



HOW ARE DEPOSIT INSURANCE CLAIMS FOLLOWED UP?

1. By Phone:
 - a. (02) 8841-4141 (For Metro Manila calls) or
 - b. 1-800-1-888-7342 or 1-800-1-888-PDIC (For calls outside Metro Manila)
2. Via E-mail: pad@pdic.gov.ph
3. Via Facebook: www.facebook.com/OfficialPDIC
4. At the PDIC Public Assistance Center, Ground Floor, PDIC Chino Bldg., 2228 Chino Roces Avenue, Makati City.

Make sure you have the names of the closed bank and depositor, as well as the Claim and Account Numbers ready when following up.

The **Philippine Deposit Insurance Corporation (PDIC)** is a government instrumentality created by Congress through Republic Act No. 3591 on 22 June 1963 to protect depositors and promote financial stability.

As the state deposit insurer, the PDIC protects depositors by providing deposit insurance for all insured deposits of banks operating in the Philippines.

Deposit insurance, which is fully supported by the PDIC Deposit Insurance Fund, enables depositors to confidently deposit their hard-earned savings in banks.

THINGS TO REMEMBER:

1. Claims should be filed within the two (2) year prescriptive period from the date of the PDIC's takeover of the bank.
2. The Corporation will not accept claims with incomplete or deficient supporting documents.
3. The PDIC may adjust the interest rate on unpaid interests on deposits if such rate is deemed unreasonably higher than prevailing market rates.
4. Applicability of standard claims settlement procedures is subject to the proper turnover of the closed bank's complete records to the PDIC, which the Corporation will use to validate and pay deposit insurance claims.
5. Likewise, the PDIC sends Claim Forms and letter-notices on how, where, and when to file claims to depositors who missed onsite claims settlement operations.

Philippine Deposit Insurance Corporation
PDIC Chino Bldg., 2228 Chino Roces Avenue
Makati City 1231

Hotline: (02) 8841-4141 (For Metro Manila calls)
Toll-free: 1-800-1-888-PDIC or 1-800-1-888-7342
(for calls outside of Metro Manila)

Website: www.pdic.gov.ph
Facebook: www.facebook.com/OfficialPDIC
X (formerly Twitter): [@OfficialPDIC](https://twitter.com/OfficialPDIC)
YouTube: www.youtube.com/@PDICOfficial

Filing Deposit Insurance Claims

A Guide for Depositors



WHO ARE REQUIRED TO FILE CLAIMS?

1. Depositors

- 1.1. With valid deposit accounts with balances of more than ₱100,000
- 1.2. With incomplete or outdated mailing addresses in the bank's records, or failed to update these through the submission of a Mailing Address Update Form (MAUF) to PDIC
- 1.3. With outstanding obligations with the closed bank, either as a borrower, co-maker, or spouse of a borrower
- 1.4. With accounts maintained under a business or organization name, regardless of account type and balance
- 1.5. With accounts not eligible for early payment, regardless of the type of account and account balance, based on validation results

2. Legal heirs of deceased depositors

WHEN SHOULD DEPOSIT INSURANCE CLAIMS BE FILED?

Deposit insurance claims must be filed within two (2) years from the date of takeover by PDIC of the closed bank. For the convenience of depositors, the PDIC pays deposit insurance claims onsite, usually at the closed bank premises. Onsite, valid claims with complete requirements are usually paid on the same day the claim is filed. The schedule of the claims settlement operations (CSO) is announced through a Notice to Depositors published in national or local newspapers, radio announcements, and through the PDIC website and social media accounts.



WHAT ARE THE STEPS IN FILING DEPOSIT INSURANCE CLAIMS?

1 Prepare the Required Documents (only claims with complete requirements will be accepted):

- a. Properly filled-out, duly signed, and notarized Claim Form, which is available at the closed bank's premises or the PDIC website at bit.ly/PDICClaimForm. The signature on the Claim Form should be the same with the depositor's signature in the closed bank's records and in his/her IDs.



To access the PDIC Claim Form, scan the QR code

Who should sign the claim form?

- i. DEPOSITOR of the account - for depositors 18 years old and above
 - ii. PARENT - if the depositor is below 18 years old
 - iii. AGENT - in the case of "By" accounts
 - iv. TRUSTEE - in the case of "In Trust For (ITF) and For the Account Of (FAO)" accounts
 - v. EACH DEPOSITOR - in the case of joint accounts such as "Or", "And/Or" or "And" accounts
 - vi. AUTHORIZED REPRESENTATIVE/S - to cover signatories for business entities, deceased depositors, and depositors with a Special Power of Attorney (SPA)
- b. Original evidence of deposit such as Savings Passbook, Certificate of Time Deposit, bank statement, used or unused checks, and ATM card.
 - c. One (1) valid photo-bearing ID with signature of the depositor/claimant. However, depositors are encouraged to submit two (2) valid IDs to facilitate processing of claims in case of discrepancies in signature against the bank's records.
 - d. For depositors below 18 years old, a photocopy of the Birth Certificate from the Philippine Statistics Authority or a duly certified copy issued by the Local Civil Registrar, and a valid ID of the parent/guardian.
 - e. Original copy of a notarized/authenticated Special Power of Attorney (SPA) for claimants who are not the signatories in the bank records. In the case of a minor depositor, the SPA must be executed by the parent.

In case the depositor is residing abroad, all documents should be apostilled by the competent authority of the Apostille country; or notarized by the Philippine Embassy or Consulate in a foreign country nearest the depositor's residence.

2 File the Claim:

- a. **In Person** - Submit the documents to PDIC representatives at the premises of the closed bank during the scheduled Claims Settlement Operations (CSO) or at the PDIC Public Assistance Center, Ground Floor, PDIC Chino Bldg., 2228 Chino Roces Avenue, Makati City after completion of CSO.
- b. **Through Mail or Courier** - Send the accomplished and notarized Claim Form together with the required documents to:

The Public Assistance Department
Philippine Deposit Insurance Corporation
Ground Floor, PDIC Chino Bldg., 2228 Chino Roces Avenue Makati City 1231
- c. **Via E-mail** - Send the clear and legible scanned copy or photo image of the requirements; and accomplished and notarized Claim Form to pad@pdic.gov.ph.

Note: PDIC may require additional documents during the processing of claims.

HOW ARE DEPOSIT INSURANCE CLAIMS PAID?

You may choose from any of the following payment modes on the Deposit Insurance Payment Option (DIPO) form accompanying the Claim Form:

1. Credit to your deposit account with other banks
2. Credit to your e-wallet account, e.g., G-Cash, Maya, and DCPay
3. Cash Over the Counter at designated Land Bank of the Philippines (LBP) branches
4. LBP Cash Cards
5. Outgoing Telegraphic Transfers (OTT) for depositors outside the country
6. Check/Cheque

Filing of claims for deposit insurance is waived for depositors with balances of ₱100,000 and below, provided all the following conditions are met:

1. They have no loan obligations with the closed bank;
2. They have complete and updated addresses in the bank records, or have updated these through the PDIC Mailing Address Update Form (MAUF); and
3. Their accounts are not business entities.



To access the MAUF, scan the QR code or go to bit.ly/MAUF

Deposit insurance payments for waived filing are sent directly to the depositors' registered mailing addresses.