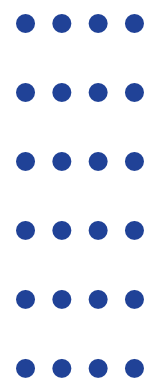


# THE GSIS TOUCH STORY

Transforming Customer Service  
through Continuous and  
Sustainable Innovation

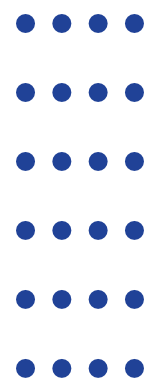




# Government Service Insurance System

- ➔ 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





# Government Service Insurance System

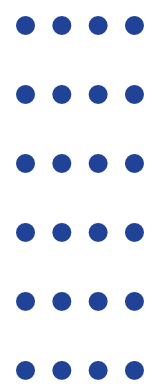


## GINHAWA

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







# GSIS BEFORE



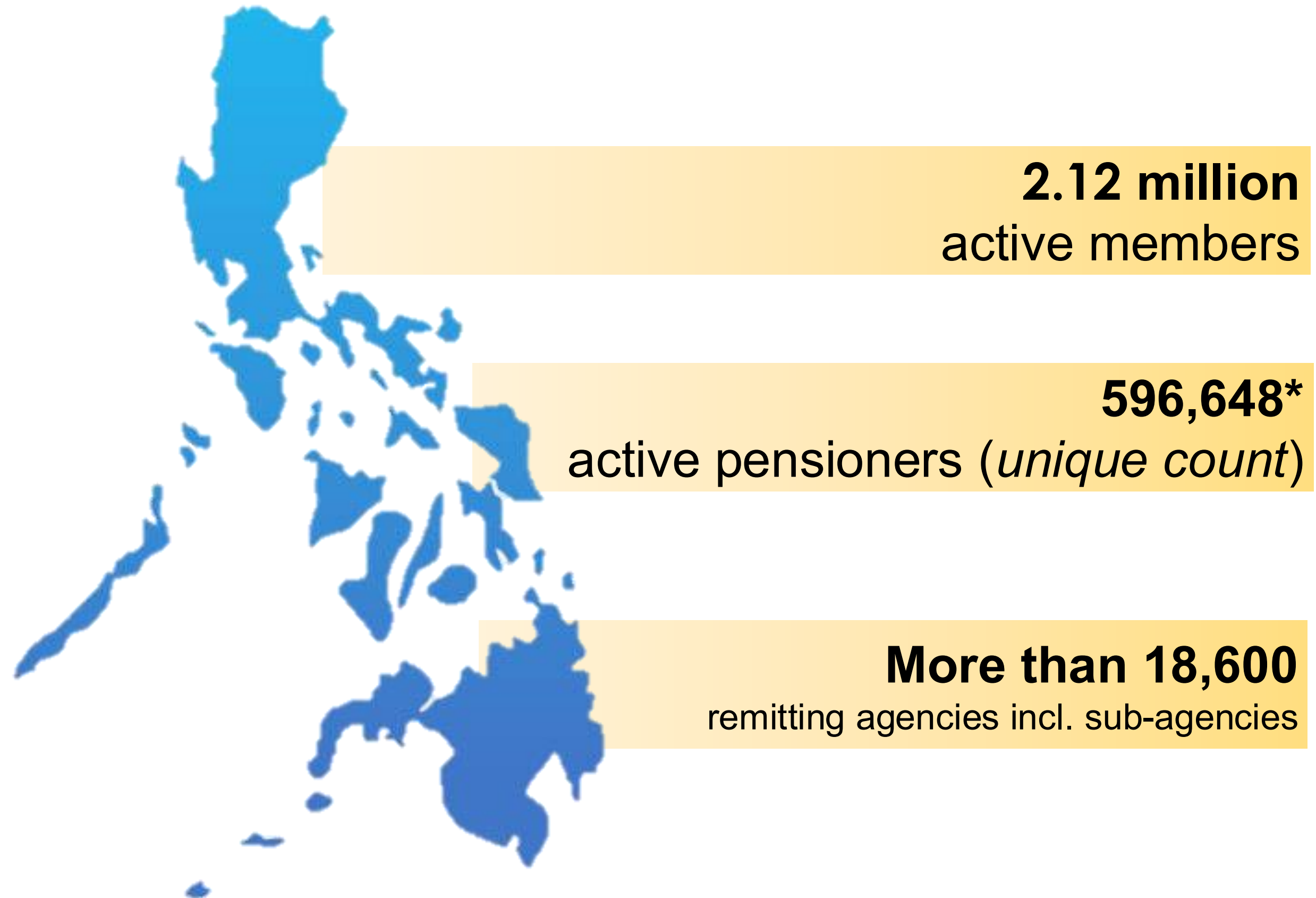




**GSIS  
BEFORE**



# 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



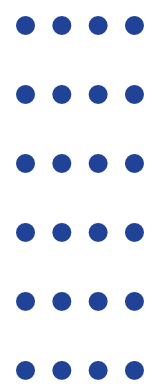
# GSIS DIGITAL ID

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

- Member-centric
- Optimized processes
- Strategic Alignment



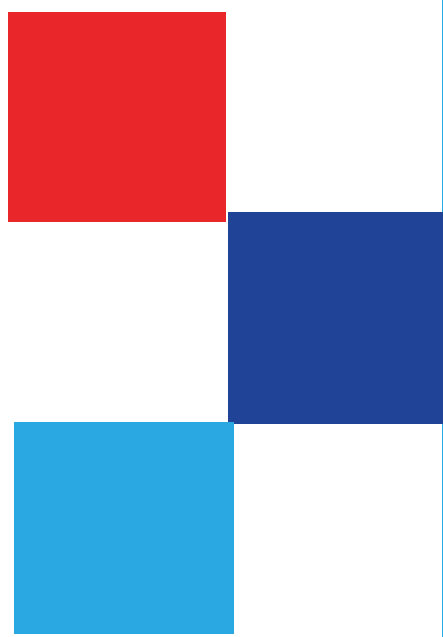




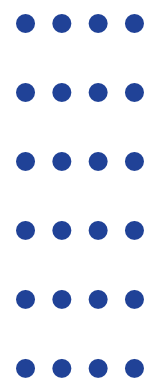
# GSIS ONLINE ENROLMENT



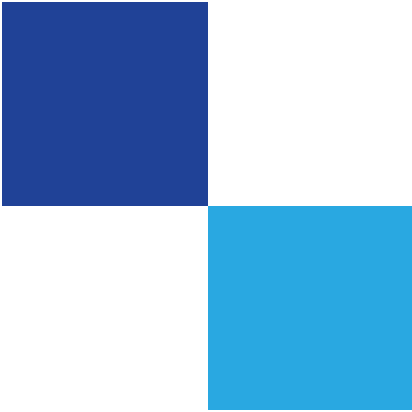
- 77% Faster: Within 2 minutes
- 93% Adoption
- Flexible access



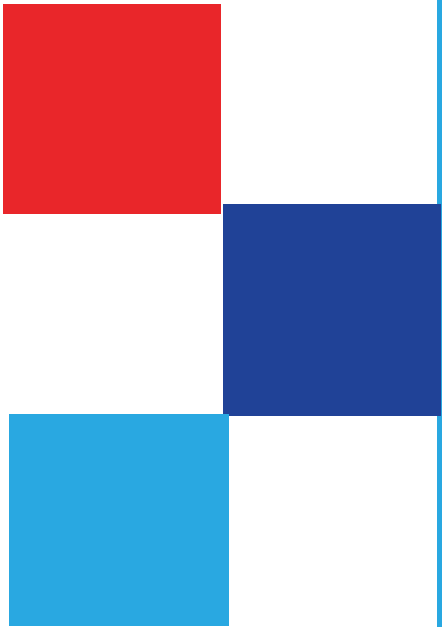




# GSIS ONLINE ENROLMENT



- 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

---





# 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





# 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



The graphic is a vertical rectangular poster for the GSIS Touch app. At the top, it features the logos of GSIS, gfa (Ginhawa for all!), and Bagong Pilipinas. Below the logos, the headline reads 'READY KA NA BANG MAG-PENSION?'. The main body of the poster contains the text 'Simulan na ang iyong Pension Commencement Application gamit ang GSIS Touch!' followed by two bullet points: 'Available 30 DAYS bago ang START NG PENSION' and 'Para sa lahat ng magsisimula nang tumanggap ng buwanang pension'. A red banner below the bullet points says 'Buksan ang GSIS Touch app at sundin ang simpleng steps.' Underneath this is the text 'Relax sa GSIS Touch!'. On the right side of the poster is a smartphone displaying the app's interface, which includes a 'Log In' button, a 'Sign Up' button, and a section for 'Other GSIS Touch Services' with icons for APIS, CTAP, Branches, and News. At the bottom left of the poster are the hashtags #GSIS, #GinhawaForAll, #GSISTouch, and #PensionCommencement. At the bottom right is the gfa GRAND logo.

**GSIS** **gfa** **ginhawa for all!** **BAGONG PILIPINAS**

**READY KA NA BANG MAG-PENSION?**

**Simulan na ang iyong Pension Commencement Application gamit ang GSIS Touch!**

- Available 30 DAYS bago ang START NG PENSION
- Para sa lahat ng magsisimula nang tumanggap ng buwanang pension

**Buksan ang GSIS Touch app at sundin ang simpleng steps.**

**Relax sa GSIS Touch!**

#GSIS #GinhawaForAll #GSISTouch #PensionCommencement

**gfa** **GRAND**

# 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



The graphic is a promotional poster for the GSIS Touch app. At the top, it features the logos of GSIS, gfa (Ginhawa for all!), and Bagong Pilipinas. Below the logos, the headline reads 'READY KA NA BANG MAG-PENSION?'. The main body of the poster contains the text 'Simulan na ang iyong Pension Commencement Application gamit ang GSIS Touch!' followed by two bullet points: 'Available 30 DAYS bago ang START NG PENSION' and 'Para sa lahat ng magsisimula nang tumanggap ng buwanang pension'. A red banner below the bullet points says 'Buksan ang GSIS Touch app at sundin ang simpleng steps.' Underneath this is the phrase 'Relax sa GSIS Touch!'. A central image shows a smartphone displaying the app's interface, which includes a 'Log In' button, a 'Sign Up' button, and a section for 'Other GSIS Touch Services' with icons for APIS, CTAP, Branches, and News. At the bottom left, there are social media hashtags: #GSIS, #GinhawaForAll, #GSISTouch, and #PensionCommencement. At the bottom right, there is a 'gfa GRAND' logo.

**GSIS** **gfa** **ginhawa for all!** **BAGONG PILIPINAS**

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#GSIS #GinhawaForAll #GSISTouch #PensionCommencement

**gfa GRAND**



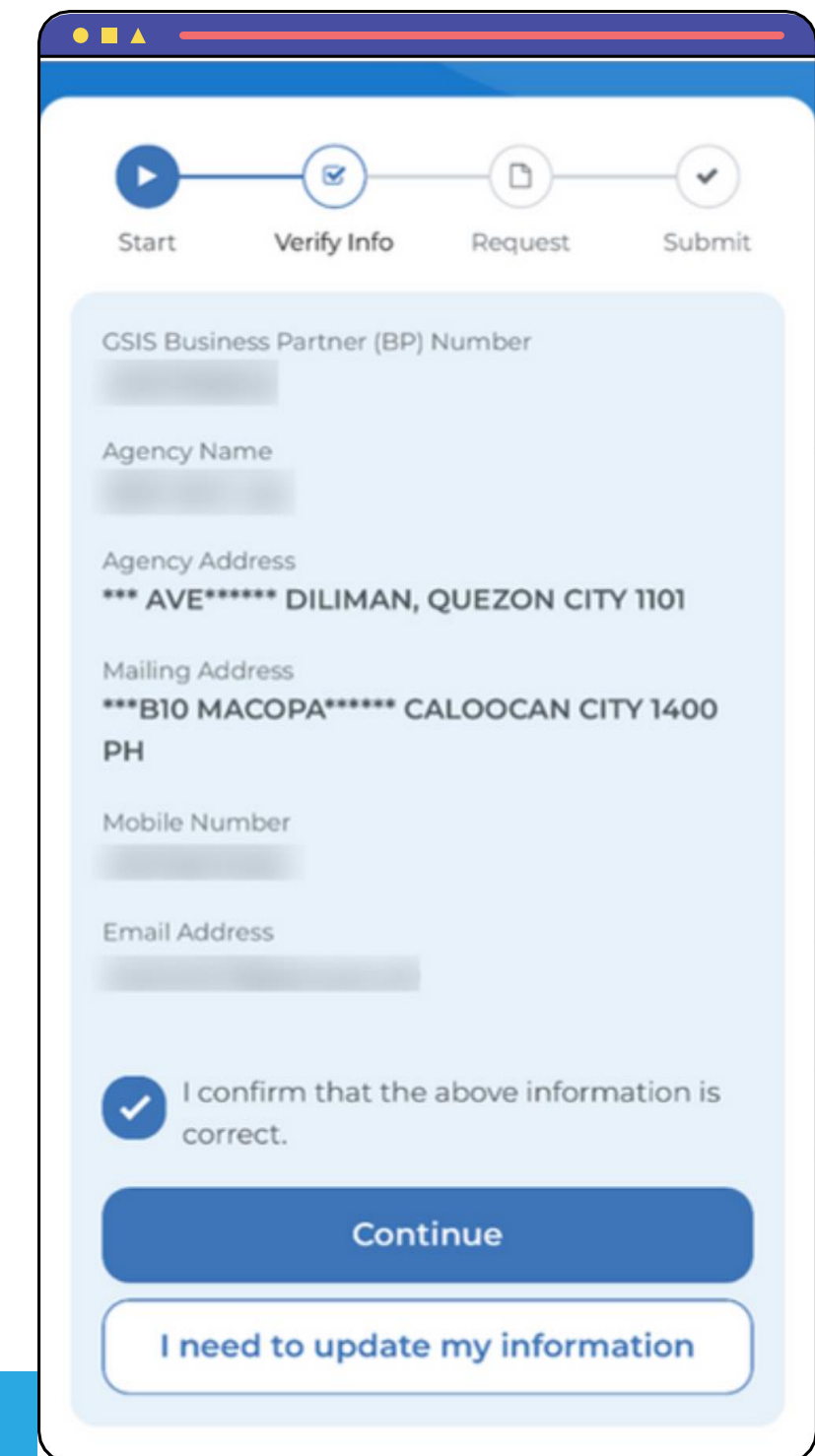
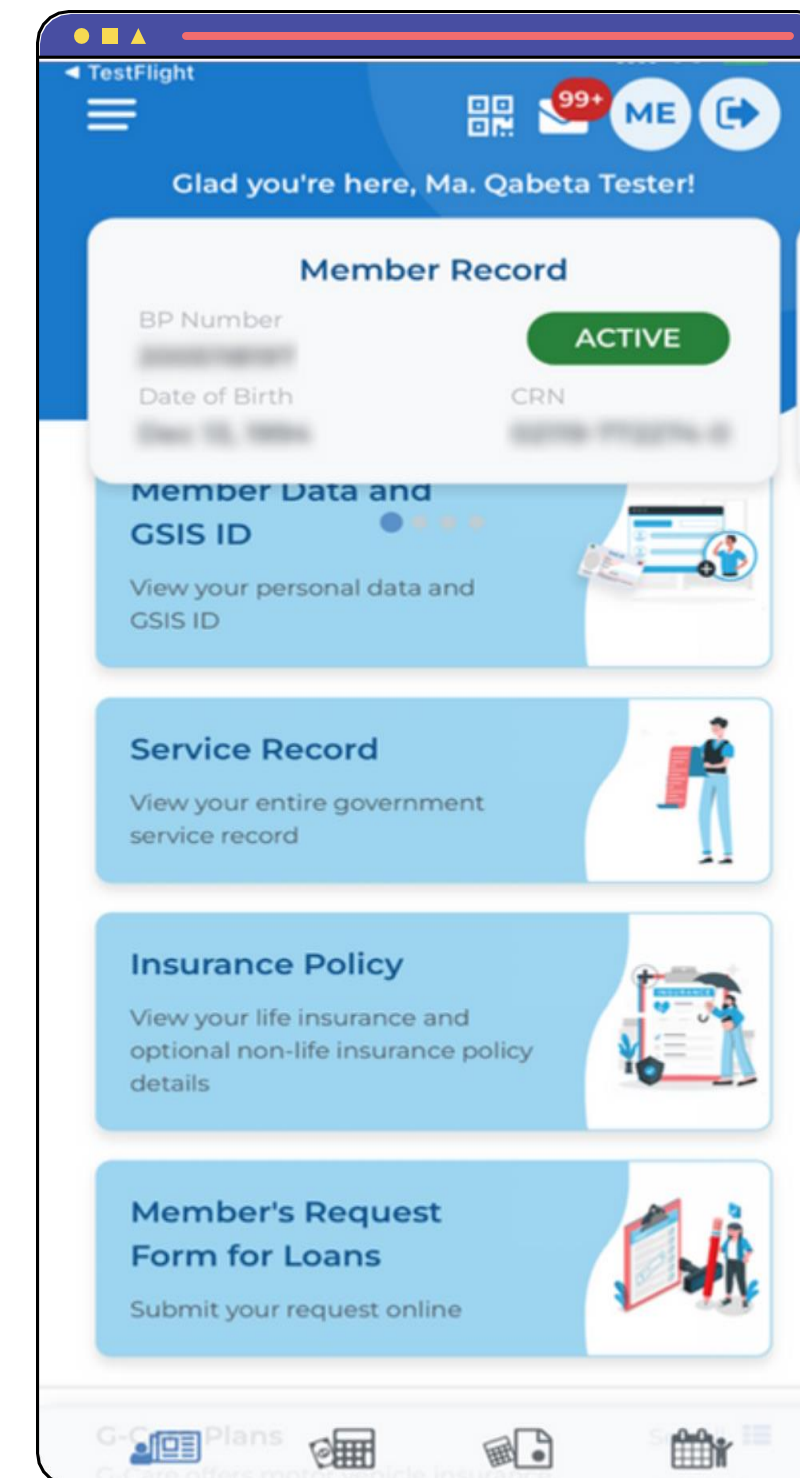
# EMPOWERING MEMBERS WITH 24/7 DIGITAL ACCESS TO LOAN-RELATED REQUESTS AND CERTIFICATIONS:

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:

The image displays two mobile application interfaces. The left screen shows a progress bar at the top with four steps: Start, Verify info, Request, and Submit. Below this, there are several request options, each with a radio button and a description. The 'Reconciliation' option is selected. The right screen shows a 'My Requests' section with a 'New Request' button. Below this, there are three submitted requests, each with a 'SUBMITTED' button and details about the request.

**Left Screen (Request Options):**

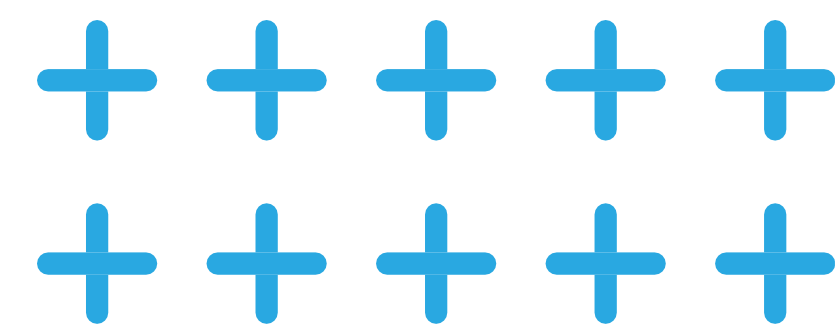
- ☒ **Reconciliation**  
Review and update of loan balances and payments
- ☐ **Consolidated Loan**  
CNL 001000
- ☒ **Statement of Loan Accounts (SOLA)**  
Report of loan details
- ☐ **Consolidated Loan**  
CNL 001000
- ☒ **Certificate of Full Payment (CFP)**
- ☐ **Ecard Cash Advance**  
ECP 002000
- ☐ **Emergency Loan**  
EML 003000
- ☒ **Members Cash Advance**  
MCA 00000
- ☐ **Regular Policy Loan**  
PRG 009000
- ☐ **Summer One time Salary Loan**  
SOS 040000

**Right Screen (My Requests):**

- New Request**
- Certificate of Full Payment (CFP)** **SUBMITTED**  
Member Cash Advance  
MCA 000  
Submitted: Jun 19, 2025 3:28 PM
- Reconciliation** **SUBMITTED**  
Consolidated Loan  
CNL 0010  
Submitted: Jun 19, 2025 3:28 PM
- Statement of Loan Accounts (SOLA)** **SUBMITTED**  
Consolidated Loan  
CNL 0010  
Submitted: Jun 19, 2025 3:28 PM

- Smart and secure technology
- Operational Efficiency
- Inclusive and member-focused





# Ginhawa

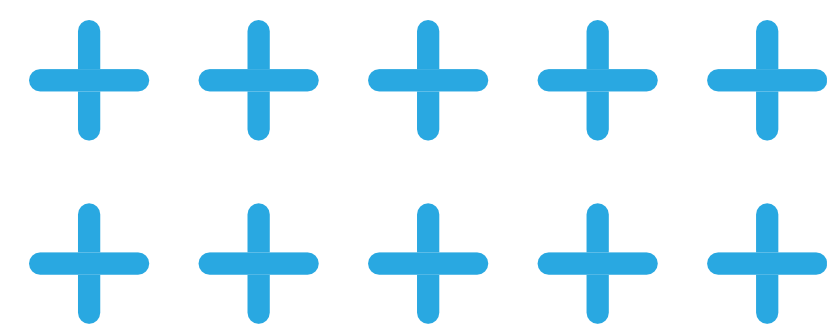
99.52% Customer Satisfaction

10/10 Branches Awarded

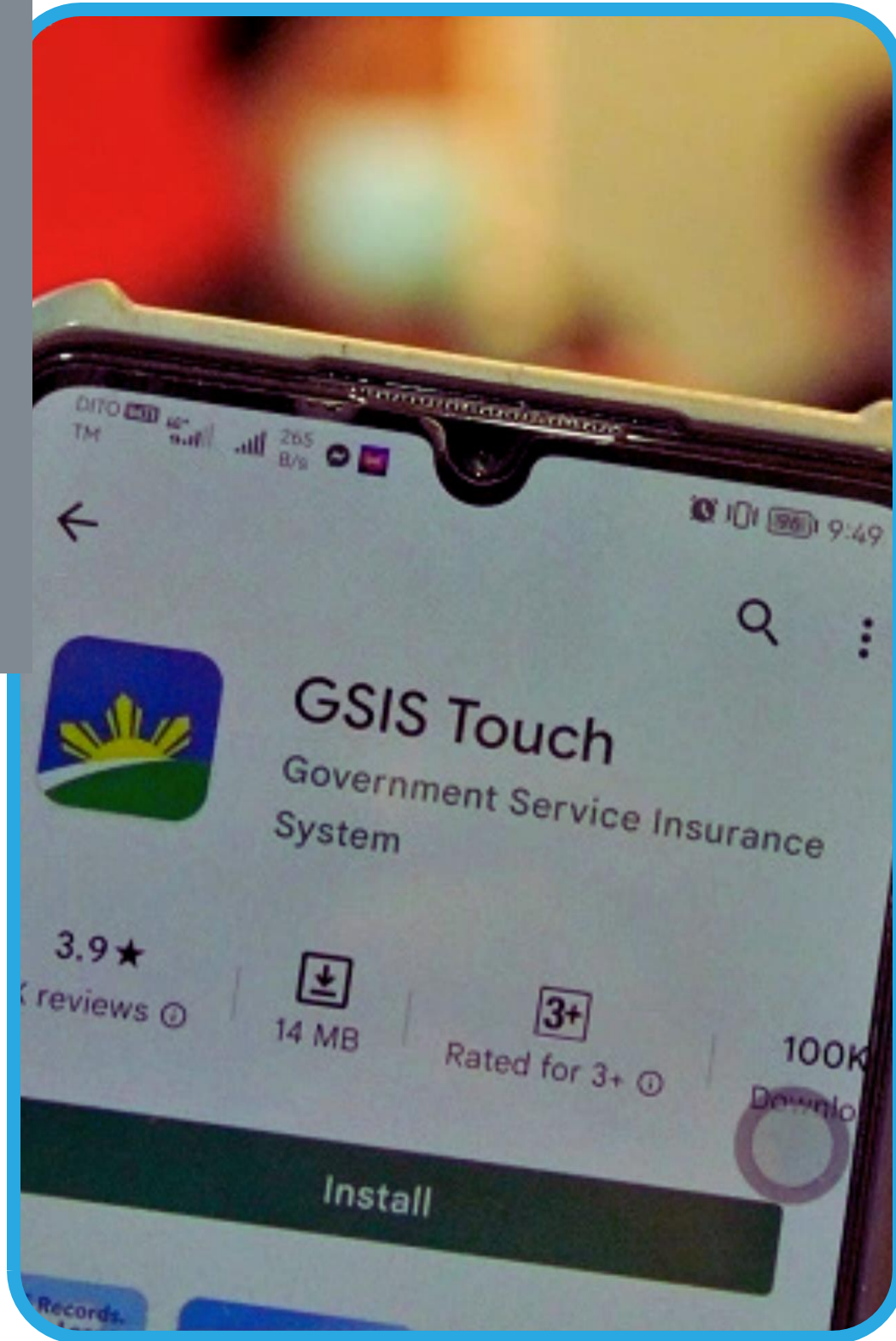
Recognition from various  
National and International  
Agencies







# THANK YOU!



Empowering Members

Enhancing Service

Enabling the Future

