

**101. ASSISTANCE IN CLAIMING BENEFITS OF SEPARATED /  
RETIRED/DECEASED CITY GOVERNMENT EMPLOYEES**

***DESCRIPTION of the SERVICE :***

The surviving spouse and children of deceased/disabled employee who are entitled to Burial Claims, Survivorship Benefits, Pension of Spouse and minor children, Cash Surrender Value of Policy, Death Claim Benefit, are assisted in claiming their benefits.

***REQUIREMENTS:***

- \* Service Record
- \* Death Certificate
- \* Marriage Contract, if applicable
- \* Policy Contract
- \* Birth Certificate
- \* Affidavit
- \* Funeral Receipt
- \* Filled-up form

***FEE:***

- \* No Fee

***PROCEDURE :***

STEPS	PROCESSING/ RESPONSE TIME	PERSON-IN-CHARGE
1. Conducts interview and requires client to fill up the form and submits it together with the requirements	30 minutes	LORENA MAGALING <i>Youth Development Officer II</i>

STEPS	PROCESSING/ RESPONSE TIME	PERSON-IN-CHARGE
2. Transmits applications and documents to concerned agencies.	8 hrs.	LORENA MAGALING <i>Youth Development Officer II</i> CRIZALDY MANALO <i>Administrative Officer II</i>
3. Follows up submitted applications	4 hours	LORENA MAGALING <i>Youth Development Officer II</i> CRIZALDY MANALO <i>Administrative Officer II</i>
3. Notifies clients regarding status of their claim.	15 minutes	LORENA MAGALING <i>Youth Development Officer II</i> CRIZALDY MANALO <i>Administrative Officer II</i>