

THE GSIS TOUCH STORY

Transforming Customer Service
through Continuous and
Sustainable Innovation



Government Service Insurance System

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

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Government Service Insurance System



GINHAWA

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





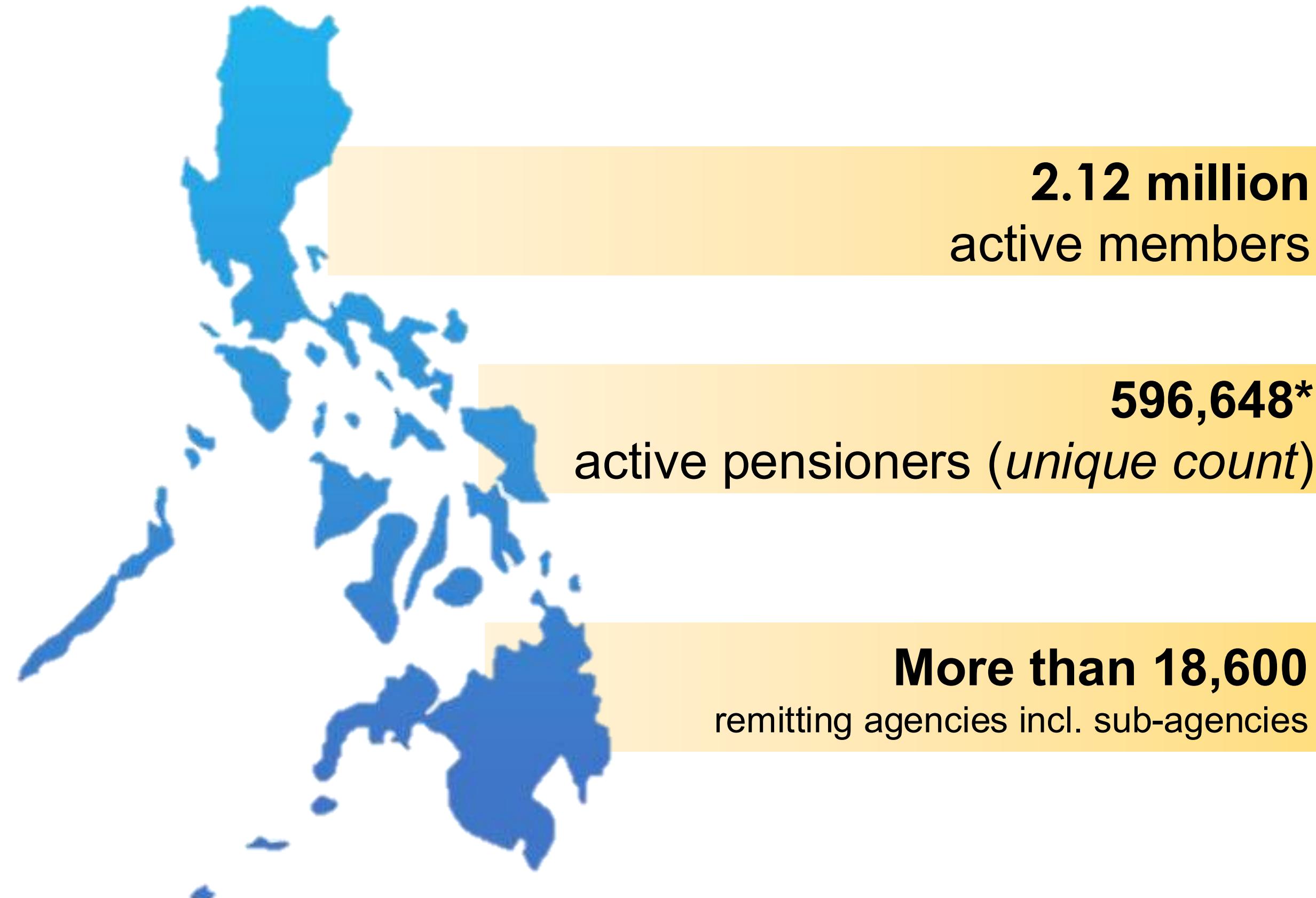
GSIS BEFORE



GSIS BEFORE



Membership Coverage *(As of 30 September 2025)*



Financials and Actuarial Data

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

Programs and Services

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

GSIS DIGITAL ID

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

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



gfa!
ginhawa
for all!



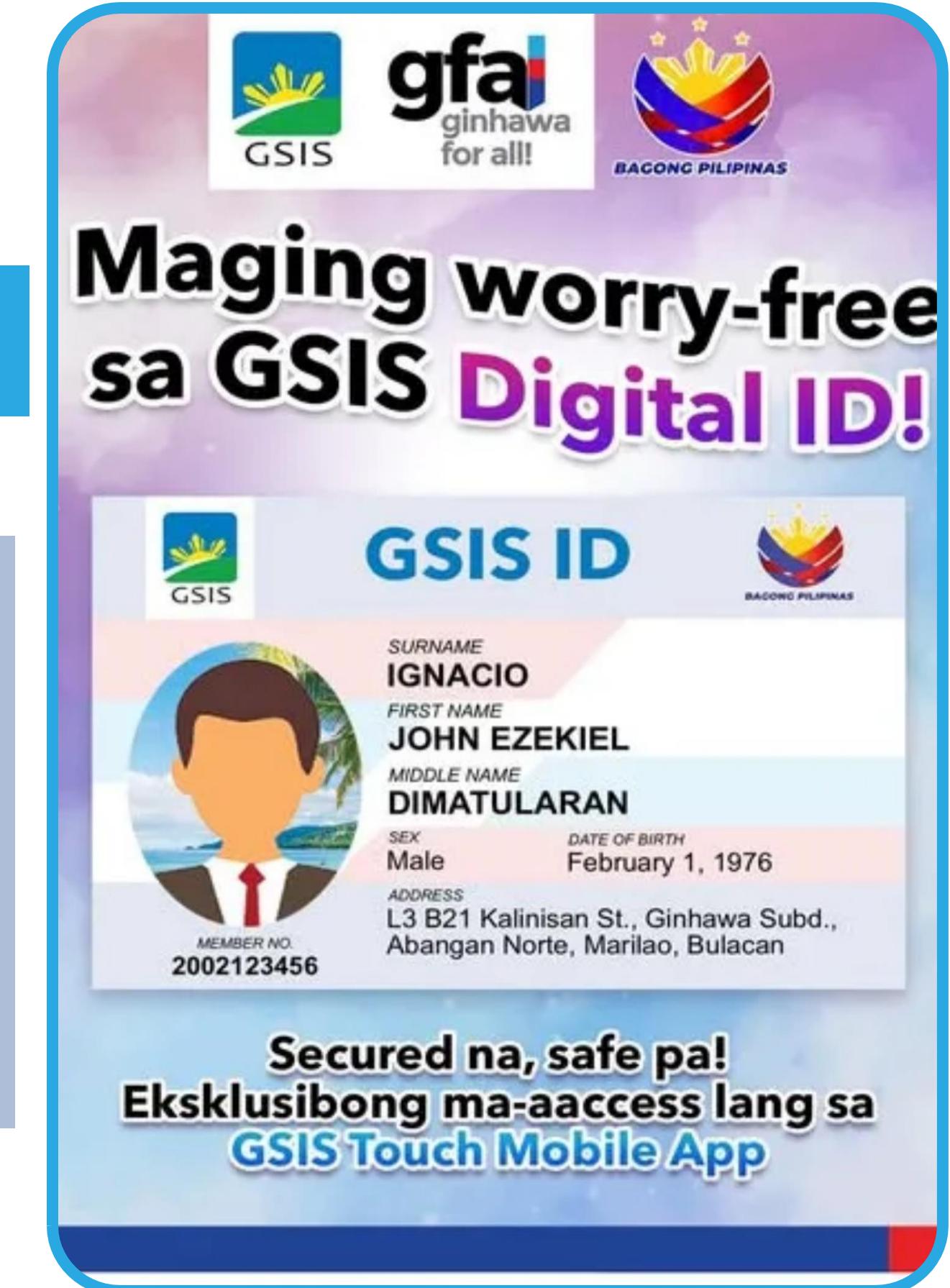
GSIS DIGITAL ID

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

→ Member-centric

→ Optimized processes

→ Strategic Alignment



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GSIS ONLINE ENROLMENT

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

Verification Select Bank Capture ID Capture Selfie

✓

Enrollment successful!
Here's your new GSIS Digital ID!

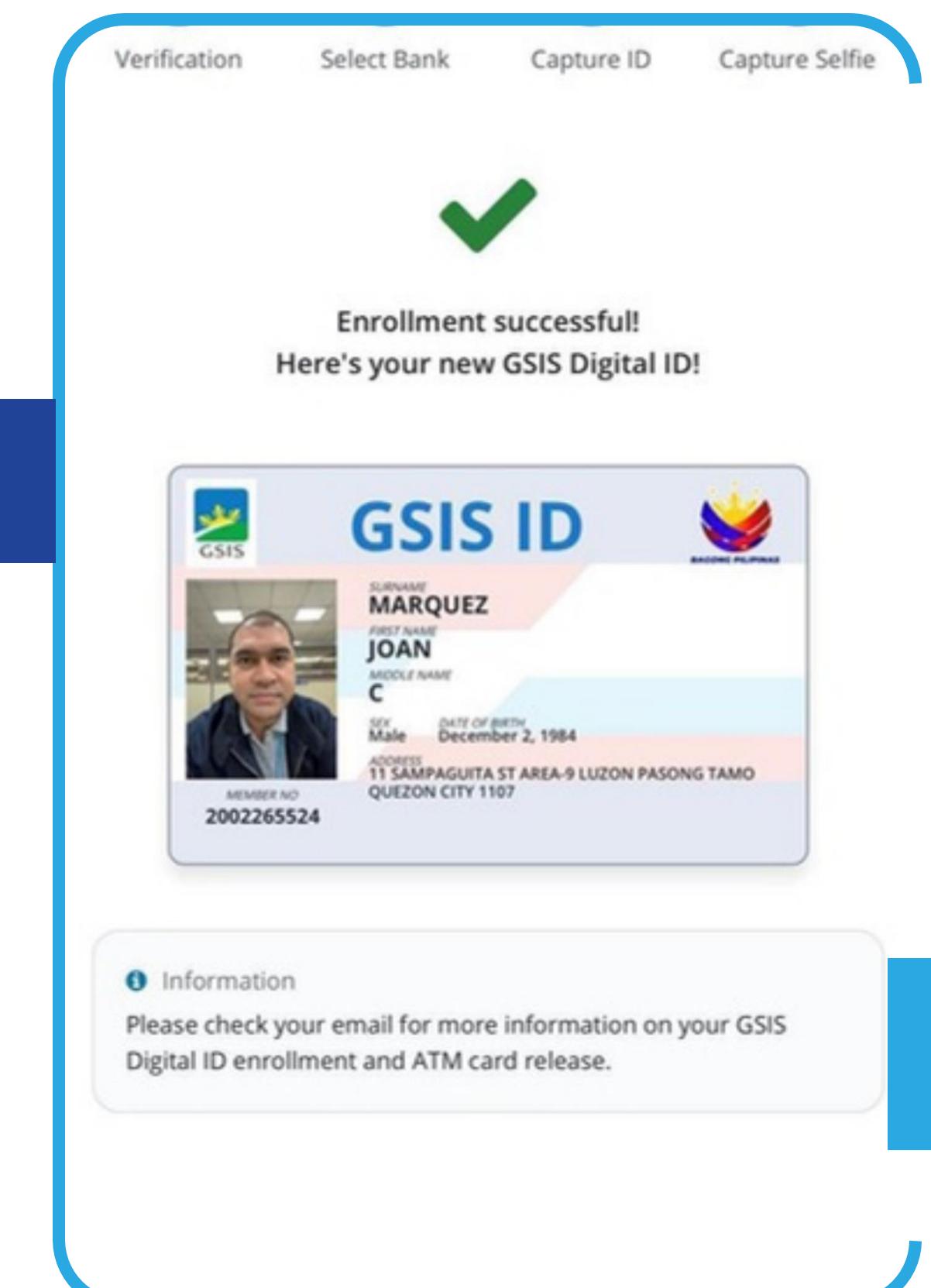


Information

Please check your email for more information on your GSIS Digital ID enrollment and ATM card release.

GSIS ONLINE ENROLMENT

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



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

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

Secure & AI-Driven

Convenient

Member-centric



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A man in a light blue polo shirt and khaki pants is smiling and holding a smartphone, pointing at its screen. He is standing against a blue background with a white curved arrow pointing towards him. To his right, large blue text reads 'Your face is all you need'. Below this, a white box contains the text 'Be stress-free when you APIR through the GSIS Touch!'. To the right of the man, there is a graphic for the 'Relax sa GSIS Touch GSIS MOBILE APP' with QR codes for both Android and iOS.

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



Widely adopted:

More than 628,000 transactions completed

More than 80% utilization rate across age groups

Your face is all you need

Be stress-free when you APIR through the GSIS Touch!

Relax sa GSIS Touch GSIS MOBILE APP

Android

GSIS

gfa! ginhawa for all!

BAGONG PILIPINAS

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GSIS TOUCH-BASED APPLICATION FOR COMMENCEMENT OF PENSION

ENSURING FAST, SECURE, AND CONVENIENT START OF PENSION BENEFITS

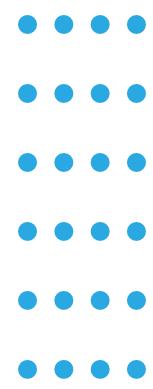


The Philippines' first fully digital pension application system, redefining how retirees access their benefits.

→ Secure, fast, and paperless

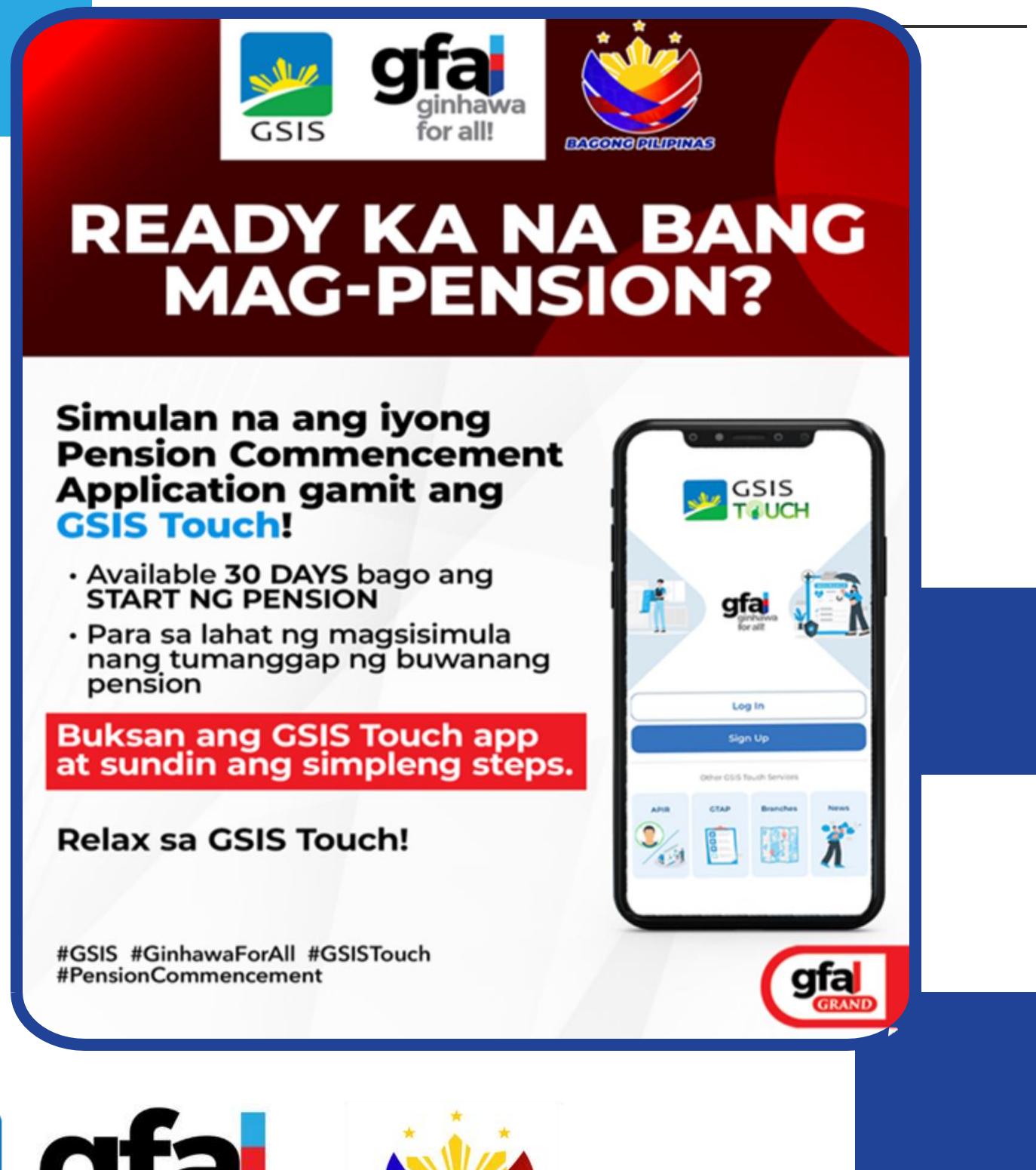
→ Convenient and inclusive

→ Empowering retirees



GSIS TOUCH-BASED APPLICATION FOR COMMENCEMENT OF PENSION

ENSURING FAST, SECURE, AND CONVENIENT START OF PENSION BENEFITS



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

- Enhanced responsiveness
- Transparent and trustworthy
- Efficient and sustainable



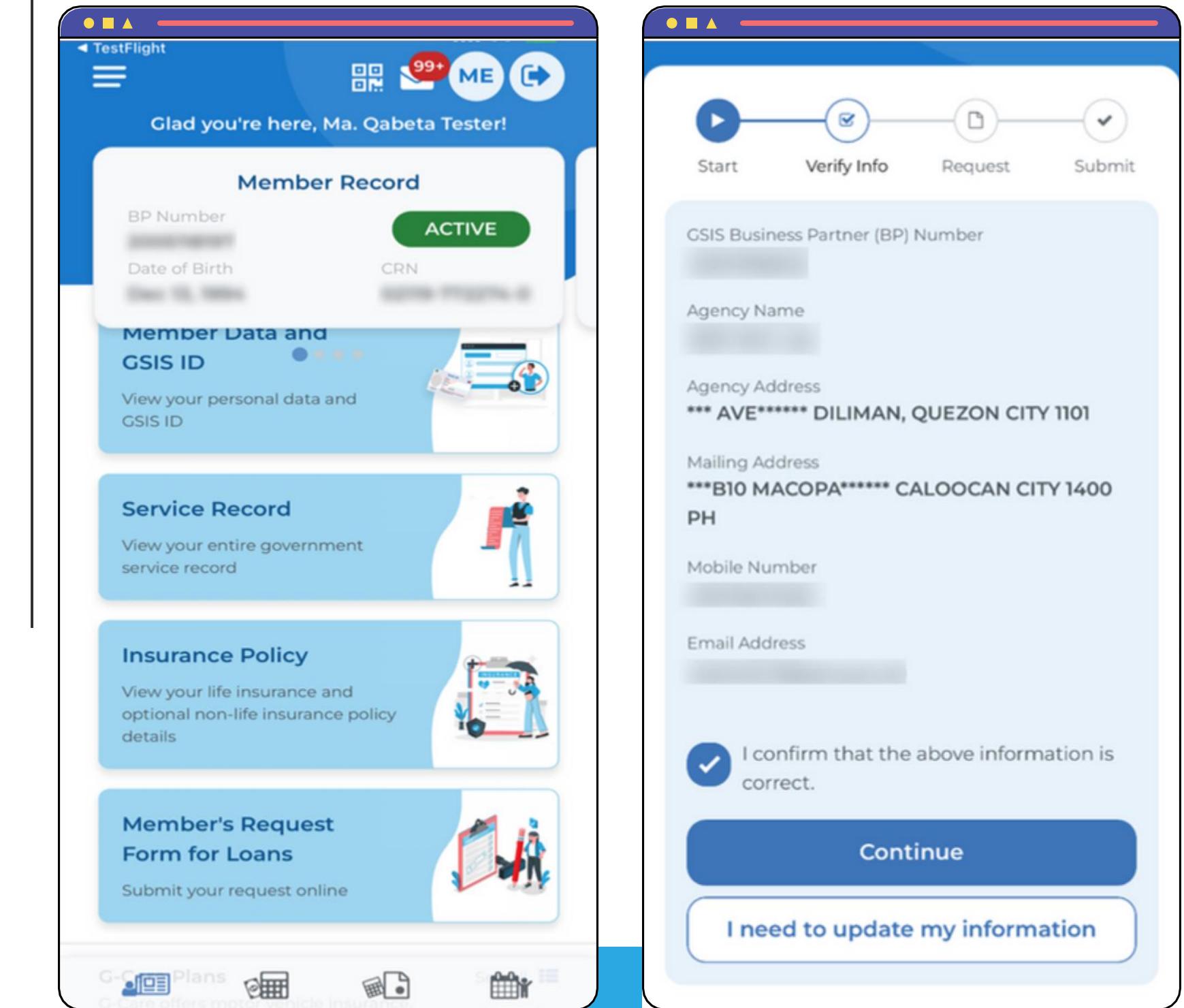
EMPOWERING MEMBERS WITH 24/7 DIGITAL ACCESS TO LOAN-RELATED REQUESTS AND CERTIFICATIONS:

DIGITAL INNOVATION FOR QUICK,
ACCURATE, AND ACCESSIBLE LOAN
CERTIFICATIONS

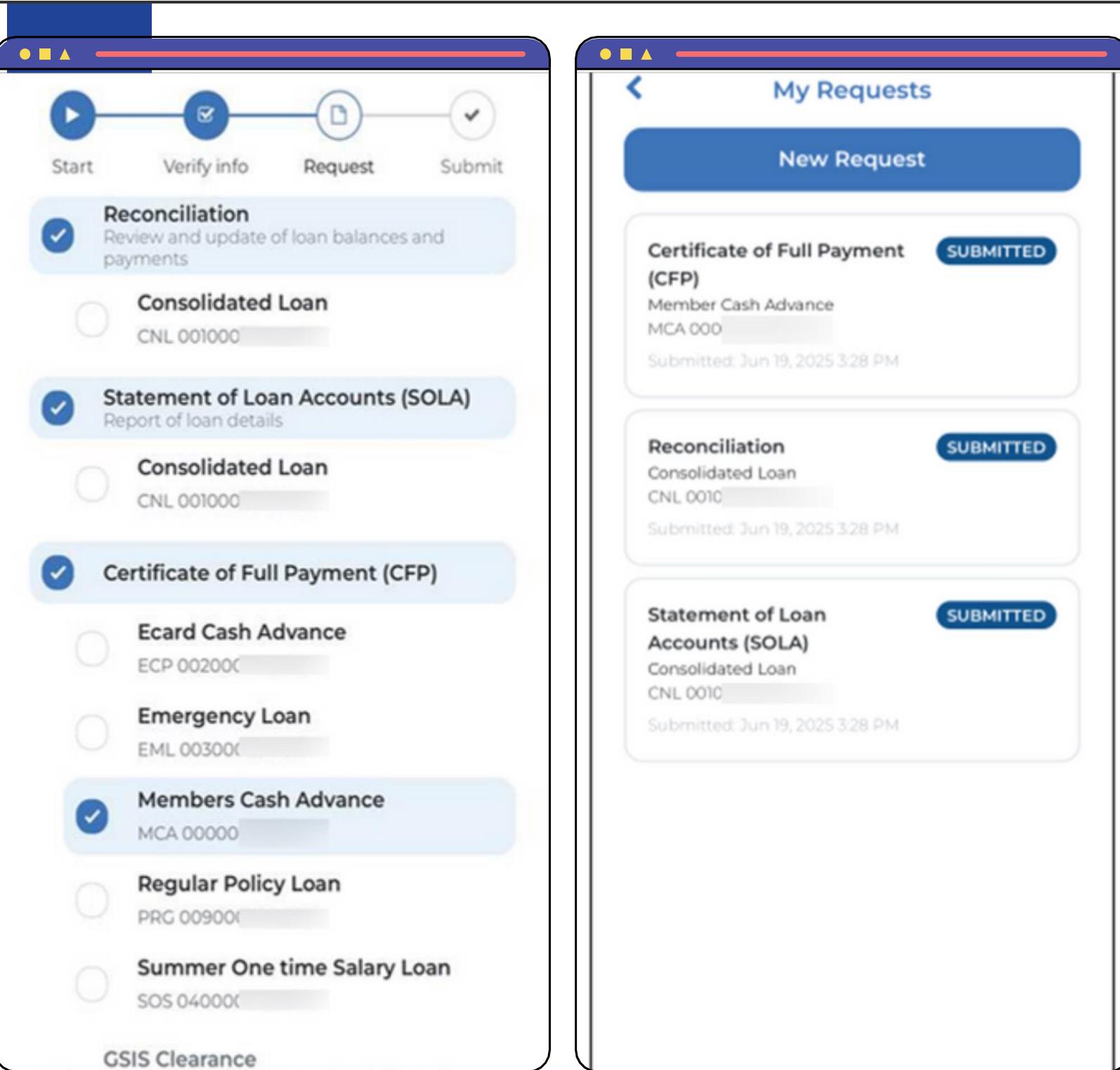
→ Anytime, anywhere access

→ High adoption efficiency

→ Seamless experience



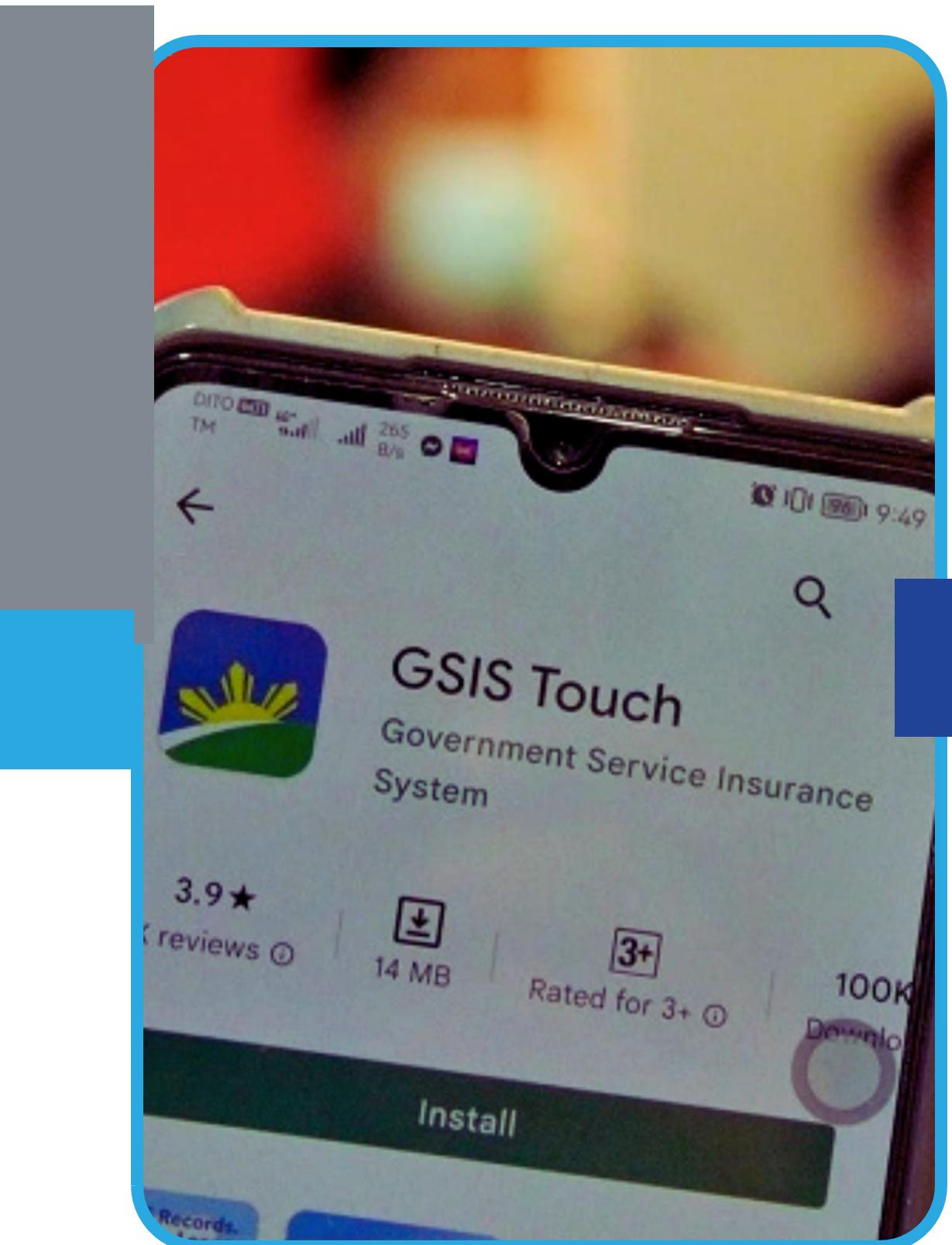
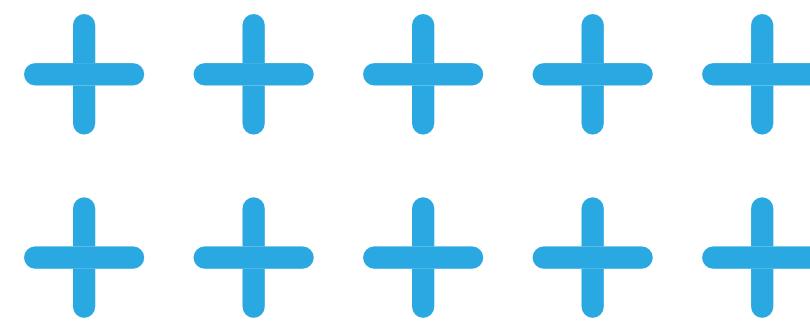
EMPOWERING MEMBERS WITH 24/7 DIGITAL ACCESS TO LOAN-RELATED REQUESTS AND CERTIFICATIONS:



→ Smart and secure technology

→ Operational Efficiency

→ Inclusive and member-focused



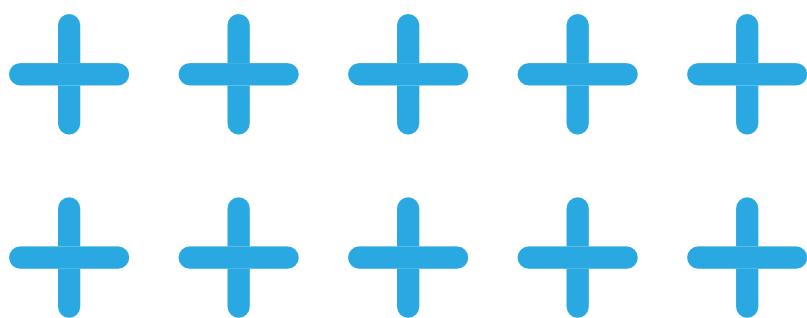
Ginhawa

99.52% Customer Satisfaction
10/10 Branches Awarded
Recognition from various
National and International
Agencies

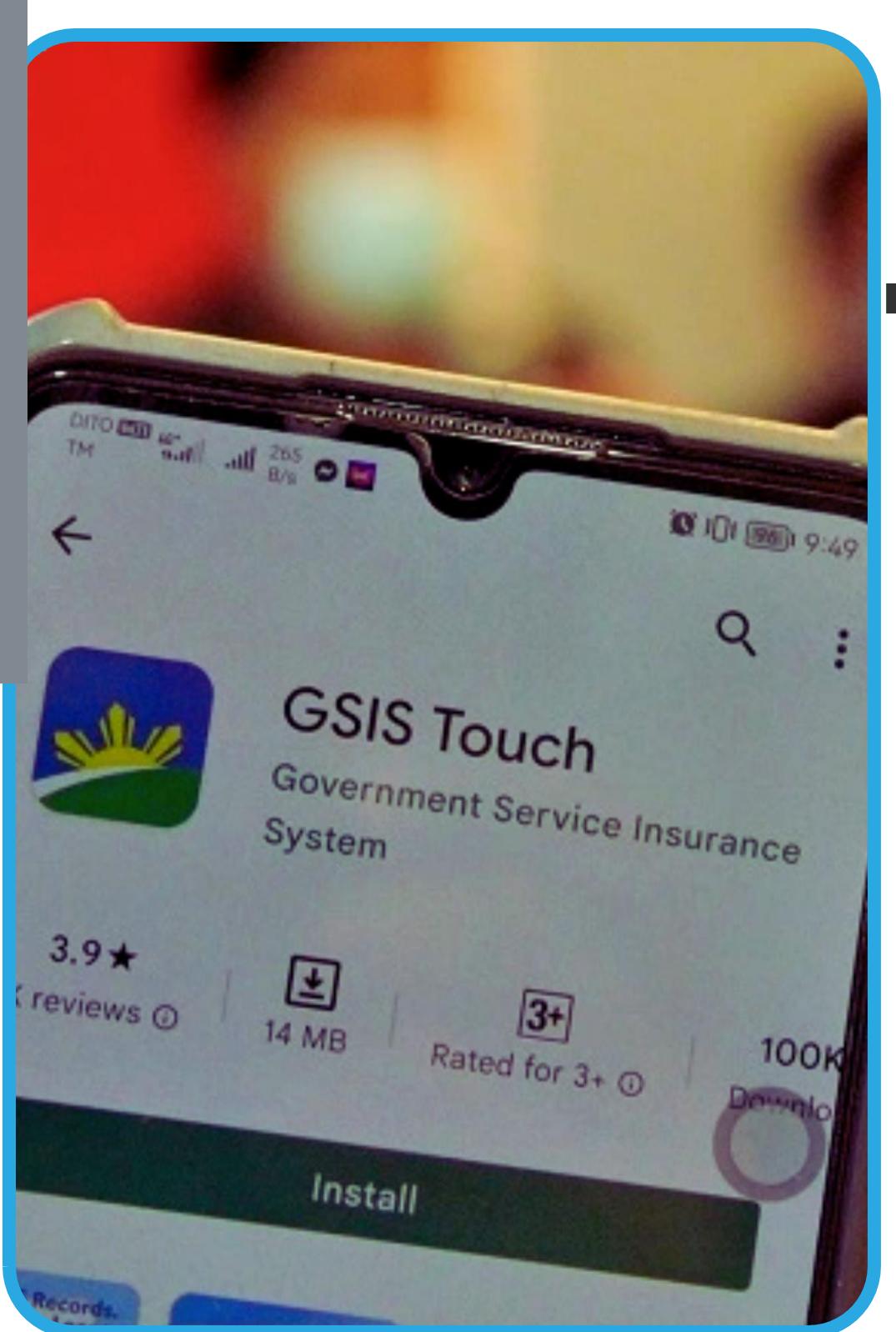


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THANK YOU!



Empowering Members
Enhancing Service
Enabling the Future



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