <ul style="list-style-type: none"> • Leave of Absence Request Form (LOARF) - to document the Maternity Leave duration • Authority To Deduct (ATD) - to authorize the company to deduct the maternity benefit advances once the employee failed to submit the SSS Maternity Benefit Reimbursement Requirements <p>Rank and File to Department Manager:</p> <p>Crediting to employee's payroll account will be on the nearest payday from the start date of Maternity Leave.</p> <p>To illustrate:</p> <p style="color: red;">Expected Date of Delivery - Dec 15, 2024 Date of submission of documents to HR - Dec 01, 2024 Duration of ML - Dec 15, 2024 to Mar 30, 2025 Crediting Date - Dec 20, 2024 (SMRI/SM Store/Shoemart Inc) Dec 25, 2024 (RA)</p> <p>Senior Manager & Executive Officers:</p> <p>Crediting to payroll account from date of delivery will be as follows:</p> <ul style="list-style-type: none"> • SSS cash advance will be on the nearest Monday • Salary differential will be on the nearest payday from date of submission (if any)
SSS Maternity	Maternity Benefit	What are the list of requirements for maternity notification?	Employee need to submit as follows: <ul style="list-style-type: none"> • MAT 1 (Maternity Notification) at least sixty (60) days from date of conception • an ultrasound as evidence of her pregnancy or Doctor's certificate indicating the expected date of delivery (EDD)
SSS Maternity	Maternity Leave	How many days can an SSS member extend their Maternity Leave if she is a qualified Solo Parent?	<p>In case a female employee is a qualified Solo Parent, she shall be paid an additional maternity leave of fifteen (15) calendar days, provided the date of delivery must be within the validity period of Solo Parent eligibility.</p> <p>The following documents must be submitted to HR:</p> <ul style="list-style-type: none"> • Valid Solo Parent ID • Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available. <p><i>Note: For first-time Solo Parent whose document must have been issued within six (6) months from date of delivery.</i></p>
SSS Maternity	Maternity Leave	Am I paid during Maternity Leave?	<p>Yes, paid leave is one hundred five (105) days in case of livebirth, with an option to extend for thirty (30) more days, but without pay subject to Immediate Head's approval.</p> <p>In cases of miscarriage or emergency termination of pregnancy, which includes stillbirth, the paid Maternity Leave shall be sixty (60) days.</p>
SSS Maternity	Maternity Leave	Can I avail my seven (7) days SSS Maternity allocation and seven (7) days of Paternity Leave?	Yes, you can avail both if legally married and employed.
SSS Maternity	Maternity Leave Availment	Can I start my Maternity Leave after the baby is born?	Yes.

SSS Maternity	Maternity Leave Availment	Can I start my Maternity Leave on the day of my delivery/giving birth?	Yes or as early as two (2) weeks prior.
SSS Maternity	Maternity Leave Availment	Can I still avail my SSS Maternity Benefit even if I submitted my resignation?	Yes, coordinate with HR to secure the Certificate of Maternity Non-Cash Advance.
SSS Maternity	Maternity Leave Availment	Does the counting of Maternity Leave period include Saturdays, Sundays, and Holidays?	Yes, Maternity Leave should be availed in a continuous and uninterrupted manner, thus, inclusive of Saturdays, Sundays, and Holidays. Maternity Leave is counted in calendar days.
SSS Maternity	Maternity Leave	May I start Maternity Leave before due date?	Yes, two (2) weeks prior expected date of delivery (EDD).
SSS Maternity	Miscarriage Claim	In case of miscarriage and late notification, can I still claim SSS Maternity Benefit?	Yes, but employer has to file reimbursement first then wait for SSS approval before giving the cash advance to the employee.
SSS Maternity	Miscarriage Claim	In cases of miscarriage/emergency termination/stillbirth, how many days are paid as Maternity Leave?	The paid Maternity Leave shall be sixty (60) days.
SSS Salary Loan	Salary Loan Application	How can I apply for SSS Salary Loan?	1. Go to SSS portal https://member.sss.gov.ph to apply. 2. Send screenshot of application to HR for certification. 3. Employee to wait for an email from SSS regarding status of application.
SSS Salary Loan	Salary Loan Application	How can I avail of the SSS Salary Loan?	All currently employed and contributing self-employed or voluntary member may avail a one-month or a two-month loan • For a one-month loan - the member-borrower must have thirty six (36) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application. • For a two-month loan - the member-borrower must have seventy two (72) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application.
SSS Salary Loan	Salary Loan Application	How much is the interest and penalty of SSS Salary Loan?	• The loan shall be charged an interest rate of ten percent (10%) per annum based on diminishing principal balance, and shall be amortized over a period of twenty four (24) months. • Interest of ten percent (10%) shall continue to be charged on the outstanding principal balance until fully paid. • Any excess in the amortization payment shall be applied to the outstanding principal balance. • Loan amortization not remitted on due date shall bear a penalty of one percent (1%) per month until the loan is fully paid.
SSS Salary Loan	Salary Loan Application	How much is the loanable amount for a one-month SSS Salary Loan?	A one-month salary loan is equivalent to the average of the member-borrower's latest posted twelve (12) Monthly Salary Credits (MSCs), or amount applied for, whichever is lower. <i>Note: The net amount of the loan shall be the difference between the approved loan amount and all outstanding balance of short-term member loans.</i>
SSS Salary Loan	Salary Loan Application	How much is the loanable amount for a two-month SSS Salary Loan?	A two-month salary loan is equivalent to twice the average of the member-borrower's latest posted twelve (12) Monthly Salary Credits (MSCs), rounded to the next higher monthly salary credit, or amount applied for, whichever is lower. <i>Note: The net amount of the loan shall be the difference between the approved loan amount and all outstanding balance of short-term member loans.</i>
SSS Salary Loan	Salary Loan Application	How much is the SSS Salary Loan service fee?	A service fee of one percent (1%) of the loan amount shall be charged and deducted from the proceeds of the loan.
SSS Salary Loan	Salary Loan Application	What are the eligibility requirements for SSS Salary Loan?	The member-borrower: • Whose employer must be updated in the payment of contributions; • Has not been granted final benefit, i.e., total permanent disability, retirement and death; • Must be under sixty-five (65) years of age at the time of application; • Has not been disqualified due to fraud committed against the SSS.
SSS Salary Loan	Salary Loan Application	What is the responsibility of SSS Member-Borrower who transferred to another company?	A member-borrower who transfers employment shall submit to his new employer an updated statement of account of any outstanding loan balance with SSS and allow his employer to deduct from his salary the corresponding amortization due, including any interest/or penalty for late remittance.
SSS Maternity	Maternity Benefit	What is the next step after SSS Maternity reimbursement approval?	Employee to submit approved Benefit Payment Register (BPR) Maternity within seven (7) days as advised by HR. Upon validation from SSS Portal, HR will close the transaction in the system.
SSS Maternity	Maternity Benefit	What if a woman has consecutive pregnancies or multiple childbirths?	A woman may apply for Maternity Leave in every instance of pregnancy, regardless of frequency. In case of overlapping maternity benefit claims (e.g. one miscarriage or emergency termination of pregnancy after another, or a live childbirth followed by miscarriage), she shall be granted maternity leave benefit for the two contingencies in a consecutive manner.
SSS Employee's Compensation	SSS EC Availment	How long does Employees' Compensation (EC) claims take to process?	• Temporary Total Disability (TTD) - 5 working days • Permanent Partial Disability (PPD) and Permanent Total Disability (PTD) claim - 23 working days • EC medical reimbursement - 25 working days
SSS Maternity	Maternity Benefit	What if the employee extends beyond the allowable 30 days Maternity Leave without pay?	It is already subject to approval of employer. The said extension won't be classified as Maternity Leave, thus the employee do not have maternity leave rights for the said period.
SSS Maternity	Maternity Benefit	How would I know the status of my SSS Maternity reimbursement?	Access SSS member portal https://member.sss.gov.ph and check status of your Benefit Payment Register (BPR) Maternity if rejected, approved or settled.
SSS Maternity	Miscarriage Claim	What should I do after my miscarriage?	Inform HR and submit immediately the following requirements: • Proof of pregnancy • Certified True Copy of before and after Ultrasound • Obstetrical History Form signed by attending physician • Medical Certificate
SSS Maternity	Maternity Benefit	What are the documents needed for SSS Maternity reimbursement?	Submit the following documents to HR TWO (2) WEEKS after giving birth: • Maternity Benefit Claim Application (SSS Form MAT-2) • Maternity Notification (SSS Form MAT-1) - should have been stamped by SSS BEFORE delivery of child. • SSS ID card • Birth certificate of the child with corresponding original receipt of PSA or • Certified True Copy from Local Civil Registry with corresponding original receipt

SSS Maternity	Maternity Benefit	What should I do if I found out I am pregnant?	<p>1. Inform your Immediate Head and HR.</p> <p>2. Secure and submit the following requirements to HR for SSS maternity notification:</p> <ul style="list-style-type: none"> • MAT 1 (SSS Maternity Notification Form) at least sixty (60) days from date of conception. • Authority to Deduct Form • Leave Of Absence Request Form (LOARF) • Allocation of Maternity Leave Credits Form • an ultrasound as evidence of her pregnancy or Doctor's certificate indicating the expected date of delivery (EDD).
SSS Maternity	Maternity Benefit	Who is eligible for allocation of my Maternity Leave?	<p>Based on SSS guidelines, you may allocate your seven (7) days Maternity Leave to one (1) person only: either Child's father or alternate caregiver who are currently employed during the EML period.</p> <p>Alternate caregiver may be any of the following:</p> <ul style="list-style-type: none"> a. A relative within the fourth degree of consanguinity. b. Current partner, regardless of the sexual orientation or gender identity, and living with the mother.
SSS Maternity	Maternity Benefit Coverage		
SSS Maternity	Maternity Benefit	What is salary differential as defined in SSS Maternity?	<p>Salary differential is the difference of the employee's full salary and the actual amount received from SSS.</p> <p>The salary differential is to be shouldered by the employer.</p>
SSS Maternity	Maternity Benefit	What is the amount of maternity benefit?	<p>Average Daily Salary Credit (ADSC) = Average Monthly Salary Credit (MSC)/180</p> <ul style="list-style-type: none"> • x 60 days for miscarriage/emergency termination of pregnancy • x 105 days for live childbirth (normal or caesarean section delivery) • x 120 days for solo parent under R.A. 8972 (Solo Parents' Welfare Act of 2000) 105 days + 15 days <p>The maternity benefit is granted to a qualified female worker in every instance of pregnancy, miscarriage or emergency termination of pregnancy regardless of frequency.</p>
SSS Employee's Compensation		What is SSS Employee's Compensation?	<p>Any work-connected injury or sickness, resulting to disability or death of a covered employee.</p> <p>Hence, when an illness/injury is considered work-connected, the member is entitled to both SSS and EC benefits, provided that he has paid at least three (3) months of contributions within the 12-month period immediately preceding the semester of sickness or injury and has notified the SSS directly of the fact of sickness or injury.</p>
SSS Maternity	Maternity Benefit	When can I receive my maternity cash advance and the expected date of payment?	<p>Upon submission of updated duly approved Leave of Absence Request Form (LOARF) to HR two (2) weeks prior expected date of delivery (EDD).</p> <p>Crediting on payroll account will be on the nearest payday.</p>
SSS Maternity	Maternity Benefit	What is the effect of the Maternity Leave on Key Performance Indicator (KPI) and Days Worked?	Maternity Leave shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.
SSS Funeral Benefit		What is the maximum amount of SSS Funeral Benefit?	The claimants of deceased members with thirty six (36) or more monthly contributions may receive a variable amount from PHP20,000 to PHP60,000 in SSS Funeral Benefit under the new guidelines. However, this depends on the member's number of paid contributions and average monthly salary credit.
SSS Sickness	Sickness Benefits	What is the maximum availment of SSS Sickness benefit?	<p>Employee can be granted sickness benefit for a maximum of one hundred twenty (120) days in one (1) calendar year.</p> <p>Any unused portion of the allowable one hundred twenty (120) days sickness benefit cannot be carried forward and added to the total number of allowable compensable days for the following year.</p> <p>The sickness benefit shall not be paid for more than two hundred forty (240) days on the account of same illness.</p> <p>If the sickness or injury still persists after two hundred forty (240) days, the claim will be considered a disability claim.</p>
SSS Maternity	Maternity Benefit	What is the next step when it's the end of my Maternity Leave period?	<p>Prior reporting back to work, secure fit to work clearance from company clinic.</p> <p>If normal/caesarian delivery, submit immediately the following requirements to HR:</p> <ul style="list-style-type: none"> • Maternity Benefit Claim Application (SSS Form MAT-2) • Certified True Copy of Live Birth from Local Civil Registry with corresponding original receipt • Obstetrical History Form signed by attending physician
SSS Maternity	Maternity Benefit	What should I do before availing Maternity Leave?	<p>Inform Immediate Head and submit updated LOARF to HR signed by Company Physician/Nurse.</p> <p>Coordinate with HR at least two (2) weeks prior availing of Maternity Leave for the Claim Signature Form (CSF) and Certificate of Philhealth Contribution (CF-1).</p>
SSS Maternity	Maternity Benefit	Will I still receive my salary while on Maternity Leave?	No because you were already paid in advance.
Pag-IBIG Multi-Purpose Loan	Loan Payment	Can I accelerate or do advance payment?	<p>Yes, you may do so via Virtual Pag-IBIG, at any Pag-IBIG Fund branch near you, or through any of our accredited collecting partners' outlets or their online payment channels.</p> <p>Endorse to HR proof of payment to pre-terminate the existing loan.</p>
Pag-IBIG Multi-Purpose Loan	Loan Termination	How can I terminate my Pag-IBIG (HDMF) Multi-Purpose Loan deduction?	<p>For full termination of existing loan, employee should zero out amount of loan balance.</p> <p>If employee will file for reloan, twenty five percent (25%) or six (6) months equivalent should have been paid.</p> <p>Submit your updated Statement of Account (SOA) to HR where zero amount of obligation is indicated.</p>
Pag-IBIG Death Benefit	Benefit Computation	How much is Pag-IBIG (HDMF) Death Benefit?	<p>Six Thousand Pesos (Php 6,000)</p> <ul style="list-style-type: none"> • For active members at the time of death – Six Thousand Pesos (Php 6,000), • For inactive members at the time of death – the amount is equivalent to member's Total Accumulated Value (TAV) or Six Thousand Pesos (Php 6,000), whichever is lower.

Pag-IBIG Multi-Purpose Loan	Loan Application	How do I apply for a Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	<p>You can easily apply online, via Virtual Pag-IBIG (https://www.pagibigfundservices.com/virtualpagibig/)</p> <ol style="list-style-type: none"> 1. Log on to provided link 2. Select the loan you are applying for and enter the twelve (12) digit Pag-IBIG membership ID (MID) 3. Fill up the contact details to receive the One-Time PIN (OTP) 4. Enter the details of the cash card 5. Upload the photos and/or scanned copies of the requirements 6. Once successfully uploaded, a reference number will be provided in order for the employee to track the status of application. 7. Provide copy of Statement of Account (SOA) to HR to effect salary deduction
Pag-IBIG Multi-Purpose Loan	Loan Computation	How do I pay my Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	The loan is payable within two (2) or three (3) years and comes with a deferred first payment.
Pag-IBIG Calamity Loan	Loan Application	How can I qualify for a Pag-IBIG (HDMF) Calamity Loan?	<p>To qualify for the loan:</p> <ul style="list-style-type: none"> • At least twenty-four (24) monthly membership savings under the Pag-IBIG Regular Savings; • Active membership, by having at least one (1) month membership savings within the last six (6) months prior to the date of loan application; • If with an existing Pag-IBIG Housing Loan, Multi-Purpose Loan and/or Calamity Loan, the account/s must not be in default; and • Proof of income
Pag-IBIG Calamity Loan	Loan Application	Until when can an eligible member avail of a Pag-IBIG (HDMF) Calamity Loan, once made available?	Eligible members must avail of the Pag-IBIG Calamity Loan within a period of ninety (90) days from the declaration of a state of calamity by the Office of the President or the Sangguniang Bayan for their area of residence.
Pag-IBIG Calamity Loan	Loan Computation	What if I have an outstanding Pag-IBIG (HDMF) Calamity Loan balance, how much can I borrow?	The amount you may borrow shall be the difference between the eighty percent (80%) of your total Pag-IBIG Regular Savings and the outstanding balance of your Pag-IBIG Calamity Loan.
Pag-IBIG Multi-Purpose Loan	Loan Application	How do I qualify for the Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	<p>To qualify for the Multi-Purpose Loan (MPL):</p> <ul style="list-style-type: none"> • At least twenty-four (24) monthly membership savings under the Pag-IBIG Regular Savings program; • Active membership, by having at least one (1) month membership savings within the last six (6) months prior to the date of loan application; • If with an existing Pag-IBIG Housing Loan, Multi-Purpose Loan (MPL) and/or Calamity Loan, the account/s must not be in default; and • Proof of income
Pag-IBIG Multi-Purpose Loan	Loan Computation	How much can I borrow under the Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	Qualified members can borrow up to eighty percent (80%) of their total Pag-IBIG Regular Savings, which consist of their monthly contributions, their employer's contributions, and accumulated dividends earned.
Pag-IBIG Multi-Purpose Loan	Loan Computation	How much is the interest rate of the Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	Six percent (6%) per annum. <i>The income derived by Pag-IBIG Fund from the MPL's interest is returned to its members in the form of dividends.</i>
Pag-IBIG Multi-Purpose Loan	Loan Application	What are the requirements in applying online, via virtual Pag-IBIG (HDMF) for Multi-Purpose Loan?	<p>Provide a photo or scanned copy of the following prior to online filing:</p> <ol style="list-style-type: none"> 1. Duly accomplished loan application form with the signature of the: <ul style="list-style-type: none"> • Employee • Company's authorized signatory • Two (2) witnesses 2. One (1) valid ID 3. Pag-IBIG Cash card 4. Selfie photo showing valid ID and Pag-IBIG Cash card
Pag-IBIG Multi-Purpose Loan	Loan Application	When can I renew my Pag-IBIG (HDMF) Multi-Purpose Loan (MPL)?	<p>You may renew your Pag-IBIG MPL after paying an amount equal to at least six (6) monthly amortizations and upon satisfying the eligibility requirements.</p> <p><i>The outstanding balance of your existing loan shall be deducted from the loan proceeds of your new loan.</i></p>
Pag-IBIG Calamity Loan	Loan Application	What are the requirements in applying online, via virtual Pag-IBIG (HDMF) for Calamity Loan?	<p>Employee shall provide a photo or scanned copy of the following prior to online filing (https://www.pagibigfundservices.com/virtualpagibig/CashLoans.aspx):</p> <ol style="list-style-type: none"> 1. Duly accomplished loan application form with the signature of the: <ul style="list-style-type: none"> • Employee • Company's authorized signatory • Two (2) witnesses 2. One (1) valid ID 3. Pag-IBIG Cash card 4. Selfie photo showing valid ID and Pag-IBIG Cash card
Pag-IBIG Calamity Loan	Loan Computation	How much may I borrow under the Pag-IBIG (HDMF) Calamity Loan?	Employee may borrow up to eighty percent (80%) of his/her total Pag-IBIG Regular Savings, which consist of his/her monthly contributions, his/her employer's contributions, and accumulated dividends earned.
Pag-IBIG Calamity Loan	Loan Computation	If I have an outstanding Pag-IBIG (HDMF) MPL, how much can I borrow for a Calamity Loan?	The amount you may borrow will be the difference between the eighty percent (80%) of your total Pag-IBIG Regular Savings and the outstanding balance of your Pag-IBIG MPL.
Pag-IBIG Calamity Loan	Loan Application	How do I apply Over-the-Counter for a Pag-IBIG (HDMF) Calamity Loan?	<p>Submit personally at the Pag-IBIG Fund branch nearest you as follows:</p> <ol style="list-style-type: none"> 1. Duly accomplished loan application form with the signature of the: <ul style="list-style-type: none"> • Employee • Company's authorized signatory • Two (2) witnesses 2. One (1) valid ID 3. with existing Pag-IBIG Cash Card 4. Selfie photo showing ID card and cash card
Pag-IBIG Calamity Loan	Loan Computation	How much is the interest rate of the Pag-IBIG (HDMF) Calamity Loan?	The Pag-IBIG Calamity Loan carries the lowest interest rate in the market of five point ninety-five percent (5.95%) per annum.
Pag-IBIG Calamity Loan	Loan Payment	How do I pay my Pag-IBIG (HDMF) Calamity Loan?	The loan is payable within two (2) or three (3) years with the initial payment due on the month BEFORE the amortization period indicated in your Statement of Account (SOA).
Pag-IBIG Calamity Loan	Loan Payment	Can I accelerate or do advance payments?	Yes, you may do so via Virtual Pag-IBIG, at any Pag-IBIG Fund branch near you, or through any of our accredited collecting partners' outlets or their online payment channels. Endorse to HR proof of payment to pre-terminate the existing loan.

Pag-IBIG Calamity Loan	Loan Application	What is the procedure for filing a Pag-IBIG (HDMF) Calamity Loan?	<p>1. Log on to: https://www.pagibigfunds.com/virtualpagibig/CashLoans.aspx 2. Select the loan you are applying for and enter 12-digit Pag-IBIG Membership ID (MID). 3. Fill up the contact details to receive the One-Time PIN (OTP). 4. Enter the details of the cash card. 5. Upload the photos and/or scanned copy of the requirements. 6. Once successfully uploaded, a Reference Number will be provided in order for the employee to track the status of application.</p>									
Pag-IBIG Calamity Loan	Loan Payment	What is the grace period on deduction of Pag-IBIG (HDMF) Calamity Loan?	Three (3) months, start of deduction upon receipt of cheque by the employee.									
PhilHealth		Can I use HMO without PhilHealth?	Yes, though card holder to personally shoulder the cost of the PhilHealth benefit.									
PhilHealth		How many days of hospital confinement is covered by PhilHealth?	Minimum of Twenty Four (24) Hours to a maximum of Forty Five (45) Days Confinement in an accredited hospital for twenty four (24) hours due to illness or disease requiring hospitalization. Attending physician(s) must also be PhilHealth accredited. Claim is within the forty five (45) days allowance for room and board.									
PhilHealth		What is the three (3) month rule of PhilHealth?	<p>Payment of at least three (3) months monthly premiums within six (6) months prior to the month of confinement.</p> <p>For example, if a member gets confined in June, he/she must have given three months of monthly premium from December to May. The contributions need not be consecutive.</p>									
PhilHealth		What is the twenty four (24) hour rule of PhilHealth?	<p>If the patient stayed for more than twenty four (24) hours, the patient's stay may be filed for a reimbursement.</p> <p>The room and board rate shall be compensated based on the benefit allowances according to the hospital category and case type of the disease.</p>									
PhilHealth		Who are qualified dependents for PhilHealth?	<p>The qualified dependents of a member are as follows:</p> <ol style="list-style-type: none"> 1. Legal spouse/s who is/are not an active member; 2. Unmarried and unemployed legitimate, illegitimate children, and legally adopted or stepchildren below twenty-one (21) years of age; 3. Foster children as defined in RA 10165 (Foster Care Act of 2012); 4. Parents who are sixty (60) years old or above or with permanent disability regardless of age as determined by Philhealth. 									
PhilHealth		Who can avail PhilHealth benefits?	To become eligible to PhilHealth benefits, members should have paid at least a total of nine (9) months premium contributions within the immediate twelve (12)-month period prior to the first day of confinement.									
PhilHealth		Can I use Philhealth for my pregnant wife?	<p>1. Yes, only if declared as Philhealth beneficiary.</p> <p>2. If due for delivery, coordinate with HR at least two (2) weeks prior for the Claim Signature Form (CSF) and Certificate of Philhealth Contribution.</p>									
Government Mandated Benefits	Additional Day Off	What are the guidelines in availing Additional Day Off (ADO)?	<p>Additional one day off...</p> <ul style="list-style-type: none"> • shall apply to all operational branches on the said date/s • shall be availed as follows: <table> <thead> <tr> <th>HOLIDAY</th> <th>AVAILMENT PERIOD</th> </tr> </thead> <tbody> <tr> <td>Christmas Day/New Year's Day</td> <td>Jan-Mar of the following year</td> </tr> <tr> <td>Good Friday</td> <td>w/in three (3) mos. after the mo. of holiday</td> </tr> </tbody> </table> <p><i>To illustrate:</i></p> <p><i>For 2024, Good Friday was last Mar 29 thus availment of ADO should be within Apr-Jun.</i></p> <ul style="list-style-type: none"> • must be properly scheduled and approved by the Immediate Head and may only be changed due to operational reasons • shall not be scheduled on special non-working holidays • may be scheduled consecutively with employee's original restday or scheduled vacation leave <p>Note: Employees must be active within the availment period</p>	HOLIDAY	AVAILMENT PERIOD	Christmas Day/New Year's Day	Jan-Mar of the following year	Good Friday	w/in three (3) mos. after the mo. of holiday			
HOLIDAY	AVAILMENT PERIOD											
Christmas Day/New Year's Day	Jan-Mar of the following year											
Good Friday	w/in three (3) mos. after the mo. of holiday											
Additional Day Off	What are the requirements to be entitled to Additional Day Off (ADO)?	myPrime automatically grants Additional Day Off (ADO) to all Probationary and Regular employees who: <ul style="list-style-type: none"> • worked 8 hours or 9.5 hours (for CWW) • have not incurred half day absence • have not incurred a total of more than 1 hour tardiness/undertime during Christmas Day, New Year's Day, and Good Friday. 										
Additional Day Off	What is Additional Day Off (ADO)?	Additional Day Off (one-day pay) is given to an employee who worked on either Christmas Day, New Year's Day, and Good Friday in recognition of the effort, commitment and support to the company's direction.										
Bereavement Leave	How to avail of Bereavement Leave?	<p>1. Employee to email HR the Death Certificate of immediate family member and Birth Certificate once available for myPrime set-up.</p> <p>2. HR to inform employee once done so that employee may already file in myPrime for Immediate Head's approval.</p>										
Bereavement Leave	What are the required supporting documents for Bereavement Leave application?	<p><i>Note: Bereavement Leave is not cumulative and, if unused, not convertible to cash.</i></p> <p>Required supporting documents must be submitted to HR as reference for myPrime set-up:</p> <table> <thead> <tr> <th>IMMEDIATE FAMILY MEMBER</th> <th>REQUIRED SUPPORTING DOCUMENTS</th> </tr> </thead> <tbody> <tr> <td>Parent</td> <td>Death Certificate and Birth Certificate of employee</td> </tr> <tr> <td>Spouse</td> <td>Death Certificate and Marriage Contract</td> </tr> <tr> <td>Child</td> <td>Death Certificate and Birth Certificate of Child</td> </tr> <tr> <td>Natural Sibling</td> <td>Death Certificate and Birth Certificate of Sibling where name/s of parent/s is/are specified and consistent with employee's birth certificate</td> </tr> </tbody> </table> <p>IMMEDIATE FAMILY MEMBER</p> <p>Parent</p>	IMMEDIATE FAMILY MEMBER	REQUIRED SUPPORTING DOCUMENTS	Parent	Death Certificate and Birth Certificate of employee	Spouse	Death Certificate and Marriage Contract	Child	Death Certificate and Birth Certificate of Child	Natural Sibling	Death Certificate and Birth Certificate of Sibling where name/s of parent/s is/are specified and consistent with employee's birth certificate
IMMEDIATE FAMILY MEMBER	REQUIRED SUPPORTING DOCUMENTS											
Parent	Death Certificate and Birth Certificate of employee											
Spouse	Death Certificate and Marriage Contract											
Child	Death Certificate and Birth Certificate of Child											
Natural Sibling	Death Certificate and Birth Certificate of Sibling where name/s of parent/s is/are specified and consistent with employee's birth certificate											
Bereavement Leave	What is an immediate family member as defined in the Bereavement Leave policy?	<p>Immediate family member is defined as follows:</p> <table> <thead> <tr> <th>CIVIL STATUS</th> <th></th> </tr> </thead> <tbody> <tr> <td>Single</td> <td>Parent, Child and Sibling (must be declared as a dependent and not more than twenty one (21) years old or incapacitated)</td> </tr> <tr> <td>Married</td> <td>Spouse, Child and Parent</td> </tr> </tbody> </table>	CIVIL STATUS		Single	Parent, Child and Sibling (must be declared as a dependent and not more than twenty one (21) years old or incapacitated)	Married	Spouse, Child and Parent				
CIVIL STATUS												
Single	Parent, Child and Sibling (must be declared as a dependent and not more than twenty one (21) years old or incapacitated)											
Married	Spouse, Child and Parent											
Bereavement Leave	What is the effect of Bereavement Leave on leave credits, incentives and Key Performance Indicator (KPI)?	<p>Approved Bereavement Leave shall be counted as days-worked when computing for annual vacation/sick leave credits and incentives.</p> <p>It shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.</p>										

Bereavement Leave		Who are entitled to Bereavement Leave?	All regular employees are entitled to three (3) days bereavement leave for each occurrence of immediate family member's death. Simultaneous death of more than one (1) immediate family member shall be considered a single occurrence of death that will entitle an employee to a maximum of three (3) days bereavement leave with pay.												
Calamity Leave		How to avail of Calamity Leave?	1. Employee to email HR the photograph of damage property and certificate from the local barangay of employee's residency and extent of damage of property once available for myPrime set up. 2. HR to inform employee once done so that employee may already file in myPrime for Immediate Head's approval. Calamity Leave is non-cumulative and, if unused, not convertible to cash.												
Calamity Leave		What are the basis of Calamity Leave entitlement?	Permanent residence becomes uninhabitable resulting from calamity, such as: <ul style="list-style-type: none"> • typhoon/flood • earthquake • fire • other analogous events and conditions Supported by the following documents: <ul style="list-style-type: none"> • photograph of damaged property and • certification from the local Barangay of employee's residency and extent of damage of property. 												
Calamity Leave		What are the requirements of Calamity Leave?	1. Photograph of damage property and 2. Certificate from the local Barangay of employee's residency and extent of damage of property.												
Calamity Leave		What is the effect of Calamity Leave on leave credits, incentives and Key Performance Indicator (KPI)?	Approved Calamity Leave shall be counted as days-worked when computing for annual vacation/sick leave credits and incentives. It shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.												
Calamity Leave		Who are entitled qualified for to avail of Calamity Leave?	All Regular employees as of declaration of state of calamity .												
Calamity Leave		What is the maximum days to avail of Calamity Leave?	Maximum of three (3) days with pay per calendar year.												
Compressed Work Week (CWW)		For Compressed Work Week (CWW), how many work hours is in a day?	9.5 hours <i>Note: Includes compensable thirty (30) mins snack break and excludes non-compensable one (1) hour meal break.</i>												
Compressed Work Week (CWW)		For Compressed Work Week (CWW), how will my whole day or half-day absence be deducted?	Absence Day Hour Whole day 1.19 9.5 Half-day 0.59 4.75												
Compressed Work Week (CWW)		For Compressed Work Week (CWW), what is the manner of payment in case of Holiday (Regular/Special)?	Payment shall be based on actual worked hours (cut-off 12 midnight). Any hours worked after shift shall be paid with corresponding holiday premium and OT pay <i>To illustrate:</i> <i>Aug 26 - Regular Holiday</i> <i>Employee's Shift: 9:00 AM to 7:30 PM</i> <i>Overtime Hours: 7:30 PM to 9:30 PM</i> <i>Payment:</i> <i>Work on Regular Holiday = 9.5 hours x 200%</i> <i>Regular Overtime on Regular Holiday = 2 hours x hourly rate x 200% x 130%</i>												
Compressed Work Week (CWW)		For Compressed Work Week (CWW), when does the regular overtime start?	It starts after the 9.5 hour shift. <i>To illustrate:</i> <i>Employee's Shift: 9:00 AM to 7:30 PM</i> <i>Start of Overtime: 7:30 PM</i>												
Compressed Work Week (CWW)		How can the two (2) Rest Days be availed for Compressed Work Week (CWW)?	The two (2) Rest Days can be scheduled consecutive or separately within the week.												
Leave Credits (VL/SL)		If I resign prior end of period of availment, will my unused leave credits be forfeited?	No. Both unused Sick/Vacation Leave credits will be converted into cash which will be part of your final pay.												
Leave Credits (VL/SL)		If I'm a newly regularized employee, when can I avail my leave credits?	The number of earned leave credits shall be based on actual number of days worked as of Oct 31/Dec 31 (for PSI, Food Franchise & Shoemart, Inc.) excluding overtime. Accrual and availment are as follows: For Retail Affiliates/SM Retail, Inc. <table border="0"> <tr> <th>REGULARIZATION DATE</th> <th>AVAILMENT PERIOD</th> </tr> <tr> <td>May-Oct</td> <td>Nov 01 to Oct 31 of the following year</td> </tr> <tr> <td>Nov-Apr</td> <td>Day after regularization date to Oct 31</td> </tr> </table> For PSI, Food Franchise & Shoemart, Inc. <table border="0"> <tr> <th>REGULARIZATION DATE</th> <th>AVAILMENT PERIOD</th> </tr> <tr> <td>Jul-Dec</td> <td>Jan 01 to Dec 31</td> </tr> <tr> <td>Jan-Jun</td> <td>Day after regularization date to Dec 31</td> </tr> </table> <i>Note: HR to prepare a separate listing per Department/Division to inform concerned employees.</i>	REGULARIZATION DATE	AVAILMENT PERIOD	May-Oct	Nov 01 to Oct 31 of the following year	Nov-Apr	Day after regularization date to Oct 31	REGULARIZATION DATE	AVAILMENT PERIOD	Jul-Dec	Jan 01 to Dec 31	Jan-Jun	Day after regularization date to Dec 31
REGULARIZATION DATE	AVAILMENT PERIOD														
May-Oct	Nov 01 to Oct 31 of the following year														
Nov-Apr	Day after regularization date to Oct 31														
REGULARIZATION DATE	AVAILMENT PERIOD														
Jul-Dec	Jan 01 to Dec 31														
Jan-Jun	Day after regularization date to Dec 31														
Leave Credits (VL/SL)		May I avail my leave credits during a Regular Holiday?	No need to use paid leave credits because all employees are entitled to a Regular Holiday pay regardless whether worked or unworked provided that employee is present or on paid leave on the last working day before the Regular Holiday.												

Leave Credits (VL/SL)		May I avail my leave credits during a Special Holiday?	<p>1. If the Office/Store is announced as closed and you are...</p> <p style="text-align: center;">Then...</p> <p>Monthly Paid no need to file for paid leave as you are automatically paid. Daily Paid file as paid leave or Authorized Absence.</p> <p>2. If the Office/Store is announced as open, you may file as paid leave or Authorized Absence subject to Immediate Head's approval.</p> <p>Note: The "No Work, No Pay" principle applies.</p>
Leave Credits (VL/SL)		What is the effect of Sick Leave/Vacation Leave on Key Performance Indicator (KPI)?	Sick Leave/Vacation Leave shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.
Leave Credits (VL/SL)		What is the reason for leave credits forfeiture?	If the nature of employee separation is termination due to just or authorized cause.
Leave Credits (VL/SL)		What will happen if I fail to consume my leave credits before leave credit cut-off?	Unused Vacation Leave balance will be forfeited, while unused Sick Leave will be converted into cash. Leave Credit cut-off: Oct 31 - SMRI and RA companies Dec 31 - PSI, Food Franchise & Shoemart, Inc.
Leave Credits (VL/SL)		What will happen if my Immediate Head did not approve of my leave application?	It will be automatically deducted from your salary on the corresponding cut-off period.
Leave Credits (VL/SL)		What will happen to my unused leave credits if I will be transferred to another company?	Unused leave credits and actual number of days work from the originating company will be carried over to the receiving company.
Leave Credits (VL/SL)		When can I earn my leave credits?	Rank and File - Upon regularization ; Supervisor and Up - From date hire
Magna Carta of Women Leave	Availment	Can an employee who has undergone surgery due to gynecological disorder during ML avail MCW Leave?	No, an employee is entitled only to the difference between the Magna Carta of Women (MCW) Leave and SSS Maternity Leave benefit.
Magna Carta of Women Leave	Availment	Can I charge to sick leave credit my scheduled OB/Gynecological surgery?	No, as this should be filed as Magna Carta of Women (MCW) Leave.
Magna Carta of Women Leave	Availment	Can Magna Carta of Women (MCW) Leave be availed more than once?	Yes, the Magna Carta of Women (MCW) Leave may be availed for every instance of surgery due to gynecological disorder for a maximum total period of two (2) months or sixty (60) calendar days per year.
Magna Carta of Women Leave	Availment	In case of emergency surgical procedure, when can the Magna Carta of Women (MCW) Leave be availed?	Employer shall be notified verbally or in writing within a reasonable period and the employee shall immediately file her leave application after the surgery or anytime during the recuperating period.
Magna Carta of Women Leave	Availment	What are the documents needed in filing for the Magna Carta of Women (MCW) Leave benefit?	Secure and submit to HR as follows: <ul style="list-style-type: none"> • Medical Certificate indicating final diagnosis certified by attending physician. • Therapy treatment record indicating therapy date/s (if applicable). • Discharge Summary (in-patient) • Clinical Abstract (out-patient) • Histopathology/ Biopsy Report • Duly accomplished SSS Sickness Notification Form • Fit to work clearance from attending physician and company doctor or nurse. • Leave of Absence Form (LOARF) for attendance transactions within Magna Carta of Women Leave availment period.
Magna Carta of Women Leave	Availment	What if the employee incurred absence prior surgery or was advised to extend to more than 60 days?	The employee may use her earned leave credits and other mandated paid leave benefits for absences incurred before the surgery and in the event that an extended leave is necessary.
Magna Carta of Women Leave	Availment	When does the count start if I will avail of Magna Carta of Women (MCW) Leave?	On the day of surgery.
Magna Carta of Women Leave	Availment	When should the application for the Magna Carta of Women (MCW) Leave be filed?	The Magna Carta of Women (MCW) Leave may be filed in advance within a reasonable period of time prior to the scheduled date of gynecological surgery.
Magna Carta of Women Leave	Coverage	What are gynecological disorders and what surgeries fall under this category?	Disorders that would require surgical procedures such as, but not limited to, dilation and curettage and those involving female reproductive organs such as the vagina, cervix, uterus, fallopian tubes, ovaries, breast, adnexa and pelvic floor. Gynecological surgeries shall also include myomectomy, hysterectomy, ovariectomy and mastectomy.
Magna Carta of Women Leave	Coverage	Who may avail of the Magna Carta of Women (MCW) Leave?	Female employees, regardless of age and civil status who has been with the company for the last twelve (12) months and has rendered at least six (6) months of continuous aggregate service may avail the said leave prior to undergoing surgery.
Magna Carta of Women Leave	Magna Carta of Women Benefits	Can the Magna Carta of Women (MCW) Leave be earned and/or converted to cash?	No, the Magna Carta of Women (MCW) Leave is non-cumulative and non-convertible to cash.
Magna Carta of Women Leave	Magna Carta of Women Benefits	Is Magna Carta of Women (MCW) a paid leave?	Yes, Magna Carta of Women (MCW) Leave may be availed for every instance of surgery due to gynecological disorder for a maximum total period of two (2) months or sixty (60) calendar days per year with full pay based on employee's gross monthly salary at the time of surgery subject to tax.
Magna Carta of Women Leave	Magna Carta of Women Benefits	Is Magna Carta of Women (MCW) Leave the same as SSS sickness benefit?	No, the Magna Carta of Women (MCW) Leave is different from SSS Sickness Benefit. It is granted by the employer to a woman employee who has undergone surgery due to gynecological disorder while the SSS sickness benefit is administered and given by SSS in accordance with SSS Law or RA 1161 as amended by RA 8282.
Magna Carta of Women Leave	Magna Carta of Women Benefits	What is Magna Carta of Women (MCW)?	Magna Carta of Women (MCW) is a comprehensive women's rights law that seeks to eliminate discrimination through recognition, protection, fulfillment, and promotion of the rights of Filipino women, especially those belonging to the marginalized sectors of society.
Magna Carta of Women Leave	Magna Carta of Women Benefits	When will the employee receive her Magna Carta of Women (MCW) Leave pay for the covered period?	The employer, in its discretion, may allow said employee to receive her pay during the surgery.
Magna Carta of Women Leave	Magna Carta of Women Computation	How to compute for Magna Carta of Women (MCW) Leave?	Basic Rate (at the time of surgery) per day x number of approved days.
myPrime Access - Employee		What is myPrime?	myPrime portal is an online timekeeping system.
myPrime Access - Employee		Can I access myPrime outside company premises?	No, you can only access it via SM Intranet.
myPrime Access - Employee		What will happen if I re-file the same timekeeping transaction?	The transaction will not proceed and will prompt an error message.
myPrime Access - Employee		How will I know if my timekeeping application was approved or disapproved?	Upon approval or disapproval, a notification will be sent through employee's corporate email address.
myPrime Access - Employee		If I will be transferred to another company, will my access in myPrime be disabled?	No, you may continue to access myPrime using your current Single Sign-On (SSO).
myPrime Access - Employee		What is myPrime's login username and password?	<p>Single Sign-On (SSO) Access</p> <p>Username: Employee's SSS Number Password: Same as ePaylip password</p>

myPrime Access - Employee		Why can't I access myPrime?	1. Check if your Single Sign-On access is active 2. Check if myPrime is on scheduled lock-out for cut-off processing, otherwise, send helpdesk request to HR.
myPrime Access - Manager		What is my role as myPrime Approver?	1. Approve/Disapprove, and file timekeeping applications on behalf of subordinates. 2. View leave eligibility, availments, and balances of subordinates. 3. View subordinates' timesheets. 4. Generation of various reports to monitor attendance of subordinates and serve corresponding violation reports.
myPrime Access - Manager		What reports can I generate as myPrime Approver?	<p>LISTINGS</p> <ul style="list-style-type: none"> ◦ Authorized UT Validation ◦ Change Day Off Validation ◦ Authorized Absence Validation ◦ Log Correction Validation ◦ OB Validation ◦ Change of Shift Validation ◦ Leaves Validation ◦ Overtime Validation <p>MANAGER REPORTS</p> <ul style="list-style-type: none"> ◦ Daily Attendance Report ◦ Exception Report ◦ Daily Time Record ◦ List of Tardy Employees for the Period ◦ List of Unauthorized Absences for a Period ◦ Summary Attendance Transactions ◦ Tardiness Greater than Four (4) ◦ VL Report
myPrime Access - Manager		When can I assign an Alternate Approver?	Prior to actual absence or upon confirmation of access, send the required details to HR. as follows: 1. Name of Alternate Approver 2. Duration of role as Alternate Approver (start and end date) 3. Reason for assigning Alternate Approver
myPrime Access - Manager		When is an Alternate Approver allowed?	Nomination of Alternate Approver is allowed in cases of: 1. Prolonged absence 2. Unable to log in due to access problems
Official Business		Am I allowed to render overtime when on Official Business (OB)?	<p>Yes, though overtime work during Official Business (OB) should have prior approval of Immediate Head.</p> <p>Employee shall be required to file an overtime application indicating the duration of overtime work.</p>
Official Business		How will I be paid if I will be on half-day Official Business (OB)?	<p>For AM Official Business (OB), filing and approval should be done prior the OB schedule and employee <u>to REGISTER official TIME IN upon arrival</u> using company's time recorder.</p> <p><i>To illustrate:</i> Employee's Shift: 9:00 AM to 7:30 PM Time Sheet should be: TIME IN TIME OUT TIME IN TIME OUT TIME IN TIME OUT *** Official Business *** 2:45 PM 7:30 PM</p> <p>For PM Official Business (OB), filing and approval should be done prior leaving the work place and employee <u>to REGISTER official TIME OUT</u> using company's time recorder.</p> <p><i>To illustrate:</i> Employee's Shift: 9:00 AM to 7:30 PM Time Sheet should be: TIME IN TIME OUT TIME IN TIME OUT TIME IN TIME OUT 9:00 AM 12:00 PM 1:00 PM 2:30 PM ** Official Business **</p>
Official Business		Is travel time considered part of Official Business (OB) hours?	Yes, travel time is considered from <u>work location</u> to destination only.
Official Business		When to file Official Business (OB)?	<p>Employee must file an application for Official Business (OB) prior to undertaking subject to approval of Immediate Head.</p> <p>Used only when there is no timekeeping devices available, this includes attendance to conferences, seminars or other events to represent the Company.</p> <p>May only be filed whole day, AM, or PM.</p> <p><i>Note: Official Business (OB) is company-authorized work outside of the employee's permanent work location and shall be initiated by the Immediate Head.</i></p>
Overtime, Night Diff & Holiday		Can I render overtime even if I incurred tardiness?	Overtime policy states that employees are entitled to overtime pay for work performed beyond the first 8/9.5 hours.
Overtime, Night Diff & Holiday		What is the basis of payment for regular overtime?	<p>When actual overtime hours is less than the approved overtime, the actual hours worked shall be the basis of payment.</p> <p>When actual overtime hours is more than the approved overtime, the approved overtime shall be the basis of payment. Employee has to refile to be paid.</p>
Overtime, Night Diff & Holiday		What is the manner of payment <u>for holidays?</u>	<p>Payment shall be based on actual worked hours (cut-off at 12 midnight)</p> <p><i>Note: Any hours worked beyond the shift shall be paid with corresponding holiday premium and OT pay.</i></p>
Overtime, Night Diff & Holiday		What is the premium pay for night differential?	Hourly rate x number of hours x 10%
Overtime, Night Diff & Holiday		What is the premium pay for regular overtime work rendered on a Regular or Special Holiday?	<p>For Regular Overtime on a Regular Holiday:</p> <p>Hourly rate x number of hours x 200% x 130%</p> <p>For Regular Overtime on a Special Holiday:</p> <p>Hourly rate x number of hours x 130% x 130%</p>
Overtime, Night Diff & Holiday		What is the premium pay for regular overtime?	Hourly rate x number of overtime hours x 125%
Overtime, Night Diff & Holiday		What is the premium pay for work rendered on a rest day?	Hourly rate x number of hours x 130%
Overtime, Night Diff & Holiday		What is the premium pay for work rendered on rest day falling on a Regular or Special Holiday?	<p>For Work on Rest Day on a Regular Holiday:</p> <p>Daily paid: Hourly rate x number of hours x 200% x 130% Monthly paid: Hourly rate x number of hours x 160%</p> <p>For Work on Rest Day on a Special Holiday:</p> <p>Hourly rate x number of hours x 150% x 130%</p>
Overtime, Night Diff & Holiday		What is the time duration for night differential?	Work performed from 10:00 PM to 6:00 AM

Overtime, Night Diff & Holiday		What will be the basis for Regular Holiday pay if Head Office/Store is closed?	Basis for payment will be the employee's last working day prior the Regular Holiday where employee should be present or on paid leave . <i>To illustrate:</i> <u>Head Office based</u> Aug 23, 2024 - Ninoy Aquino Day - Special Non-Working Holiday (HO is closed) Aug 26, 2024 - National Heroes Day - Regular Holiday (HO is closed) Rest Day: Aug 24 & 25 (Sat & Sun) Last working day: Aug 22 <u>Store based</u> Mar 28, 2024 - Maundy Thursday - Regular Holiday (Store is closed) Mar 29, 2024 - Good Friday - Regular Holiday (Store is closed) Rest Day: Mar 27 (Wed) Last working day: Mar 26 (Tue)									
Overtime, Night Diff & Holiday		When should I file Overtime Application (OTA)?	Must be filed before rendering overtime. • Minimum hours of filing: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>LEVEL</th> <th>HEAD OFFICE</th> <th>STORE</th> </tr> </thead> <tbody> <tr> <td>R&F -Supvr</td> <td>30 mins</td> <td>15 minutes</td> </tr> <tr> <td>TS/O</td> <td>2 hours</td> <td>15 minutes</td> </tr> </tbody> </table>	LEVEL	HEAD OFFICE	STORE	R&F -Supvr	30 mins	15 minutes	TS/O	2 hours	15 minutes
LEVEL	HEAD OFFICE	STORE										
R&F -Supvr	30 mins	15 minutes										
TS/O	2 hours	15 minutes										
Overtime, Night Diff & Holiday		Why do I have a deduction even though I filed AA the day before Regular Holiday?	If the Office/Store is closed on a Regular Holiday, the employee should be present or on paid leave before the Regular Holiday.									
Overtime, Night Diff & Holiday		Why do I have unpaid holiday premium pay even though I reported to work on that day?	1. Check the completeness of your time entries 2. If a holiday falls on assumed date/s (early cut-off processing), the premium pay is will be automatically included as an adjustment on the following payday.									
Paternity Leave	Availment	Can I avail my Paternity Leave due to my spouse miscarriage?	Yes, if you are legally married and employed.									
Paternity Leave	Availment	Can I still avail of my Paternity Leave even without notification?	Yes, employee shall submit the following documents to HR: • Explanation Letter • Marriage Contract; and • Proof/Documentation of delivery									
Paternity Leave	Availment	What are the conditions for availing of Paternity Leave?	• Shall be for a continuous period of seven (7) calendar days and subject to the approval of the Immediate Head either before, during, or after delivery but shall not go beyond (60) days from date of delivery. • Employee must be on board at the time of the delivery and duration of availment.									
Paternity Leave	Availment	What are the documents needed to avail of Paternity Leave?	Submit to HR as follows: For full term pregnancy: • Approved Leave of Absence Form (LOARF) and • Certified true copy of the Birth Certificate of the child (for live birth) For miscarriage/abortion: • Approved Leave of Absence Form (LOARF) and • Original Medical Certificate with pathology report • Death Certificate (fetal death)									
Paternity Leave	Availment	When should I notify the company of my spouse pregnancy?	At least two (2) months upon knowledge and the expected date of delivery.									
Paternity Leave	Coverage	How many deliveries is the paternity benefit applicable?	First four (4) deliveries of the legal spouse.									
Paternity Leave	Coverage	Is Paternity Leave convertible to cash?	No, and it is not cumulative.									
Paternity Leave	Coverage	What are the requirements to be entitled to Paternity Leave?	Requirements are as follows: • Accomplished Paternity Notification Form (PNF) • Certified true copy of Marriage Contract and • Doctor's certification of spouse's expected date of delivery									
Paternity Leave	Coverage	What is the effect of Paternity Leave on Key Performance Indicator (KPI) and Days Worked?	Paternity Leave shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.									
Paternity Leave	Coverage	Who are entitled to Paternity Leave benefit?	All legally married male employees regardless of employment status; maximum of four (4) availments.									
RA 9262: The Anti-Violence Against Women and their Children	Coverage	What is Anti-Violence Against Women and their Children?	RA 9262: The Anti-Violence Against Women and their Children is a law that seeks to address the prevalence of Violence Against Women and their Children (VAWC) by their intimate partners like their: • husband or ex-husband, • live-in partner or former live-in partner, • boyfriend/girlfriend or ex-boyfriend/ex-girlfriend, • dating partner or former dating partner. It refers to "any act or a series of acts committed by any person against a woman who is his wife, former wife, or against a woman with whom the person has or had a sexual or dating relationship, or with whom he has a common child, or against her child whether legitimate or illegitimate, within or without the family abode, which result in or is likely to result in physical, sexual, psychological harm or suffering, or economic abuse including threats of such acts, battery, assault, coercion, harassment or arbitrary deprivation of liberty. It includes, but is not limited to the following acts: • physical violence " refers to acts that include bodily or physical harm and • sexual violence refers to an act which is sexual in nature, committed against a woman or her child.									
Sick Leave		Coming from Sick Leave, what is the procedure prior return to work?	Employee must secure fit to work clearance from Company Clinic upon return to work then file via myPrime subject to Immediate Head's approval. <i>Note: Exclude restday/s and regular holidays between leaves.</i>									
Sick Leave		I have no more SL credits but was advised to extend, can I avail of the SSS Sickness benefit?	If employee has no available Sick Leave credits, extended leave of absence due to prolonged sickness shall be handled according to SSS Rules and Regulations and the Labor Code.									

Sick Leave		In converting unused Sick Leave, what rate will be used?	Rate as of the current year... Oct 31 - SMRI and RA companies Dec 31 - PSI, Food Franchise & Shoemart, Inc.
Sick Leave		May I use my Sick Leave credits for my absence due to non-sickness related reasons?	Yes, if Vacation Leave credits has been exhausted and is subject to approval of the Immediate Head.
Sick Leave		What are the valid reasons to avail of Sick Leave?	Reasons are as follows: <ul style="list-style-type: none"> • Illness • medical treatment and recuperation • death or illness of family member/s • force majeure situations as declared by the Company • emergencies or unforeseen situations requiring employee's presence • other reasons with prior approval of Immediate Head
Sick Leave		What is the minimum day in filing Sick Leave?	Half-day, 0.5 for 8-hour work; 0.59 for Compressed Work Week
Sick Leave		What will happen if I didn't secure fit to work clearance from the clinic prior reporting for work?	Employee maybe asked to explain in writing or issued corresponding notice of violation for non-compliance.
Sick Leave		When will the Clinic Nurse require presentation of a medical certificate?	For absences of three (3) consecutive days or more.
Sick Leave		Will my unused Sick Leave credits after the availment period be convertible to cash?	Yes. Payout will be... 3rd week of November - SMRI and RA companies January - PSI, Food Franchise & Shoemart, Inc.
Solo Parent	Availment	How can I continue my claim for Solo Parent Leave?	<ul style="list-style-type: none"> • Secure renewal of ID from DSWD or its equivalent before the lapse of one (1) year from date of issuance if Solo Parent intend to continue to claim benefit. • Submit the renewed Solo Parent ID to Human Resources Department to avail of the benefit.
Solo Parent	Availment	How many days can a Solo Parent avail for the Solo Parent leave benefit?	Seven (7) working days. <i>Note: Absence must be due to fulfillment of parental responsibilities where physical presence is required.</i>
Solo Parent	Availment	How to avail my Solo Parent Leave in myPrime?	Submit scanned valid Solo Parent ID to HR for set-up who will then inform the employee once done.
Solo Parent	Availment	How to discontinue the claim for Solo Parent Leave?	<ul style="list-style-type: none"> • Employee to personally inform the Social Welfare Office and the Company's Human Resources Department of the intention to withdraw the availment of benefits under the Solo Parents' Welfare Act due to change in status. • He/She is considered to have changed status if he/she is no longer left alone with the responsibility of parenthood
Solo Parent	Availment	What are the conditions to avail of Solo Parent Leave?	<ul style="list-style-type: none"> • Can be continuous or staggered as approved by the Division/Department Head. • A Solo Parent ID issued by the Department of Social Welfare and Development (DSWD) Office of the City or Municipality of employee's residence is necessary for the availment of benefit which should be within the validity of the submitted ID.
Solo Parent	Availment	What are the requirements needed to apply for a Solo Parent ID?	To apply for a Solo Parent ID issued by DSWD, the requirements are as follows: <ul style="list-style-type: none"> • Barangay Certificate - which indicates that he/she is a resident of the said barangay within six (6) months and that he/she is a Solo Parent; • Declaration of Nullity of Marriage or Proof or Medical Certificate of mental incapacity or Certificate of No Marriage (CENOMAR); • PSA Birth Certificate of child/children; and • Income Tax Return (ITR) or any proof showing the income of the Solo Parent or certification from Barangay Treasurer or Municipality. • Voter's ID or Voter's Registration (if required)
Solo Parent	Availment	What is the period covered of Solo Parent Leave availment?	<p>One (1) year from date of issuance of Solo Parent ID</p> <p>To illustrate:</p> <p>Date ID issued: Feb 01, 2023 Availment Period: Feb 01, 2023 to Feb 01, 2024</p> <p><i>Note: If ID was renewed prior end of availment (Feb 01, 2024), start of availment for the new credits would be Feb 02, 2024</i></p>
Solo Parent	Coverage	For qualified Solo Parent, how many days are added as paid maternity leave?	The law grants an additional fifteen (15) calendar days.
Solo Parent	Coverage	How long is the Solo Parent ID valid?	Solo Parent ID is valid for one (1) year. Renewal is subject to evaluation by the Department of Social Welfare and Development (DSWD) Office.
Solo Parent	Coverage	Is the Solo Parent leave cumulative?	No. Unused leave shall be forfeited and not convertible to cash.
Solo Parent	Coverage	What is the effect of Solo Parent Leave on Key Performance Indicator (KPI)?	Solo Parent Leave shall not be considered as mandays lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.
Solo Parent	Coverage	Who can be considered Solo Parent's child or children?	Refers to those living with and dependent upon the Solo Parent, unmarried, unemployed and not more than twenty two (22) years old, or over twenty two (22) but incapable of self-support due to mental and/or physical disability.
Solo Parent	Coverage	Who are qualified for Solo Parent leave?	Regular employees who: <ul style="list-style-type: none"> • has been with the company for at least one (1) calendar year. • left alone with the responsibility of parenthood due to death, detention, mental incapacity or legal separation with spouse. It also refers to women who became pregnant due to abuse.
The Anti-Violence Against Women and their Children (VAWC)	Availment	Can I use VAWC Leave even if my child is the victim and not me?	Yes, a female employee whose child is a VAWC victim-survivor may also avail this leave to attend legal or medical concerns of the child.
The Anti-Violence Against Women and their Children (VAWC)	Availment	How many number of paid leaves are the VAWC victims entitled to?	<p>Ten (10 days)</p> <p>To give VAWC victim-employee (regardless of employment status) time and opportunity to attend to medical and legal concerns without compromising their work or employment. This includes:</p> <ul style="list-style-type: none"> • applying for protection order (Barangay Protection Order (BPO)/Temporary Protection Order (TPO)/Permanent Protection Order (PPO)) • investigation, prosecution, and/or trial of case • medical treatment, medico legal examination, psychiatric counseling. <p>The said leave shall be extended when the need arise, as specified in the protection order issued by the barangay or the court.</p>

The Anti-Violence Against Women and their Children (VAWC)	Availment	How to avail VAWC Leave?	Prior set-up of VAWC Leave in the system, employee must first submit to HR for validation required scanned documents as follows: • copy of the police report and medical certificate • certification from the barangay or the court that an application for Barangay Protection Order (BPO)/Temporary Protection Order (TPO)/Permanent Protection Order (PPO) has been filed <i>This certification may be issued by the Punong Barangay or Barangay Captain, a barangay kagawad, a prosecutor or the Clerk of Court, as the case may be.</i>
The Anti-Violence Against Women and their Children (VAWC)	Availment	I do not want my co-employees to know. Can this be kept confidential?	Section 44 of RA 9262 provides that all records pertaining to VAWC cases must be kept confidential. Immediate Head and HR should refrain from disclosing personal information or circumstances to other employees.
The Anti-Violence Against Women and their Children (VAWC)	Availment	Is VAWC Leave convertible to cash?	No, VAWC Leave is non-cumulative and non-convertible to cash.
The Anti-Violence Against Women and their Children (VAWC)	Availment	Should the 10-day VAWC Leave be used consecutively? Can it be extended?	The 10-day VAWC Leave may be used consecutively or in an intermittent manner. It may also be extended when the need arises as specified in the protection order. Additional days shall not be paid but can be charged against the employee's earned leave credits, if any.
The Anti-Violence Against Women and their Children (VAWC)	Availment	What are the qualifying conditions for entitlement of VAWC Leave?	• Existence of a Relationship: The victim and the perpetrator must have or had a sexual or dating relationship, or share common children, or are family members. • Act of Violence: The accused must have committed an act of violence, whether it be physical, sexual, emotional, or psychological in nature.
The Anti-Violence Against Women and their Children (VAWC)	Availment	When should I file my application for VAWC Leave?	Before taking the leave of absence or upon returning from leave, whichever is feasible.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	Can husband file VAWC?	The Anti-VAWC act, in particular, excludes men as victims. Instead, he will have to file the case under the Revised Penal Code. On the other hand, a husband will be able to file a VAWC case against his partner/wife if he is acting on behalf of their shared child.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	Is VAWC committed by men alone?	Women can also be liable under the law. These are the lesbian partners/girlfriends or former partners of the victim with whom she has or had a sexual or dating relationship.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What are the mandatory programs and services for the victims of VAWC?	Particularly, Section 40 of R.A. 9262 provides that the DSWD, and LGUs shall provide the victims as follows: • temporary shelters • provide counseling • psycho-social services and/or recovery, rehabilitation programs, and • livelihood assistance The DOH shall provide medical assistance to victims.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What are the penalties for committing VAWC?	If the courts have proven that the offender is guilty of the crime, he may be imprisoned and will be obliged to pay Php 100,000 to Php 300,000 in damages. The length of imprisonment depends on the gravity of the crime. The offender is also obliged to undergo psychological counseling or psychiatric treatment. Being drunk or under the influence of prohibited drugs cannot be taken as an excuse for committing VAWC.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What is an example of violence against women and children?	Physical violence can include slaps, shoves, hits, punches, pushes, being thrown down stairs or across the room, kicking, twisting of arms, choking, and being burnt or stabbed. Violence can take a number of forms, including, but not limited to, sexual violence, intimate partner violence, child abuse and neglect, bullying, teen dating violence, trafficking, and elder abuse.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What is the effect of VAWC Leave on leave credits, incentives and Key Performance Indicator (KPI)?	Approved VAWC Leave shall be counted as days-worked when computing for annual vacation/sick leave credits and incentives. It shall not be considered as mandates lost and shall not affect the attendance factor in the Key Performance Indicator (KPI) rating of the employee.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What is the penalty for child support in RA 9262 (VAWC)?	Not lower than Six Thousand Pesos (Php 6,000.00) per month. A penalty of imprisonment or fine as the case may be is likewise imposed on any person who wilfully fails to pay paternal child support.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	What type of abuse is covered under VAWC?	VAWC refers to any act or a series of acts committed with gender bias that results in physical, sexual, psychological, or economic harm or suffering to women and children. It includes acts of abusive sexual contact, forced engagement in sexual acts, attempted or completed sexual acts with a woman without her consent, sexual harassment, verbal abuse, threats, exposure, unwanted touching, incest, and others. It is a grave violation of human rights, perpetuating inequality and undermining the well-being and dignity of individuals.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	Who are considered children as defined under the VAWC Law?	Children are those below 18 years of age or older but are unable to fully take care of themselves or protect themselves from abuse, neglect, cruelty, exploitation or discrimination because of a physical or mental disability or condition. It includes the biological children of the victim and other children under her care.
The Anti-Violence Against Women and their Children (VAWC)	Coverage	Who are the victims of VAWC and the rights as defined under the law?	According to the VAWC Act, a victim refers to a woman who is the abuser's wife, former wife or a woman with whom the abuser has or had a sexual or dating relationship, or with whom the abuser has a common child, or against the woman's child whether legitimate or illegitimate, within or outside the family abode. The law allows women and their children to secure barangay protection order and/or temporary or permanent protection order from the courts. They can also file an independent civil action for damages and criminal action for the violation of anti-VAWC Act.

Timelog Correction		What to note about Timelog Correction (TLC)?	<ol style="list-style-type: none"> 1. Captured time entries cannot be edited. 2. Employees with incomplete time entries can file up to two (2) timelog corrections per day. 3. Filing of TLC is allowed up to two (2) previous cut-offs only. 4. Employee should request for HR intervention for cases such as double tapping (subject to disciplinary action) via a Helpdesk request. 						
Undertime		Am I allowed to render overtime if I'm on Undertime?	<p>No, undertime cannot be offset to overtime work.</p> <p>Employee who is permitted to work beyond the regular work hour shall be entitled to overtime pay subject to the policy on overtime.</p>						
Undertime		What is the minimum/maximum filing of Undertime?	<p>Minimum:</p> <ul style="list-style-type: none"> • 30 minutes for Branch-based employees • 1 hour for HO-based employees <p>Maximum Undertime Duration is less than four (4) hours.</p>						
Undertime		What will be the treatment if the employee reported for work beyond the approved Undertime?	<p>Employee who reported for work beyond the approved Undertime shall be considered tardy.</p> <p><i>To illustrate:</i> Employee's Shift: 9:00 AM - 6:00 PM Approved Undertime: 9:00 AM to 10:00 AM Actual Time In: 10:10 AM</p> <p><i>Deductions for the Day:</i> Undertime - one (1) hour; Tardy - 10 minutes</p>						
Undertime		When to file Undertime?	<p>If the Undertime is at the start of the work day, filing should be at least one (1) day prior to day of the undertime. If not approved by Immediate Head, it will be considered as tardy.</p> <p>If the Undertime is scheduled, during end of the work day, filing should be before leaving the work place. If not approved by Immediate Head, employee will be subjected to disciplinary action.</p>						
Undertime		Why can I no longer file my Undertime yesterday?	If the reason is <u>non-sickness</u> , filing should be prior the intended Undertime else it may be considered as tardy while if the reason is <u>due to sickness</u> , may be filed upon return to work.						
Vacation Leave		Are we allowed to file half-day Vacation Leave?	No, only Sick Leave maybe filed as half-day subject to confirmation of the company physician or his designate.						
Vacation Leave		Are we allowed to use Vacation Leave credits for reasons due to sickness?	Yes, in continuation of existing sickness application and if sick leave credits have been exhausted.						
Vacation Leave		Can I charge to unused VL/SL credits due to emergency in excess of bereavement and calamity leaves?	Yes.						
Vacation Leave		Can my unused Vacation Leave credits be added to my new leave credits?	No, unused Vacation Leave after the year of availment is non-cumulative and non-convertible to cash.						
Vacation Leave		If I apply for a VL of more than five (5) days, will my Immediate Head's approval be enough?	No, it will require the approval of the next level manager.						
Vacation Leave		If I have remaining Vacation Leave balance/s after the period of availment, can I still use it?	No, for unused credits, no extension shall be granted thus forfeited.						
Vacation Leave		My resignation was already accepted, am I allowed to use my unused leaves during the notice period?	No, during the transition or notice period, use of leave credits are not allowed.						
Vacation Leave		When to file for Vacation Leave?	Must be filed before the effective date and based on schedule submitted to HR. <i>Note: Exclude restday/s and regular holidays between leaves.</i>						
Work Schedule		What are the standard break periods?	<p>Break periods are as follows:</p> <p>60 minutes Meal Break (non-compensable) 30 minutes Snack Break (compensable)</p> <p>Notes:</p> <ol style="list-style-type: none"> 1. Twenty (20) minutes interval before time-in is required. 2. Employee on a half-day absence is not entitled to the thirty (30) minutes snack break else actual snack break hours will be deducted. 						
Work Schedule		When may I be allowed to change Work Schedule ?	<p>Generally, change of Work Schedule are as follows:</p> <table border="0" style="width: 100%;"> <tr> <th style="text-align: left;">LOCATION</th> <th style="text-align: left;">DURATION</th> </tr> <tr> <td>Corp Office</td> <td>every 6 months or annual</td> </tr> <tr> <td>Stores</td> <td>every 3 or 4 months</td> </tr> </table> <p>Note: <i>It should start on a Sunday being the 1st day of the week.</i></p>	LOCATION	DURATION	Corp Office	every 6 months or annual	Stores	every 3 or 4 months
LOCATION	DURATION								
Corp Office	every 6 months or annual								
Stores	every 3 or 4 months								
Work Schedule		When may I be allowed to change Work Shift?	Change in Work Shift shall only be allowed when operational needs require such change and not for personal reason .						
Work Schedule		When should I file the Change of Shift request?	Must be filed before the effective date of change of shift and reason should be operational in nature.						
Work Schedule		When should the change of work schedule start?	It should start on a Sunday being the 1st day of the week						
			Note: Change of Work Shift/Rest Day shall only be allowed when operational need require such change and not for personal reason .						
Work Schedule		Why do I have a deduction on my payslip even though I filed my COS application within the cut-off?	<p>Check your timesheet details to ensure that your filed Change of Shift (COS) is correct and not yet approved by your Immediate Head.</p> <p>If Change of Shift is incorrect and not yet approved, employee to recall; if Change of Shift is incorrect and approved, employee to refile.</p> <p>Note: may only be allowed within the last two (2) cut-offs.</p>						
Time and Attendance									