



ADVISORY No. 64 ***Series of 2020***

Online and Streamlined Licensing Processes

In an effort to better streamline existing licensing processes and contain the spread of Covid-19 among all its publics who are queuing at the transactional windows/counters of the Licensing Branch, Licensing and Regulation Office, as well as ensure the welfare and protection of its publics, the following modified processes shall be adopted in the filing of applications for all license-related requests, all branch office-related requests, transfer of office, additional office space/giving up and acknowledgement of agency officers and staff, including Liaison Officers and other personnel related movements.

I. FILING OF LICENSE-RELATED APPLICATIONS

A. Filing of license related application must be submitted to the Licensing and Evaluation Division (LED), Licensing Branch (LB) thru the following dedicated email addresses. All agencies are mandated to submit their applications via the correct email address only. Submitting application with carbon copy (CC) and blind carbon copy (BCC) to other email addresses is highly discouraged. Email application with CC or BCC to other LED email accounts shall not be acted upon.

1. Application for Extension of Provisional License and Upgrading of Provisional License

EMAIL ADDRESS : license_issuance@poea.gov.ph
SUBJECT : Extension of Provisional License (space) Name of Agency
Upgrading of Provisional License (space) Name of Agency

2. Application for Renewal of License, Change Name and Change of agency type from Sole Proprietorship/Partnership to Partnership/Corporation

EMAIL ADDRESS : license_renewal@poea.gov.ph
SUBJECT : Renewal (space) Name of Agency
Change Name (space) Name of Agency
Sole/Partnership to Corporation (space) Name of Agency

B. Documents must be uploaded in PDF format and labeled by folder which must be arranged in accordance with the checklist of requirements herein referred as:

- Annex A (for renewal of license);
- Annex B (for extension of provisional license);

- Annex C (for upgrading of provisional license);
 - Annex D (for Change of agency type from Sole Proprietorship/Partnership to Partnership/Corporation)
 - Annex E (for Change Name)
- C. The applications shall be evaluated for completeness of documents per the checklist of requirements and in compliance with the Revised POEA Rules and Regulations.
1. If documents are incomplete, a Notice of Compliance (NOC) shall be issued to the applicant thru email and the application shall be returned without prejudice to re-filing.
 2. If documents are complete, the evaluation and review of the application shall proceed and the agency shall receive a notice to submit the original documents via the following methods:
 - a. *Designated drop box located at the POEA lobby.* Agencies shall be provided with schedule of appointment that serves as a pass to enter the POEA premises. Each drop box contains receiving ticket with control number which shall be accomplished in duplicate copies by the agency's representative wherein one copy shall be attached to the submitted folder/document/s while the other copy shall serve as proof of its submission; *or*
 - b. *Courier or Registered Mail.* Copy of the advice to submit documents must be attached to the folder.
 3. The documents submitted via the aforementioned methods shall be compared to the emailed documents for verification. In order to expedite the evaluation, review and approval of applications, and to minimize the issuance of NOC, all agencies are advised to submit original copies of documents. Documents with scanned signature shall not be honored.
 4. The Evaluator may schedule the date and time to discuss or clarify the result of the evaluation with the agency's representative. This can be done thru email, telephone call, video/teleconferencing, general appointment system, or any mode acceptable to both parties.
 5. If application for renewal of license is approved, the agency shall receive thru email an Order of Payment for the license fee of renewed license and a notice to claim license at the Licensing Branch. The license shall be released upon submission of the copy of the Official Receipt (O.R.).
 6. If the application for extension or upgrading of license is approved, the agency shall receive thru email a notice to claim the license at the Licensing Branch.
- D. Maintaining of Escrow Deposit and Paid-Up Capital/Capitalization

1. All matters relating to Escrow Deposit and Paid-up Capital/Capitalization must be sent to:

EMAIL ADDRESS : evaluation.licensing@poea.gov.ph
SUBJECT : Escrow Deposit (space) Name of Agency
Paid-up Capital (space) Name of Agency

2. A licensed recruitment/manning agency shall maintain an escrow deposit in the minimum amount of One Million Pesos (Php1,000,000.00); and a paid-up Capital/Capitalization in the amount of Five Million Pesos (Php5,000,000.00).
3. Submission of Bank Certificates/Documents pertaining to Escrow Deposit shall not be considered full compliance unless verified by the bank.
4. Original copy of SEC Certificate of Corporate Filing must be submitted thru designated drop box located at the POEA lobby, courier or registered mail.
5. Escrow deposit shall be released when the agency voluntarily surrenders its license or has not renewed its license subject to compliance of requirements under Section 19, Rule II, Part II of the Revised POEA Rules and Regulations for agencies whose license were issued at the effectivity of the 2016 Revised POEA Rules and Regulations; and Annex "F" checklist of requirements for agencies whose license were issued prior to the effectivity of the 2016 Revised POEA Rules and Regulations.

E. Conduct of *Panel Interview*

1. The Panel Interview shall be conducted every Tuesday and Thursday via available videoconferencing platform or at a specified venue, when allowed.
2. The Proprietor/tress, Partners, President of the One-Person Corporation, and members of the Board of Directors, including the major stockholder/s must be present at the videoconference or at the specified venue, when allowed.
3. The agency shall receive thru email a schedule of panel interview together with the Meeting ID if thru videoconference, or at a specified venue, when allowed.
4. All pertinent documents supporting the agency's application must be available during the videoconference or at the specified venue, when allowed, for smooth conduct of panel interview.
5. The Members of the Panel shall ascertain whether the agency possesses the qualifications and has fulfilled/complied with all the requirements set forth by the POEA Rules.

F. Conduct of *PRE-LICENSING ORIENTATION SEMINAR (PLOS)*

1. Pursuant to Governing Board Resolution (GBR) No. 06, Series of 2019 and Memorandum Circular (MC) No. 05, Series of 2019, the following are required to attend the PLOS:
 - a. Sole Proprietor/Proprietress;
 - b. Managing Partner;
 - c. President;
 - d. Chief Executive Officer;
 - e. Operations Manager;
 - f. Members of the Board of Directors (exempted if there is proof that he/she had previously attended PLOS); and
 - g. Branch Managers
2. The PLOS shall be conducted every first and third Mondays of the month via available videoconferencing platform or at a specified venue, when allowed.
3. Applicants shall register by filling out the PLOS form at:
<https://forms.gle/M6ecKzudSF26BQXN8>
 - a. The PLOS Form must be properly accomplished by the applicant.
 - b. Copy of Identification Card and 2x2 ID picture must be uploaded. Forms without uploaded ID and 2x2 picture shall not be acted upon.
 - c. Applicants shall receive a reply acknowledging receipt of the form together with the O. R. which shall serve as a pass to enter the POEA premises.
 - d. Payment shall be made at the POEA Cash Division.
 - e. A scanned copy of the Official Receipt (O.R.) must be sent to:

EMAIL ADDRESS	:	evaluation.licensing@poea.gov.ph
SUBJECT	:	PLOS Payment (space) Name of Participant
 - f. Upon receipt thereof, the applicant shall receive thru email a confirmed schedule with the Meeting ID if thru videoconference, or at a specified venue, when allowed, together with the learning modules.
 - g. A scanned PLOS Certificate shall be sent to the applicant's email address with a notice of schedule to pick up the original copy of PLOS Certificate.
 - h. PLOS Certificate shall be released upon submission of the copy of the O.R.

II. BRANCH OFFICE-RELATED APPLICATIONS

EMAIL ADDRESS : branchoffice@poea.gov.ph
SUBJECT : Establishment of Branch Office (space) Name of Agency
Renewal of Branch Office (space) Name of Agency
Transfer of Branch Office (space) Name of Agency

1. Applications for the establishment of branch office, renewal of branch authority, transfer of branch office and other branch related requests shall be filed using the above dedicated email address. A letter request and its supporting documents must be uploaded in PDF format.
2. Account Officers shall evaluate the request and immediately issue Notice of Deficiency (NOD) duly signed by authorized signatories. The NOD also serves notice that the POEA is returning the application due to lacking documents or deficiencies in the submitted documents, without prejudice to refile once it has fully complied with all the requirements.
3. If the documents are complete and in order, upon prompt of the account officer through email, the agency shall submit the application with original copies of the requirements at the designated drop boxes at the POEA Lobby or through courier services or registered mail. A receiving ticket found at the drop box shall be accomplished in duplicate copies by the agency's representative wherein one copy shall be attached to the submitted folder/document/s while the other copy shall serve as proof of its submission.
4. Upon request of the agency, the account officer may schedule the date and time to discuss or clarify the result of the evaluation with the applicant's representative. This can be done thru email, telephone call, video/teleconferencing, general appointment system, or any mode acceptable to both parties.
5. The application goes through the process of evaluation, inspection, and approval.
6. The account officer shall notify the agency through email as to the date and time it may claim the required document or service.

III. TRANSFER OF OFFICE/ADDITIONAL OFFICE SPACE/GIVING-UP/NOTICE OF TEMPORARY OFFICE DUE TO SUSPENSION OR CANCELLATION OF LICENSE/REQUESTS FOR SEC ENDORSEMENT ON AMENDMENT IN OFFICE ADDRESS

EMAIL ADDRESS : licensing@poea.gov.ph
SUBJECT : Transfer of Office (space) Name of Agency
Request for Additional Office Space (space) Name of Agency
Request for Giving-Up of Office Space (space) Name of Agency
Notice of Temporary Office due to Suspension or Cancellation
of License (space) Name of Agency
SEC Endorsement on Amendment in Office Address (space)
Name of Agency

1. Applications for transfer of office/additional office space/giving-up/notice of temporary office due to suspension or cancellation of license/requests for SEC endorsement on amendment in office address shall be filed using the above dedicated email address. A letter request and its supporting documents must be uploaded in PDF format.
2. Steps 2, 3, 4, 5 and 6 under the above branch office procedures shall be observed.

IV. CLOSURE AND RESUMPTION OF BUSINESS OPERATIONS AT MAIN OFFICE/BRANCHES

A. Temporary Closure of Main Office/Branches

1. Private Recruitment Agencies that intend to file for temporary closure of their main office and/or branches, may file such applications with the Inspection Division, Licensing Branch using the following email addresses.

EMAIL ADDRESS : licensing@poea.gov.ph (for temporary closure of main office)
branchoffice@poea.gov.ph (for temporary closure of branch office)

SUBJECT : Notice of Temporary Closure of Main Office (space)
 Name of Agency
 Notice of Temporary Closure of Branch Office (space)
 Name of Agency

2. For the temporary closure of the main office, the following requirements with a letter request shall be uploaded in PDF Format and labeled per folder:
 - a. Notice/Letter of Intent signed by the duly authorized signatory declaring the temporary closure of its office or branches;
 - b. Partnership Resolution/ Board Resolution duly notarized and signed by all the recognized partners/ members of the Board of Directors;
 - c. Update on the employment status of all its personnel in the main office or in the branches;
 - d. Forwarding address and contact details (including updated official email address and mobile number of the authorized representative) while office is temporarily closed;
 - e. Affidavit of Undertaking that the agency will not conduct any recruitment activities during the temporary closure of its office, and will be responsible for the welfare and repatriation of all its processed and deployed workers prior to its temporary closure; and

- f. Copy of the latest license issued to the agency.
- 3. For the temporary closure of the branch office(s), requirements letters a to c above with a letter request must be uploaded in PDF format and labeled per folder using email address branchoffice@poea.gov.ph
- 4. The application shall go through the process of evaluation.

If found in order and upon prompt of the account officer, the agency shall submit all the original copies of the requirements using the designated drop box located at the POEA Lobby, or through courier services or registered mail. A receiving ticket found at the drop box shall be accomplished in duplicate copies by the agency's representative wherein one copy shall be attached to the submitted folder/document/s while the other copy shall serve as proof of its submission.

- 5. The original documents shall be cross referenced from the emailed documents. If found in order, the account officer shall prepare a Letter of Acknowledgement for the signature of the LRO Director.
- 6. A designated staff shall email to the agency a copy of the Acknowledgment Letter on the temporary closure of its business operations.

B. Resumption of Business Operations at Main Office/Branches

- 1. Should the agency finally decide to reopen or resume its business operations at the main office or its branches, it shall upload the requirements in PDF format with a letter request and labeled per folder using the following email addresses:

EMAIL ADDRESS : licensing@poea.gov.ph (resumption of operation at main office)
branchoffice@poea.gov.ph (re-opening of branch office)
 SUBJECT : Resumption of Business Operations at Main Office (space)
 Name of Agency
 Re-Opening of Branch Office (space) Name of Agency

- 2. The following are the requirements:
 - a. Notice/Letter of Intent signed by the duly authorized signatory declaring the resumption of its operations at the main office or branches;
 - b. Partnership Resolution/ Board Resolution duly notarized and signed by all the recognized partners/ members of the Board of Directors;
 - c. Names and Positions of personnel in the main office or in the branches. In case there are new appointments, it shall submit the requirements for the acknowledgement of new officers and staff;

- d. Valid Contract of Lease; and
 - e. Latest contact details and official email address.
3. The application shall go through the process of evaluation.

If found in order and upon prompt of the account officer, the agency shall submit all the original copies of requirements using the designated drop box located at the POEA Lobby, or through courier services or registered mail. A receiving ticket found at the drop box shall be accomplished in duplicate by the agency's representative wherein one copy shall be attached to the submitted folder/document/s while the other copy shall serve as proof of its submission.

- 4. The original documents shall be cross referenced from the emailed documents. If found in order, the account officer shall prepare an Acknowledgement Letter for signature of the LRO Director.
- 5. A designated staff shall email to the agency a copy of the acknowledgement letter on the resumption of its business operations.
- 6. The account officer shall notify the agency through email on the date and time it may pick up the original copy of the document.

In case the agency decides to transfer office, it shall submit all requirements pertinent to the transfer of office.

C. Cessation of Business or Recruitment Activity

- 1. Applications for Cessation of Business or Recruitment Activity of a Private Recruitment Agency may be submitted to the Licensing and Evaluation Division, Licensing Branch thru:

EMAIL ADDRESS : evaluation.licensing@poea.gov.ph
SUBJECT : Cessation of Business (space) Name of Agency

- 2. The following requirements shall be submitted in PDF Format:
 - a. Notice/Letter of Intent signed by the duly authorized signatory declaring Cessation of Business or Recruitment Activity of a Private Recruitment Agency;
 - b. Partnership Resolution/Board Resolution duly notarized and signed by all the recognized partners/members of the Board of Directors;
 - c. Proof of Publication in a newspaper of general circulation;
 - d. Latest contact details and official email address; and

- e. Affidavit of Undertaking that the agency will not conduct any recruitment activities after cessation of business operation and will be responsible for the welfare and repatriation of all its processed and deployed workers prior to the cessation of its business operations.
3. The application shall go through the process of evaluation.

If found in order and upon prompt of the evaluator, the agency shall submit all the original copies of the requirements using the designated drop box located at the POEA Lobby, or through courier services or registered mail. A receiving ticket found at the drop box shall be accomplished in duplicate copies by the agency's representative wherein one copy shall be attached to the submitted folder/document/s while the other copy shall serve as proof of its submission.
 4. The original documents shall be cross referenced from the emailed documents. If found in order, the evaluator shall prepare an Acknowledgement Letter for signature of the LRO Director.
 5. A designated staff shall email to the agency a copy of the acknowledgement letter on the Cessation of its Business or Recruitment Activity.
 6. The evaluator shall notify the agency through email on the date and time it may pick up the original copy of the document.

V. ACKNOWLEDGMENT OF AGENCY BOARD OF DIRECTORS, OFFICERS AND STAFF, AND OTHER PERSONNEL RELATED MOVEMENTS

A. Agency Directors and President

1. Application for Change Management; acknowledgment of Change in the Composition of the Board of Directors including the Agency's President; change in the designation, termination, resignation, cancellation of acknowledgment and/or other movement of officers who remain to be a member of the board of directors must be accompanied by a letter request signed by the authorized signatory and must be sent to:

EMAIL ADDRESS : license_renewal@poea.gov.ph
 SUBJECT : Change BOD (space) Name of Agency

2. Documents must be uploaded in PDF format and labeled by folder which must be arranged in accordance with the checklist of requirements herein referred as:
 - Annex G (for Change Management);
 - Annex H (for Change in the composition of the Board of Directors)

3. The applications shall be evaluated for completeness of documents per the checklist of requirements and in compliance with the Revised POEA Rules and Regulations.
 - a. If documents are incomplete, a Notice of Compliance (NOC) shall be issued to the applicant thru email and the application shall be returned without prejudice to re-filing.
 - b. If documents are complete, the evaluation and review of the application shall proceed and the agency shall receive a notice to submit the original documents via designated drop box located at the POEA lobby, courier or registered mail.
 - c. The documents submitted via the aforementioned methods shall be compared to the emailed documents for verification. In order to expedite the evaluation, review and approval of applications, and to minimize the issuance of NOC, all agencies are advised to submit original copies of documents. Documents with scanned signature shall not be honored.
 - d. The evaluator may schedule the date and time to discuss or clarify the result of the evaluation with the agency's representative. This can be done thru email, telephone call, video/teleconferencing, general appointment system, or any mode acceptable to both parties.
 - e. If the application is approved, the agency shall receive thru email a copy of its request letter with stamped "ACKNOWLEDGED" bearing the date of acknowledgment and signature of the Director II, Licensing Branch.

B. Agency Officers and Staff

EMAIL ADDRESS : agency_personnel@poea.gov.ph
 SUBJECT : Appointment of Officers and Staff (space) Name of Agency
 Resignation/Termination/Cancellation of Appointment
 (space) Name of Agency
 Change of Position/Promotion/Change of Assignment
 (space) Name of Agency
 Change of Civil Status/Other Details Pertinent to the Agency
 Employee (space) Name of Agency

1. Applications for acknowledgement of agency officers and staff such as appointment, resignation/termination/cancellation, change of position, promotion, and other personnel-related movements shall be filed using the above dedicated email address. A letter request and its supporting documents must be uploaded in PDF format.
2. Applications shall be submitted per employee to ensure easy and systematic tracking of individual applications. Such shall also facilitate fast action on the applications.

3. The account officer shall evaluate the request. If all documents are complete and in order, the account officer prompts the agency through email to file the application with original copies of the requirements through the designated drop boxes at the POEA Lobby or through courier services or registered mail.
4. The account officer shall stamp in the agency letterhead which bears the request with "Acknowledged/Registered", duly signed by authorized signatories. Control numbers shall also be indicated in the acknowledgement letters.
5. The account officer shall email the acknowledgement letter to the agency at its official email address indicated at the POEA website and encodes the names of the agency officers and staff at the database.
6. In case of deficiencies, the account officer prepares NOD to the agency, duly signed by authorized signatories, with a note that the POEA is returning the application without prejudice to re-filing once it has fully complied with all the requirements. The NOD shall be immediately emailed to the agency.
7. If the agency has complied with all the deficiencies, Steps 3, 4, and 5 above shall be observed.

C. Liaison Officers

1. Requests for acknowledgment and cancellation of accreditation of Liaison Officer must be sent to:

EMAIL ADDRESS : certifications.licensing@poea.gov.ph
 SUBJECT : Acknowledgment Liaison Officer (space) Name of Agency
 Cancellation Liaison Officer (space) Name of Agency

2. Documents must be uploaded in PDF format and arranged in accordance with Annex "I" checklist of requirements.
3. The request shall be evaluated for completeness per the checklist of requirements.
 - a. If documents are incomplete, an NOC shall be issued to the agency thru email. The application shall be returned without prejudice to re-filing.
 - b. If documents are complete, the evaluation and review of the application shall proceed and the agency shall be advised to send the original documents via designated drop box located at the POEA lobby, courier or registered mail. Documents with scanned signature shall not be honored.
4. If the request is granted, the agency shall receive thru email a copy of its request letter with stamped "ACKNOWLEDGED" bearing the date of acknowledgment and signature of the Director II, Licensing Branch.

VI. MISCELLANEOUS REQUESTS

- A. Request for Certification, Acknowledgment of agency signatory/ies, Certified True Copy of License and Endorsement to the Securities and Exchange Commission (SEC) must be sent to:

EMAIL ADDRESS : certifications.licensing@poea.gov.ph
SUBJECT : Certification (space) Name of Requesting Party
SEC Endorsement (space) Name of Agency
Signatory (space) Name of Agency
Certified True Copy (space) Name of Agency

- B. Every letter request must be duly signed by the authorized signatory of the agency and uploaded in PDF Format. For SEC endorsement, a scanned copy of Articles of Partnership or Corporation must also be uploaded.
- C. The agency shall be provided with a notice of schedule to pick up the expected document from the Licensing Branch which shall serve as a pass to enter the POEA premises.

Further, all licensed landbased and seabased agencies are directed to support the changes in the above processes in order to facilitate action on their applications, decongest the transactions at the counters and for the safety of everyone. It is emphasized that the NO APPOINTMENT, NO ENTRY POLICY shall be strictly observed for all the above processes.

In order to fast track action on the applications, it is very important for applicants to provide the POEA of its official email address, contact numbers, and name of its authorized representative and his/her mobile number to facilitate communication with the agency, particularly on the repatriation of workers and other matters pertaining to the welfare and protection of our Overseas Filipino Workers. Please provide such details immediately through email at licensing@poea.gov.ph

This issuance shall take effect on the date following the lifting of the Modified Enhanced Community Quarantine (MECQ) transitioning to General Community Quarantine (GCQ).



BERNARD P. OLALIA
Administrator

26 May 2020