



CLAIMS PROCEDURE AND REQUIREMENTS

Overseas Filipino Worker (OFW) must file the claim thru Recruitment Agency or Directly to PAMI offices.

Recruitment Agency will forward the claim to Passenger Management and Insurance Agency Inc. (PAMI), complete with claim requirements.

PAMI will process the claim.

PAMI will issue the claims check under the name of the Recruitment Agency for the account of the OFW & or concerned OFW.

Documentation Requirement for: Accident or Natural Death and Permanent Total Disablement

Claim Form (Duly Accomplished)

Death Certificate

Police Report

Medical Certificate in case of Natural Death and Total Disablement

For the purpose of identifying the legitimate and/or designated beneficiaries, the following documents shall also be submitted:

Birth Certificate of insured, if beneficiary is a parent or child

Marriage Certificate of insured and spouse, if beneficiary is the spouse

Affidavit of legal Guardianship. If beneficiary is a minor and:

Other documents as may be necessary to established identity of claimants.

Documentary Requirements for Repatriation Claim

Claim Form (Duly Accomplished)

Certification issued by the Phil. Foreign Post or the Philippine Overseas Labor Office (POLO) located in the receiving country which states the reason/s for the termination of the migrant worker.

Documentary Requirement for Subsistence Allowance Benefit Claim

Claim Form (Duly Accomplished)

Certification issued by labor attaché or, in his absence, the embassy, consular official, which states the title of the case, the names of the parties and the nature of the cause of action of the migrant worker.

Documentation Requirement for Money Claims

Certification from NLRC / Writ of Execution

Xerox Copy of Passport, Front page and the portion showing the Immigration stamp marks on departure and arrival at work of destination together with the copy of Overseas Employment Certificate issued by POEA.

Xerox Copy of OFW Company Identification Card.

Photo Copy of Contract of Employment.

Documentary Reimbursement Requirement for Return Trip Ticket

Certification issued by the Phil. Foreign Post or the Philippine Overseas Labor Office (POLO) located in the receiving country which states the reason/s for the termination of migrant worker.

Duly Accomplished Claim Form.

Xerox Copy of Passport, Front page and the portion showing the Immigration stamp marks on departure and arrival of work destination together with the copy of Overseas Employment Certification issued by POEA.

Return Trip ticket (Photo Copy)

IN ADDITION, THE OFW IS ENTITLED TO THE FOLLOWING EMERGENCY ASSISTANCE SERVICES THRU ASSIST AMERICA

Emergency Medical Evacuation

Medically Supervised Repatriation

Compassionate Visit

Return of Mortal Remains

To avail these services you can call Assist America Hotline No. (632) 8112521.