

PRIMER ON Disaster Response: Replacing lost or destroyed vital documents

1) Civil Registry Documents (Birth Certificate, Marriage Certificate, Death Certificate, CENOMAR)

Scenario for Civil Registry Documents

The Philippine Statistics Authority (PSA) provided two ways to obtain a copy of your birth certificate. The first is by walk-in application and the second is by online application.

Walk-in Application

Application made in person by the owner or by his/her representatives will be received at different Census Serbilis Centers.

Online Application

Step 1: Visit the e-Census website at <https://www.psaserbilis.com.ph/Default.aspx>

Step 2: Fill out online application form.

You will be asked to enter the following information online:

1. Your name
2. Your delivery address (with zip code)
3. Your telephone number
4. Your valid email address

Additional Information needed:

1. For Birth Certificate
 - a. Number of copies you are requesting
 - b. Name (maiden name if married female)
 - c. Sex
 - d. Place of birth
 - e. Date of birth
 - f. Father's name
 - g. Mother's maiden name
 - h. Date of registration, if the birth certificate was late registered
 - i. Purpose of your request

- b) PHP 430.00 per copy - CENOMAR
- 2) Delivery outside the Philippines:
- a) USD 20.30 per copy - birth/marriage/death certificates
 - b) USD 25.30 per copy - CENOMAR

Step 4: Wait for the delivery.

- 1) Delivery within the PHILIPPINES

Your documents will be delivered through the PSA's courier service provider. The waiting time are as follows:

- a) Metro Manila
 - i) Birth/marriage/death certificates: 6-8 working days after payment
 - ii) CENOMAR: 6-8 working days after payment

- b) Other Provinces
 - i) Birth/marriage/death certificates: 7-9 working days after payment
 - ii) CENOMAR: 7-9 working days after payment

If you are in urgent need of you

6. Whether or not register g

the Registry of Deeds that has jurisdiction over the property

3. File a petition before the Regional Trial Court
4. Attend the jurisdictional hearing
5. Submit proof of evidence
6. Wait for the issuance of the court decision
7. Wait for the Certificate of Finality to be issued
8. File a Court Decision and Certificate of Finality at the Registry of Deeds
9. Wait for the issuance of Replacement of Owner's Land Title
10. END

4) PASSPORT

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Scenario for Passport

1. WHAT DO I NEED TO DO IF LOST MY PASSPORT?

- a. The application for the issuance of a replacement passport will be treated as an application for first-time application,
- b. The requirements and procedures for first time applications shall be followed first

- ii. Personal Appearance
 - iii. Accomplished Application Form
 - iv. Original and photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate on Security Paper
1. Married Females (who are using their spouse's last name) must also present Original and submit photocopy of PSA Authenticated Marriage Contract on Security Paper or Report of Marriage
 2. Note: Local Civil Registrar Copy is required if PSA Birth Certificate is not clear

Special Pow

- i. Confirmed Online Appointment
 - ii. Personal Appearance and of either Parent or Authorized Adult Companion
 - iii. Accomplished Application Form
 - iv. Original and photocopy of Philippine Statistics Authority (PSA) Authenticated Birth Certificate on Security Paper
1. Note: Local Civil Registrar Copy is required if PSA Birth Certificate is not clear or cannot be read
 2. Note: Not required if a photocopy of the applicant's last issued passport is available
 - v. Passport or Valid Government issued ID of either Parent and a Photocopy
 - vi. School ID

xi. Possible Additional Requirements:

1. If only one parent accompanies the child— Marriage Certificate of Parents
2. If parents not married— Special Power of Attorney issued by the Mother if she will not accompany the child
3. If Newborn (less than 1 year old) with no PSA Birth Certificate Yet—
 - a. Certified True Copy of Local Civil Registrar (LCR) Birth Certificate authenticated by PSA
 - b. If born abroad: Original copy of Report of Birth or first indorsement from Consular Records Division
4. In case applicant is not accompanied by the parent/s during the application process—
 - a. Special Power of Attorney (SPA) executed by the parent/s designating the minor's companion to assist in the application process
 - b. SPA must be authenticated by the Philippine Embassy/Consulate if executed abroad
 - c. Passport

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1112

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- iv. Birth Legitimacy
- v. Civil Status
- vi. Country of Birth
- vii. Province
- viii. City/Municipality
- ix. Address
- x. Contact Numbers
- xi. Email Address

e. Fourth: Personal Details of Parents

- i. Full Names and Citizenship

f. Fifth: Application Type—Details of Lost Passport

- i. Old Passport Number
- ii. Date of Issuance
- iii. Issuing Authority
- iv. Basis of Philippine Citizenship (By Birth, Naturalization, Marriage, etc.)
- v. Emergency Contact person and Contact Number

g. Sixth: Confirmatory Email

5. WHAT ARE THE ACCEPTABLE IDs?

- a. Social Security System (SSS) Card
- b. Government Service Insurance System (GSIS) Card
- c. Unified Multi-Purpose Identification (UMID) Card
- d. Land Transportation Office (LTO) Driver's License. Student Permit may be accepted if in card format.

- a. How, When, Where of losing your passport
 - i. Example: "I lost my passport while commuting home from work"
- b. Details included in your Passport
 - i. Full Name, Date of Birth, etc.

7. IS THERE A DIFFERENCE IF THE PASSPORT HAS ALREADY BEEN REISSUED?

- a. In case the Passport lost has already been replaced, the requirement of a Police Report is no longer needed— An Affidavit of Loss is sufficient.

8. ARE WALK-INS ALLOWED?

- a. ~~No~~ All transactions with the DFA must be made through the DFA website.
- b. Only in exceptional and emergency cases. Walk-ins are allowed only in the Courtesy Lanes in DFA Aseana and DFA Aseana Office in Manila.

9. WHO ARE THOSE QUALIFIED TO USE THE COURTESY LANES?

- a. Senior Citizens
- b. Persons with Disabilities
- c. Pregnant Women
- d. Minors aged 7 years and below
- e. Solo Parents
- f. Overseas Filipino Workers
- g. ~~Exceptional and Emergency Cases~~ upon approval by the Secretary of Foreign Affairs; Undersecretary for Civilian Security and Consular Concerns; Assistant Secretary for Consular Affairs

10. I'M IN A HURRY, IS THERE AN EXPEDITED PROCESS?

- a. DFA offers expedite processing with a process time of 2-3 days.

File:

File:

File:

Q—W

13. DO I NEED TO CLAIM IT PERSONALLY?

- a. Claiming of passport may be done personally, through an authorized representative or through an official courier**
- b. If Minor Applicants— Passport to be claimed by their Mother, or their Father who shows PSA documents indicating his parental authority over the minor**
 - i. Note:DFA will releas-Mi y e M**

- i. Note: Bring the original with you during the application process
- c. Driver's Licenses Application Form
 - i. Available at
<https://lto.gov.ph/lto-forms/file/1162-application-for-student-driver-s-permit-driver-s-license-conductor-s-license-apl.html>

- a. **Proceed to the appropriate Customer Service Counter or Public Assistance Desk to get a queuing number**
 - i. Note: In other LTO Branches no number is given but your surname is called instead
- b. **Wait for your number to be called and submit to the appropriate window your requirements when called**
 - i. Note: In this part, the LTO Regional Office would usually call numbers in batches so it would be best to be alert
- c. **Payment of assessment fee**
 - i. **Note: Don't forget your Official Receipt**
- d. **Encoding and Biometrics**
 - i. **Review the details that the LTO Employees have encoded to make sure that there are no errors**
 - ii. **Picture or Signature Taking**
- e. **Claim your Driver's License and Sign in the Log Sheet**
 - i. Note: Some LTO Branches are not able to print out a ID Card at once
The Official Receipt may stand as a temporary Driver's License

7. DO I NEED TO HAVE A MEDICAL AND EYE EXAMINATION FOR DUPLICATION?

- a. No there is no need to. Since this is only an application for duplication of your driver's license, only documentary requirements are needed

SAMPLE AFFIDAVIT OF LOSS

REPUBLIC OF THE PHILIPPINES)
CITY OF [PLACE OF EXECUTION]) S.S.

AFFIDAVIT OF LOSS

I, [INSERT FULL NAME HERE], of legal age, [INSERT CIVIL STATUS HERE] and residing at [INSERT ADDRESS HERE], after having been duly sworn to according to law hereby depose and state that:

1. I was issued a Driver's License/PASSPORT with License/Passport No. [INSERT LICENSE NUMBER].

2. That on [INSERT APPROXIMATED DATE OF LOSS], I lost my Driver's

4. I am executing this instrument for the following reasons and for the purposes stated herein. The following circumstances

For SSS pensioners

Photocopy of Death, Disability and Retirement (DDR) indicating the date of retirement and effectivity date of pension

Photocopy of the Retiree/Pensioner Certification indicating the effectivity date of retirement

For GSIS pensioners

Photocopy of Certification/Letter of Approval of Retirement indicating the effectivity date of retirement

Photocopy of Service Record issued by the employer showing rendered services of not less than 120 months

Photocopy of Certification/Retirement Gratuity from the employer indicating services of not less than 120 months

Photocopy of retirement voucher issued by GSIS

For Uniformed personnel of AFP, PNP, BJMP and BFP

Photocopy of General/Special or Bureau Order indicating effectivity date of retirement

Photocopy of Certification/Letter of Approval of Retirement from the GSIS indicating services of not less than 120 months

Photocopy of Statement of Services issued by previous employer showing service of not less than 120 months

GSIS Disability Pensioner / SSS Permanent Total Disability Pensioner before March 4, 1995

Photocopy of Death, Disability and Retirement (DDR) indicating the date of retirement and effectivity date of pension

Photocopy of Disability Pensioner Certification issued by SSS/GSIS indicating effectivity date of pension or the period of coverage for disabled pensioner.

SSS Survivorship Pensioner before March 4, 1995

Photocopy of Death, Disability and Retirement indicating the type of survivorship in nature and the effectivity date of pension

Photocopy of Survivorship Pensioner Certification indicating the effectivity date of pension

Other individuals who are not under the abovementioned categories

Photocopy of official receipts of premium payments to PhilHealth

Any other documents indicating the months of premium payments to PhilHealth

3. Await Member Data Record (MDR) and PhilHealth ID Card

4. Affidavit of Loss

SSS:

Process for application for the replacement of a damaged or lost SSS ID card:

1. Prepare your identification documents:

3. After completing the process in the ID capture station, wait for the delivery of your postal ID.

Source: <https://www.postalidph.com/how-to-apply.html>

PWD Card (Quezon City)

Requirements:

- a. Latest Medical Certificate or Abstract (for non-apparent disability)
- b. Barangay Clearance/Indigency
- c. 2pcs. 2x2 ID picture
- d. Signature (use marker pen) or thumb mark on piece of bond paper
- e. Authorization Letter (in absence of the PWD applicant)
- f. A fully-accomplished PWD ID application form

FOR LOST:

(If issued within a year), the client should secure a Notarized Affidavit, 2x2 ID picture, and signature or thumbmark.

A temporary certificate will be given.

Application Process:

1. Present requirements given
2. Verification of Requirements / Filing of PWD Form
3. Client will proceed to encoding
 - a. Client with confidential information (SDN), they will be interviewed personally and separated by the assigned office personnel
4. Client will proceed to the PWD I.D. Issuance Section
 - a. Releasing of I.D. and Purchase Booklet

Source: <https://quezoncity.gov.ph/qccitizen-guides/how-to-apply-for-pwd-id/>

Senior Citizen's Card (Quezon City)

Requirements for Replacement of Lose Senior Citizen ID

All senior citizens applying for replacement of their lost old or new IDs must submit the following:

1. Affidavit of Loss
2. Duly accomplished Lost/ Replacement Form issued by OSCA
3. PhP 100 charge

Processing and Release of ID

The new senior citizen ID may be readily available upon registration with OSCA or at most five (5) working days from the time of application for first time registration or after the application for replacement is filed.

All matters concerning the elderly and senior citizens of Quezon City is handled by the

OFFICE OF SENIOR CITIZENS AFFAIRS (OSCA)
City Hall Compound
8-703-2678

Source: <https://quezoncity.gov.ph/qcitizen-guides/how-to-apply-for-senior-citizen-card/>

TIN Card

Process

1. Get a copy and fill out the BIR Form 1905 (Application for Registration Information Update).
2. Execute an affidavit of loss duly notarized by a lawyer
3. Submit it to the BIR District office where your TIN is currently registered.

7) School Documents (Diploma, Transcript of Records, etc.) - DOMINGUEZ

Scenario for School Documents (Diploma, Transcript of Records, etc.)

Lost Textbooks (Public Elementary to High School)

For causes due to natural cause or force majeure

Causes:

Typhoon
Flood
Earthquake
Fire
Theft
Casualty
Unforeseen events (force majeure)

What should the student do:

Write a letter informing his/her Teacher-Adviser about the loss and explaining the circumstances regarding the loss within 15 days from the occurrence of loss.
The letter must be duly signed by the student's parent or guardian.

What should the teacher-adviser do:

The Teacher-Adviser should furnish the School Property Custodian a copy of the student's letter immediately to give the Custodian time to assess the validity of the cause of loss and advise the Teacher of any additional requirements to relieve him/her from accountability.

Losses arising from transfer or dropping out of students

Causes:

transfer or dropping out of students without returning the books and the whereabouts of said students are unknowns w

	<p>Source: https://osssac.pup.edu.ph/knowledgebase.php?article=57</p>
<p>Technological University of the Philippines</p>	<p>Write a request and send to: tupt_registrar@tup.edu.ph or Click the link below, completely fill out the google forms and submit: https://docs.google.com/forms/d/16_MLXMzVHESArEejagiyhy3uaeHYkio-gesDnIKslvs/edit?usp=forms_home&ths=true Upon receipt of your request, the APPOINTMENT SCHEDULE shall be sent to your email address during office hours.</p> <p>Source: http://tupt.edu.ph/portal/online_request_acad_records</p>

8) Business permits (for small enterprise)

Scenario for Business permits (for small enterprise)

Documents Needed

<p>1. DTI Business Name Certificate or SEC Registration Certificate</p> <p>For SEC certification include the following documents:</p> <p style="padding-left: 40px;">Articles of Incorporation By-Laws Certificate of Incorporation or Certificate of Partnership</p>	<p>1. File for an affidavit of Loss before the City Hall that has jurisdiction over your small business</p>
<p>2. Latest Community Tax Certificate (Cedula)</p>	<p>2. Pay the necessary fees by presenting Document #1 to #12</p>

3. Barangay Clearance

3. Pay for the Business Permit

4. Location Clearance

4. Claim your Business Permit

5. Certificate of Occupancy

Step 6.

+632 889-10000 (mobile phone and international calls)
and press 5 to report the card as lost/stolen, so that the card can
immediately be blocked.

SOURCE: <https://www.bpi.com.ph/>

BDO

You may temporarily lock your credit or debit card through the
security management tab in our BDO Online Banking or BDO Mobile
App
Call the BDO Customer Service Hotline at 8631-8000 to report your
lost or stolen card.

SOURCE: <https://www.bdo.com.ph/contact-us>

Security Bank

Report your lost/stolen ATM Cards here:
<https://www.securitybank.com/personal/accounts/bank-services/>
You can also call the Customer Service hotline at:
+632 8887-9188
1-800-1-888-1250 (Toll-free for PLDT landline)
or email Security Bank at customercare@securitybank.com.ph

Landbank

To report your lost/stolen ATM Cards you may perform the following:

1. iAccess

Log-in to www.lbpiaaccess.com
Click on the "Report of Lost/Stolen ATM Card" link under "Features"
which can be found on the upper right part of the screen.

2. LANDBANK Mobile Banking Application (MBA)

Open and Log-in to the MBA
Click More
Select Mobilock
Select the account you wish to lock
Lock the account and click submit

3. Thru LANDBANK Phone Access:

Call Customer Care Hotline
8405-7000 (Metro Manila)
1800-10-405-7000 (PLDT Toll Free Number)
Press "2" for more LANDBANK Phone Access Services
Enter your 10-digit Account Number
Enter your 10-digit Telephone Number.

proof that your card has been successfully blocked / tagged as "hot card".

Card replacements may be requested at your branch of account.

Please take note of the following requirements:

Notarized Affidavit of Loss

At least 1 Valid ID

Card Replacement Fee

SOURCE: <https://www.landbank.com/reportingblocking-of-loststolen-card>

Metrobank

If you have lost your card or had it stolen you should cancel it immediately. You can do this through our mobile app, in Store or over the phone.

1. To cancel via the mobile App:

Log into your mobile app

Click 'More'

Click on 'Manage my cards'

Select the card you wish to cancel

Click 'cancel card'

Click 'Confirm' your card has been cancelled.

2. To cancel via the website:

Log into your internet banking platform

Click on 'View your accounts'

