



ADVISORY

The Philippine Retirement Authority (PRA) is pleased to inform the public that the PRA Head Office and its' four (4) Satellite Offices are now open to accept Servicing-related transactions of existing Special Resident Retiree's Visa (SRRV) Holders from **Mondays to Fridays, including Wednesdays, 7:00 am to 4:00 pm.**

PRA Cashier will accept payments from 7:00 am to 3:00 pm.

This move by the PRA Management is expected to increase the current service capacity to be able to assist as many stakeholders possible, considering the health and safety protocols that are still being implemented due to the COVID-19 pandemic.

Acceptance and processing of new SRRV Applications and other SRRV Application-related requests, such as Letters of Introduction (LOI) and Certificates of Pending Application (CPA), remain suspended as of date.

For everyone's health and safety, we still highly encourage everyone to transact and avail services online.

For appointment booking requests, inquiries and follow-ups, please refer to the contact details below:

Transactions/Services	Contact Information/Link
Status of submitted SRRV applications	processing@pra.gov.ph +63-917-827-2126
Renewal of PRA ID cards and Other Servicing-Related Transactions for PRA Members	servicing@pra.gov.ph +63-917-855-6354
Request for re-entry of SRRV Holder	reentryrequest@pra.gov.ph
Inquiry/Follow-up on Accreditation of Marketers	accreditation.pra@gmail.com
Inquiry/Follow-up on Accreditation of Merchant Partners and Retirement Facility Projects	nazareth.delasalas@pra.gov.ph
Finance Division concerns	remegio.abaiagar@pra.gov.ph +63-917-846-4302



PHILIPPINE RETIREMENT AUTHORITY
29 th Floor Citibank Tower, Paseo de Roxas, 1220, Makati City Philippines
Tel. No.: +632.8848.1412-16 Fax No.: +632.8848.1421 MCPO Box 1147
Email: inquiry@pra.gov.ph Website: www.pra.gov.ph
Facebook Page: /PhilippineRetirementVisa

