



GUIDELINES FOR TRANSACTIONS AT THE PHILIPPINE RETIREMENT AUTHORITY

I. PRA RETIREE-MEMBERS / SRRV HOLDERS

Retiree-members are encouraged to avail PRA Services online.

Only guests with confirmed appointments will be allowed entry to the PRA Office.

To book an appointment, contact Mr. Alfie Lopez of the Servicing Division at +63-2-8848-1412 loc. 2009 or +63-917-855-6354 and inform him of the transaction/service to be availed of.

Servicing Division will advise the retiree/representative of the available timeslots based on the daily confirmed appointments. Slots are allocated on a first come, first served basis.

Retiree-members must be at the PRA Office 15 minutes prior to their confirmed appointment date and time.

1. Renewal of PRA ID Cards

Download the *Retiree Request Form (RRF)* from the PRA website (www.pra.gov.ph/downloads) and fill out all required information.

Send the completely filled-out RRF together with your passport biopage and 2x2-inch picture (if for updating) to id_renewal@pra.gov.ph.

Servicing Division will evaluate the request for ID renewal and update the retiree-member of the total annual due including Bank charges and courier fee (if applicable).

Payments shall be remitted to:

Account Name: Philippine Retirement Authority / Name of Retiree and SRRV Number
Bank Name: Land Bank of the Philippines (LBP)
Branch Name: Buendia Branch
Dollar Account (US\$) : 2204 00 8682
SWIFT Code (US\$) : TLBPPHMMXXX
Peso Account (Php) : 0052 105463

A scanned copy or clear picture of the LBP-validated deposit slip shall be emailed back to id_renewal@pra.gov.ph. **The ID Card Renewal request will only be processed when the payment has been confirmed with LBP.** Servicing Division will notify the retiree when the ID Card is ready for mailing.



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



2. Cancellation of Special Resident Retiree's Visa (SRRV)

- a. Download the Checklist of Documents for Cancellation from the PRA Website (www.pra.gov.ph/downloads).
- b. Send the scanned copy or clear picture of the complete set of documents to cancellation.pra@gmail.com for pre-evaluation. Servicing Division will acknowledge receipt of scanned documents.
- c. Applicant undertakes exit interview.
- d. The Evaluator communicates with the applicant on the results of the pre-evaluation including the fees to be settled and the mode of payment.
- e. Applicant sends original copy of the documentary requirements including original copy of the deposit slip.
- f. Servicing Division will acknowledge, through email, the receipt of original documents, process the request for Cancellation and endorse it to the Bureau of Immigration.

Withdrawal Clearance will be processed and released ONLY upon Implementation of the Order of Cancellation.

Follow up on the status of your cancellation request can be made through email at cancellation.pra@gmail.com or call +63-2-8848-1412 local 2038.

3. Other Servicing-Related Transactions: Bank-related, Re-stamping, Assistance to other Government Agencies, etc.

All client-requests shall be subject for appointments.

To book an appointment, contact Mr. Alfie Lopez of the Servicing Division at **+63-2-8848-1412 loc. 2009** or **+63-917-855-6354** and inform him of the transaction/service to be availed of.

Servicing Division will advise the retiree/representative of the available timeslots based on the daily confirmed appointments. Slots are allocated on a first come, first served basis.

Client must be at the PRA Office 15 minutes prior to their confirmed appointment date and time.

4. Specific Transactions shall be emailed at the following:

ID Renewal	id_renewal@pra.gov.ph
Cancellation of SRRV	cancellation.pra@gmail.com
Investments	prainvestment.servicing@gmail.com
Re-Stamping	paulamparo.pra@gmail.com
Special Concerns (including Bank-related transactions, Certificate of Membership and Assistance to other Government Agencies, etc.)	servicing@pra.gov.ph

II. SRRV APPLICANTS

1. Follow-up on the Status of Pending SRRV Applications

To know the status of an SRRV Application which was already submitted to and processed by PRA, email processing@pra.gov.ph or call +63-917-827-2126.

2. Filing of New Special Resident Retiree's Visa (SRRV) Application

Check for available schedules and book your appointment through the official PRA Facebook Page, facebook.com/PhilippineRetirementVisa. Slots are allocated on a first come, first served basis

Only one (1) SRRV Application (principal, principal with dependent/s or inclusion of dependent/s) is allowed for each appointment slot.

SRRV applicants, PRA-Accredited Marketer and representatives are highly encouraged to submit scanned copies or clear picture of their SRRV application requirements for **pre-evaluation** to srv.preevaluation@pra.gov.ph prior to their scheduled appointments.

Applicants whose tourist visas expired during the period of the Enhanced Community Quarantine are advised to apply for extension at the Bureau of Immigration before filing their application for SRRV.

SRRV Applications determined to be incomplete or lacking requirements may be refused by the Front Desk Evaluator and client will be required to book another appointment.

3. Inquiry / Request For Information on SRRV Application Requirements and Procedure

No walk-in inquiries will be allowed.

If you need more information about our visa's benefits, requirements and fees, please visit our links or contact us through:

Official Website:	www.pra.gov.ph	
Facebook:	facebook.com/PhilippineRetirementVisa	
Email Address:	clientrelations@pra.gov.ph clientrelations.pra@gmail.com	
Contact Number:	+63-917-873-6841	
<i>Monday - Friday 7:00am – 4:00pm (Philippine Time)</i>	+63-919-001-2449	+63-906-482-1996
	+63-928-325-7054	+63-977-118-4426
	+63-951-225-3304	
	+63-951-407-8782	+63-961-748-1257
	+63-956-477-4863	+63-961-025-9762
	+63-927-643-6164	+63-966-782-6055
	+63-2-8848-1412 to 16 locals 2025, 2026 and 2027	

Video conferencing via Google Meet, Zoom or Microsoft Teams may also be arranged with a Marketing Officer during weekdays, 8:00 am – 4:00 pm (Philippine Time).

4. Request for Certificate of Pending Application (CPA) and DFA Endorsement*

For CPA requests, send a scanned copy or clear picture of your SRRV application requirements to srrv.preevaluation@pra.gov.ph.

A Marketing Officer will acknowledge the receipt of the request and inform the applicant if the request has been forwarded to the Processing Division.

PRA will only process requests for DFA Endorsement when the temporary entry ban on foreign nationals has been lifted.

5. Request for Letter of Introduction (LOI) to PRA-Accredited Banks

Send a scanned copy or clear picture of the Principal SRRV Applicant's passport biopage to clientrelations@pra.gov.ph or clientrelations.pra@gmail.com together with the following information:

1. Bank Name;
2. Branch Name and Address;
3. SRRV Option being applied for; and
4. Amount of Visa Deposit

For follow-ups, email finance@pra.gov.ph or call +63-2-8848-1412 local 2062.

III. INDUSTRY PARTNERS

1. Accreditation of Merchant Partner (MP) and Retirement Facility (RF) Projects

Applicants for MP and RF accreditation may drop their requirements at the **Marketing Dropbox** found at the PRA Head Office in Makati or send by mail to:

PHILIPPINE RETIREMENT AUTHORITY
(ATTN: *Nazareth Delas Alas – Marketing Department*)
29/F Citibank Tower, 8741 Paseo de Roxas, 1220
Makati City, Philippines +63-2-8848-1412 to 16
(ENCLOSED: *"Name of Company/Project being Accredited"*)

No onsite evaluation will be conducted. The Accreditation Officer will update the representative of the status of their application for accreditation by email or telephone call.

2. Accreditation of Marketers

Applicants for Marketer Accreditation may drop their requirements at the **OGM Dropbox** found at the PRA Head Office in Makati or send by mail to:

PHILIPPINE RETIREMENT AUTHORITY
(ATTN: *Ryan Trinidad– Office of the General Manager*)
29/F Citibank Tower, 8741 Paseo de Roxas, 1220
Makati City, Philippines +63-2-8848-1412 to 16
(ENCLOSED: *"Name of Company being Accredited"*)

3. Inquiry / Request For Information on Accreditation of Marketers, Merchant Partners (MP) and Retirement Facility (RF) Projects

No walk-in inquiries will be allowed.

If you need more information about the accreditation process, requirements and fees, please contact us through:

Official Website:	www.pra.gov.ph
Contact Details:	
<i>Marketer Accreditation</i>	accreditation.pra@gmail.com +63-2-8848-1412 to 16, local 2003
<i>MP and RF Accreditation</i>	nazareth.delasalas@pra.gov.ph clientrelations@pra.gov.ph +63-2-8848-1412 to 16, local 2059
<i>Monday - Friday 7:00am – 4:00pm (Philippine Time)</i>	

4. Event Proposals / Sponsorship Requests

Send your proposal and invitation letters to clientrelations@pra.gov.ph or clientrelations.pra@gmail.com.

5. Advertising Proposals / Sponsorship Requests / Presentations

Send your proposal or sponsorship request letters to adspromo@pra.gov.ph or adspromo.pra@gmail.com

Presentation of proposals may also be arranged via teleconferencing with a Marketing Officer during weekdays, 8:00 am – 4:00 pm (Philippine Time).

6. Ad Placement Contracts and Billings

Original contracts, billings, invoices and statements of account (SOA) may be dropped at the **Marketing Dropbox** found at the PRA Head Office in Makati or mailed to:

PHILIPPINE RETIREMENT AUTHORITY
(ATTN: Marketing Department – Ads and Promo Division)
29/F Citibank Tower, 8741 Paseo de Roxas, 1220
Makati City, Philippines +63-2-8848-1412 to 16
(ENCLOSED: Invoice/SOA for "Name of Publisher")

Please also be guided of the minimum public health standards that are being implemented by both PRA and the Citibank Building Administration.

1. All visitors and guests must wear a face mask when entering the Citibank building and while transacting at PRA.
2. Mandatory thermal scanning. Guests whose temperature is above 37.5°C shall be refused entry and will be advised to visit a doctor/hospital to seek medical attention.

-
3. Social distancing is strictly implemented upon entry and in the elevators. Only a maximum of five (5) passengers are allowed per elevator per trip.
 4. Thermal scanning and disinfection will also be done upon reaching the PRA Office. Visitors will be required to log their information on the daily log sheet.
 5. After transacting with PRA, client shall be required to leave the PRA office immediately. Lounging shall not be allowed.

We hope for the support of all stakeholders on this "new normal" initiative as we keep in mind the health and safety of our community, clients and employees from COVID-19.

Thank you.



ATTY. BIENVENIDO K. CHY
General Manager / CEO