

July 2, 2024

RUEL S. TRIBUNALOOperation Officer - SSAI
Sunline Security Agency Inc.

Dear Mr. Jerson,

Greetings!

We are writing to bring to your attention an incident in which we observed that there was a crack in the glass at the lobby entrance of our premises. According to the report submitted by SG Macaganda on June 18, 2024, around 10:35 AM, he noticed that the crack on the glass had worsened, in fact, was getting bigger in comparison to the first time he saw it as it was implied in his own words, "Lumaki na ang crack".

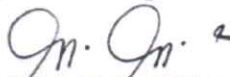
Pursuant to the Memorandum of Agreement item no.10 *"That the CLIENT fully entrusts its safety and security to the AGENCY and require its guards to execute an "Affidavit of Undertaking. The latter shall also serve as written proof that they are fully aware and understood their duties, responsibilities and accountabilities such as but not limited to losses, damages and the corresponding charges incurred by the absconded patients as determined by the CLIENT"*.

Please be advised that the cost of repairing the cracked glass in the lobby will be charged to Sunline Security Agency Inc. We understand that incidents can occur unexpectedly, but timely reporting is crucial for us to uphold the safety and operational standards of our facility.

Attached herewith is the incident report from the security-on-duty and engineering department, as well as the cost of repairing the cracked glass, for your reference.

We anticipate your usual prompt and favorable response. Thank you for your attention to this matter.

Caring beyond healing:

**IVERSE JOY J. DIAZ, RRT., RSO., MPA**
HOPSS Assistant Director

Noted by:


REMO-TITO A. AGUILAR, MD, FPOA
Chief Executive Officer & Chief of Clinics