PCIC protects agricultural producers and their investments thru the following insurance products:



#### RICE CROP INSURANCE An insurance protection extended to farmers againts losses in rice crops due to natural calamities as well as plant pests

and diseases.

#### CORN CROP INSURANCE

An insurance protection extended to farmers againts losses in corn crops due to natural calamities as well as plant pests and diseases.



LIVESTOCK INSURANCE An insurance protection for livestock raisers againts loss of carabao, cattle, horse, swine, goat, sheep, poultry and game fowls and animals due to accidenral death if diseases.

#### NON CROP AGRICULTURAL ASSETS

An insurance protection extended to farmers againts loss of their non-crop agricultural assets like warehouses, rice mills, irrigation facilities and other farm equipment due to perils



An insurance protection extended to farmers againts loss of their non-crop agricultural assets like warehouses, rice mills, irrigation facilities and other farm equipment due to perils such as fire and lightning, theft and earthquake.

#### CREDIT AND LIFE TERM INSURANCE

AGRICULTURAL PRODUCERS PROTECTION PLAN An Insurance protection for agricultural producers, fisherfolk accident, natural causes and murder or assault.

An insurance protection for agricultural producers, fisherfolk and other stakeholders that guarantess the payment of the face value or the amount of the approved agricultural loan upon the death or total permanent disability of the insured borrower due to accident, natural causes and murder or assault

ACCIDENT AND DISMEMBERMENT SECURITY SCHEME An insurance protection for agricultural producers, fisherfolj and other stakeholders that covers death or dismemberment or disablement of the insured due to accident.







#### DEPARTMENT OF AGRICULTURE



# ANNUAL REPORT 2019

KASAMA SA PAGPAPALAGO NG ANI AT KITA



## A food-secure Philippines

with prosperous farmers and fisherfolk



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# **CONTENTS**

Message from the President, 2 **Highlights of Operations** Insurance Program Implementation, 4 Training and Development, 24 Corporate Social Responsibility, 27 Stakeholder Statisfaction, 32 Financial Operation, 33 Financial Statements, 46 Board of Directors, 55 Statement on Risk Management and Internal Control, 59 Whistle-Blowing Policy, 61 Statement of Compliance with Code of Corporate Governance, 64 Key Officers, 65 Head Office and Regional Offices Directory, 66 Directory of Service Desks and PEOs, 68

## FROM THE PRESIDENT

Dear Development Partners,

We are glad to report that, with your usual support to the implementation of our insurance programs, the results of our efforts in 2019 show that we continued to move the agency and its programs along the high-growth path we have established in recent years.

Fittingly so, because we have geared our operations to support the goals set by then newly appointed Agriculture Secretary William Dar to raise production, improve productivity and enhance rural incomes. Thus, our operations revolved around and supported the theme "Kasama sa Pagpapalago ng Ani at Kita."

We worked alongside the farmers and fisherfolk, and our partners in government and the private sector, including the Department of Agriculture family, to help achieve DA's lofty, but certainly timely goals.

We thus proudly list down our key achievements during the year as follows:

- We insured over 3.14 Million farmers and fisherfolk, which is 38.78% more than the previous year's record;
  - o The number of those provided free insurance under the special programs rose 36.18% to about 2.23 million;
  - o The number under the regular programs rose 45.54% to 917,353.
  - o The amount of insurance cover provided grew 40.44% to about P112.1 Billion;
- o We generated a premium income worth P5.72 Billion, 17.29% more than the year before;
- We used up the entire P3.5 Billion available government premium subsidy for free insurance and added some more from our Agri Agra funds to push the entire government subsidy provided to P5.49 Billion; and
- o We paid P4.17 Billion in indemnity, nearly 20% more than the previous year, to 569,344 farmers and fishers.

We have complemented these achievements with organizational development efforts, as follows:

 We continued to increase our network of partners for agricultural information and advocacy;

## Page 2 | Annual Report 2019

- We have brought our office and services nearer to our stakeholders by adding on to the number of provincial extension offices and service desks;
- We continued to fine-tune our processes and this enabled us to address over 90% of complaints filed in our regional offices within 10 working days and about 70% of the claims filed within 20 days, much lesser than the 60 days set by law; and
- We continue to build our competency-based human resource system and have mapped the competencies and needs of our staff.

Our efforts at improving services have been acknowledged and appreciated by our stakeholders when, once again, they rated us very highly in an independent customer satisfaction survey conducted by the Development Academy of the Philippines.

We likewise passed the first surveillance for our ISO 9001:2015 certification for our quality management system.

With the foregoing, we have fulfilled all of our commitments in the agency performance scorecard for the year as agreed with the Governance Commission for GOCCs.

While we have attained significant milestones, we still have a long way toward achieving our optimum in the service of the Filipino farmers and fisherfolk. But we believe that we have learned enough from our experience and have been buoyed enough by the acknowledgement and appreciation we received to push ourselves further in a better manner.

We are confident that with you behind and alongside us, we will continue to tread the growth path toward sustainable rural progress.

Very truly yours,

ATTY. JOVY C. BERNABE President

# Annual Report 2019 | Page 3

# HIGHLIGHTS OF OPERATIONS

The following are the salient results of PCIC operations in 2019 as the sole state agency providing agricultural insurance services in the country.

# INSURANCE PROGRAM IMPLEMENTATION

#### **Overall performance**

Key performance indicators of our insurance operations reached new highs in 2019.

The number of farmers and fisherfolk covered by insurance protection topped the three-millionth mark to 3,146,866. This is the greatest number in program enrollment reached by the agency.

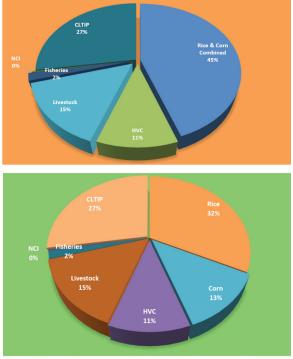
The amount of cover provided reached P112.11 Billion.

Premium income reached P5.73 Billion The total size of active farm lands insured reached 2,378,925 hectares. *Please see Table 1.* 

Among the sectors, the most number of insurance participants were rice farmers who comprised almost third of the total number of insured, or 32.08%; followed by livestock farmers, 15.09%; corn farmers, 12,48%; and HVC, 10.96%. Combined rice and corn stood at 44.57% of the total insured (*see Figure 1*).

Insurance Line	Number of Farmers							
	December 2019*							
Rice	1,009,685	780,383	29.38					
Corn	392,866	248,126	58.33					
Rice & Corn Combined	1,402,551	1,028,509	36.37					
HVC	344,853	308,395	11.82					
Livestock	475,000	335,921	41.40					
Fisheries	55,130	40,496	36.14					
NCI	6,442	4,211	52.98					
CLTIP	862,890	549,961	56.90					
Total	3,146,866	2,267,493	38.78					

# Figure 1. Distribution of Insured by Line



## Page 4 | Annual Report 2019

# Table 1.Comparative Results of InsuranceOperation, 2018-2019

Amount of Cover (Php M)			Premium (Php M)			Area(Ha.)/Head/Policy		
December 2019	December 2018	% Inc./ (Dec)	December 2019*	December 2018	% Inc./ (Dec)	December 2019*	December 2018	% Inc./ (Dec)
28,869.113	22,765.757	26.81	2,894.683	2,300.784	25.81	1,342,876	1,050,343	27.85
10,598.977	7,122.280	48.81	1,086.379	739.663	46.87	548,547	371,129	47.81
39,468.090	29,888.037	32.05	3,981.062	3,040.447	30.94	1,891,423	1,421,472	33.06
19,179.692	16,265.774	17.91	1,005.257	1,124.412	(10.60)	487,502	424,395	14.87
11,819.258	7,858.654	50.40	524.751	557.881	(5.94)	1,578,285	994,903	58.64
2,072.093	1,530.963	35.35	103.902	83.881	23.87	8,782	5,256	67.09
1,634.058	1,025.972	59.27	20.720	14.747	40.50	2,617	1,421	84.17
37,936.894	23,259.032	63.11	89.796	59.954	49.77	435,948	167,569	160.16
112,110.084	79,828.433	40.44	5,725.488	4,881.323	17.29			

# Results over previous year's accomplishments

The number of insured farmers and fisherfolk reflected an unprecedented growth of 38.78% from the previous year.

Among the crop insurance lines, corn posted the greatest growth at 58.33% with 392,866 farmers insured. It was followed by livestock, which grew by 41.10% with 475,000 farmers; and fisheries, with 36.14% growth and 55,130 livestock and poultry raisers insured. The number of insured among rice farmers grew by 29.38% to 1,009, 685; in high-value crop, growth was at 11.82% involving 344,853 farmers.

Combined rice and corn growth, which are the PCIC's special foci by virtue of its mandate, was at 36.37%, with 1,402,551 rice and corn farmers insured.

## **C** The number of farmers and fisherfolk covered by insurance protection topped the three-millionth mark to 3,146,866.

Growth in the number of insured was even greater in the non-crop insurance lines: for non-crop agricultural asset insurance, it was 52.98% to 6,442 farmers and fishers; for credit and life term insurance, it was 56.9% and involved 862,890 farmers, fisherfolk, their family members and allied workers. In terms of object of insurance, the total size of the active farm lands insured grew 28.88%, from 1,845,867 hectares insured the preceding year. The growth rates in areas across the crops were 27.85%, 47.81% and 14.87%, respectively. Combined rice and corn farm ands grew 33.06%. The number of head of poultry and livestock insured totaled 1,578, 285, 58.64% more than the previous year. The number of inland aquaculture farms and non-motorized bancas used by municipal fishers rose 67.09% to 8,782. In the non-crop assets, the pieces of assets insured rose 84.17% to 2,617 while the number of credit and life term insurance policies rose 160.16% to 435,948.

In terms of insurance cover, the total amount provided reflected 40.44% more than the P79.83 Billion in the previous year. All lines posted growth in terms of insurance cover. Highest growth was posted by credit and lifeterm insurance with 63.11% and lowest, high value crops, with 17.91%. Growth in rice cover stood at 26.81%; corn, 48.81% while combined rice and corn cover grew 32.05%. Livestock's growth rate was at 50.40%; fisheries, 35.35%; and non-crop insurance, 59.27%

In terms of premium income, total growth stood at 17.29%. Credit and life term insurance led growth in premium generated at 49.77%. Rice insurance premium grew 25.81%; corn, 46.87%. Combined rice and corn insurance premium grew 30.94%. Fisheries and non-crop insurance likewise grew by 23.87% and 40.50%, respectively. In contrast, high value crop and livestock insurance premium contracted by 10.6% and 5.94%, respectively.

#### **Results over annual targets**

Annual insurance production targets are set in terms of number of insured farmers and fisherfolk, the object of insurance and amount of insurance cover provided. In terms of the insurance object, all lines returned numbers in excess of target to post a high of from 746.65% in credit and life term insurance to a low of 2.32% in non-crop agricultural asset insurance. Rice accomplishment rate stood at 130.70%, corn 107.76% while combined rice and corn accomplishment rating stood at 123.10%. The complete performance by line are contained in *Table 2*.

## INSURANCE LINES

Rice
Corn
Rice & Corn
Combined
HVC
Livestock
Fisheries/
Aquaculture
Non-Crop Insurance
CLTIP
Total

#### **Results by special programs**

PCIC's insurance program implementation is divided into special programs and regular programs. The special programs consist of three components: Agricultural Insurance for Farmers and Fisherfolk under the RSBSA or Registry System for Basic Sectors in Agriculture, a comprehensive listing of farmers and fisherfolk done through a survey in 2012;

6 The number of insured exceeded target of 2,712,626, to post 116.01% accomplishment rating.

ACCOMPLISHMENTS			TARGETS			% ACCOMPLISHMENTS			
Number of Farmers	Number of Hectares/ Heads/ Polices	Amount of Cover (Php M)	Number of Farmers	Number of Hectares/ Heads/ Polices	Amount of Cover (Php M)	Number of Farmers	Number of Hectares/ Heads/ Polices	Amount of Cover (Php M)	
1,009,685	1,342,876	28,869.113	799,437	1,027,416	21,430.597	126.30	130.70	134.71	
392,866	548,547	10,598.977	433,403	509,051	10,529.504	90.65	107.76	100.66	
1,402,551	1,891,423	39,468.090	1,232,840	1,536,467	31,960.101	113.77	123.10	123.49	
344,853	487,502	19,179.692	466,211	520,092	13,869.909	73.97	93.73	138.28	
475,000	1,578,285	11,819.258	266,022	604,242	14,050.486	178.56	261.20	84.12	
55,130	8,782	2,072.093	126,377	126,677	4,311.402	43.62	6.93	48.06	
6,442	2,617	1,634.058	112,790	112,790	6,067.955	5.71	2.32	26.93	
862,890	435,948	37,936.894	508,387	58,387	25,771.030	169.73	746.65	147.21	
3,146,866		112,110.084	2,712,626		96,030.884	116.01		116.74	

#### Table 2. Accomplishments vs. Annual Targets, 2019

non-RSBSA, for farmers and fisherfolk not listed in the RSBSA but certified as active agricultural producers by the Department of Agriculture (DA) or Department of Agrarian Reform; and the regular programs.

These programs may further be categorized in terms of subsidy schemes or premium required.

The RSBSA and non-RSBSA programs are free insurance that do not require outof-pocket premiums from the farmers and fisherfolk.

The former is supported by some P3.5 Billion allocated by government through the General Appropriations Act while the latter is provided by PCIC funds sourced from the proceeds from Agri-Agra Law, which imposes fines on financial institutions for not complying with a prescribed share for agriculture and fisheries in their lending portfolios. Also provided free premiums are farmers and fisherfolk participating in several program supported by DA, DAR and/or other agencies. Please see pages 6 to 7 for the special program profiles.

Under the regular programs, rice and corn farmers whose production is assisted by credit from the Land of the Philippines are provided discounted premium by up to 55%. This premium discount is also funded by the PCIC's Agri-Agra Law funds. The rest of those enrolled under the regular program pay the full premium rates.

## **Special Insurance Programs**

1. **Registry System for Basic Sectors in Agriculture (RSBSA)** - The RSBSA is a listing of basic sectors in agriculture (i.e. those involved in crop and animal production, aquaculture, and fishing).

This special program fully subsidizes the insurance premium of all subsistence farmers and fisherfolk registered under the RSBSA for all insurance product lines offered by the PCIC, except for the term insurance packages.

- 2. **Non-RSBSA** For farmers and fisherfolk not listed in the RSBSA, but certified by the Department of Agriculture and Department of Agrarian Reform as active agricultural producers.
- Sikat Saka The Sikat Saka Program (SSP) is the credit component of the DA's Food Staples Sufficiency Program. The Land Bank of the Philippines is the lending conduit of the Program.

The PCIC provides full (100%) premium subsidy for the subsistence rice farmers. Other farmers who want to avail are only charged with standard premium rates in their respective regions/provinces. The amount of cover shall be up to the amount of loan granted by Land Bank.

Qualified farms must be located in the 45 major rice-producing provinces; have an effective irrigation system and functional drainage system; be at least ½ hectare but not more than five hectares; must not be within 200 meters to the nearest body of water or marshland; be reached by a regular means of transport system, and must be within a generally peaceful and stable peace and order location.

 Program for Unified Lending to Agriculture (PUNLA) – This is a special credit facility for marginal farmers and fisherfolk to address their financial needs for fast, convenient and affordable credit. The program is implemented in the top 15 poorest provinces.

Under PUNLA, the PCIC provides free insurance coverage under the RSBSA free crop insurance program for PUNLA beneficiaries. Farmer-participants or borrowers should be recipients of PUNLA must be a borrower of any eligible Lending Conduits (LC) accredited by ACPC; not a recipient of any fully (100%) or partly subsidized insurance program; shall follow the Good Agricultural Practices, proper safety measures and/or applicable Package of Technology on the crop/livestock/aquaculture/ properties, subject of production loan.

5. Production Loan Easy Access (PLEA) - a loan facility of the DA – Agricultural Credit Policy \ Council (DA-ACPC) for marginal and small farmers and fisherfolk nationwide. Non-collateralized loans for agri-fishery production are provided through cooperative banks, rural banks, cooperatives and non-government organizations (NGOs). The premium subsidy/discount for RSBSA listed farmers and fisherfolk will be fully subsidized under the PCIC's RSBSA crop insurance program.

# Page 8 | Annual Report 2019

Farmer-participants or borrowers should be recipients of PLEA; must be a borrower of any eligible Lending Conduits (LC) accredited by ACPC; not a recipient of any fully (100%) or partly subsidized insurance program; shall follow the Good Agricultural Practices, proper safety measures and/or applicable Package of Technology on the crop/livestock/aquaculture/properties, subject of production loan.

 Food Sufficiency and Poverty Alleviation Program with Planters Product, Inc. (FSPAP-PPI)
 PPI gives production inputs as a loan to subsistence rice farmers participating in the Masaganang Ani 200 – Plant Now Pay Later (PNPL) Program.

The PCIC provides full (100%) insurance premiums subsidy/discount of subsistence rice farmers. To avail, a farmer should be a participant of the PPI-DA Masaganang Ani 200 Program, members of Irrigator's Association and cultivating rice farms; is not a recipient of any fully or partly subsidized insurance program; and follows Good Agricultural Practices (GAD) for rice crop production. Coverage is limited to a maximum of three (3) hectares per farmer.

7. **Agrarian Production Credit Program (APCP)** - caters to Agrarian Reform Beneficiaries (ARBs) whose organizations are not yet eligible to avail of loans from LANBANK. Eligible Agrarian Reform Beneficiary Organizations (ARBOs) avail of loans under the program and in turn re-lend to eligible ARBs to finance their agri-production projects and activities.

PCIC provides full (100%) premium subsidy for the cost of insurance coverage of ARBs participating in APCP. Borrowers should be ARB and ARB household members certified and endorsed by DAR.

Eligible farms are those planted to crops not yet exposed to risks covered; not within 200 meters to nearest body of water or marshland; suitable to crop production project; have a functional drainage system; effectively irrigated, and within generally peaceful and suitable peace and order condition.

8. **High Yielding Technology Adoption (HYTA) Program** – calls for planting of high-yielding varieties in more than 560,000 hectares of rice fields all over the country, where there are good irrigation facilities and farmers organizations are ready to adopt new technology, particularly the use of certified seeds. The PCIC provides free insurance to beneficiaries.

# Annual Report 2019 | Page 9

In 2019, 1,630,831 farmers and fisherfolk were enrolled under the RSBSA program, 35.26% more than the previous year. In the non-RSBSA program, 496,576 were enrolled, 128.13% more than the previous year. In all DA programs, the number of participants grew 40.94% to 108,106 farmers and fisherfolk. Under the regular programs, the participating credit-assisted rice farmer increased very slightly by 0.39% to 49,372 while the number of credit-assisted corn farmers decreased by 9.62% to 16,002.

All other insurance lines under the regular program, except the CLTIP, had lower number of participants. CLTIP posted growth of 56.72% with 831,272 participants. On the whole, the regular programs had 45.54% more participants than the previous year, at 917,353.

Summing up by premium classification, 2,229,513, of farmers and fisherfolk, about 70.85% of the number of insured, received free insurance, and therefore paid zero premium; 65, 374 rice and corn farmers, or 2.077%, paid 55% less or discounted premium; and 851,979 other farmers and fisherfolk, or 27.07%, paid full premium. *Please see Table 3*.

# Government premium subsidy utilization

**Government** premium applied in 2019 reached about P5.49 Billion, 8.25% greater than the estimated P5.07 for the year.

# Table 3. Insurance Production byProgram

	Number of Farm			
Insurance Lines	December 2019	December 2018		
Special Programs (100%	6 GPS)			
RSBSA	1,630,831	1,342,786		
Non-RSBSA	496,576	217,677		
DA Insurance Programs				
Sikat Saka	17,416	15,642		
HYTA 2015	937	622		
Hybrid Rice Program	1,854	4,796		
FSPAP-PPI	156	264		
Rice Model Farm	2,924	1,373		
YRRP	38,922	20,815		
PLEA	15,246	14,238		
SURE	2,973	457		
Sub-Total - DA	80,428	58,207		
Insurance Programs				
DAR-DA-LBP APCP & CAP-PBD	21,678	18,494		
Total	2,229,513	1,637,164		
Regular Programs	•			
Rice(55% PCIC Subsidy)	49,372	49,182		
Corn (55% PCIC Subsidy)	16,002	17,705		
HVC	1,873	3,546		
Livestock	16,059	25,670		
Fisheries/Aquaculture	2,531	3,471		
NCI	244	338		
CLTIP	831,272	530,417		
Total	917,353	630,329		
GRAND TOTAL	3,146,866	2,267,493		

The total amount used during the year came from the P3.5 Billion in the GAA, around P1.92 Billion from the Agri-Agra remittance from Bangko Sentral ng Pilipinas, and P69.49 Million allocated by DA for "DA-Yolanda Rehabilitation and Recovery Program."

Page 10 | Annual Report 2019

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ers	An	nount of Cov	er		Premium	
% Inc./ (Dec.)	December 2019	December 2018	% Inc./ (Dec.)	December 2019	December 2018	% Inc./ (Dec.)
35.26	50,676.715	42,933.474	18.04	3,814.628	3,613.269	5.57
128.13	15,005.780	6,239.346	140.50	1,102.863	531.716	107.42
11.34	2,035.726	1,709.547	19.08	203.578	170.952	19.08
50.64	31.819	21.635	47.07	3.182	2.163	47.11
(61.34)	45.010	117.409	(61.66)	4.501	11.741	(61.66)
(40.91)	4.965	6.603	(24.81)	0.497	0.660	(24.70)
-	119.724	53.101	-	11.970	5.310	-
86.99	2,028.768	1,039.201	95.22	54.340	19.550	177.96
7.08	556.333	492.919	12.86	34.421	39.369	(12.57)
550.55	56.864	11.557	392.03	4.709	1.133	315.71
38.18	4,879.208	3,451.972	41.35	317.198	250.878	26.44
17.22	1,315.374	1,066.005	23.39	118.441	98.982	19.66
36.18	71,877.077	53,690.797	33.87	5,353.130	4,494.844	19.09
0.39	1,909.125	1,904.332	0.25	198.874	215.250	(7.61)
(9.62)	359.509	384.694	(6.55)	62.325	65.923	(5.46)
(47.18)	397.020	429.104	(7.48)	11.078	10.411	6.41
(37.44)	421.445	652.957	(35.46)	14.046	34.643	(59.45)
(27.08)	153.223	140.568	9.00	4.883	4.696	4.00
(27.81)	555.033	308.207	80.08	3.065	1.640	86.87
56.72	36,437.651	22,317.774	63.27	78.086	53.915	44.83
45.54	40,233.006	26,137.636	53.93	372.358	386.478	(3.65)
38.78	112,110.084	79,828.433	40.44	5,725.488	4,881.323	17.29

The RSBSA program used up the entire P3.5 Billion subsidy allocation for the year, with an add-on of about P314.63 Million from the PCIC's Agri-Agra funds. The non-RSBSA program used up P1.10 Billion. All DA special programs, including the consortium with DAR and LBP, used up P435.64 Million. The credit-assisted rice and corn farmers, who pay discounted premiums, used up some P134.25 Million. For detailed allocation of government premium subsidy, please see *Table 4*.

Table 4. Utilization of Government Premium Subsidy										
	Ins	urance Prod		Pre						
Insurance Program	Number of Farmers	No. of Hectares / Heads/ Policies	Amount of Cover (PhP M)	Farmer + Lending Institution	PCIC Subsidy					
Special Programs										
RSBSA	•									
Rice	721,655	925,630	18,634.140		314.628					
Corn	275,671	393,283	7,546.081							
High-Value Crop	253,763	366,509	13,978.596							
Livestock	335,108	979,539	8,261.004							
Fisheries	40,141	5,766	1,483.688							
NCI	4,493	1,457	773.206							
Sub-total	1,630,831		50,676.715		314.628					
Non-RSBSA										
Rice	190,600	247,264	4,877.755		487.769					
Corn	95,099	127,915	2,405.279		240.528					
High-Value Crop	79,662	106,334	4,283.406		225.928					
Livestock	117,723	404,042	2,882.507		122.664					
Fisheries	12,340	2,546	432.361		23.415					
NCI	1,152	363	124.472		2.560					
Sub-total	496,576		15,005.780		1,102.863					
DA Rice and Corn Insu	rance Progra	ms								
Sikat Saka - Rice	16,941	45,313	1,999.247		199.930					
Sikat Saka - Corn	475	1,049	36.479		3.648					
HYTA 2015	937	798	31.819							
Hybrid Rice Program	1,854	2,243	45.010		4.501					
PPI - Rice	156	248	4.965		0.497					
Rice Model Farm	2,924	2,815	119.724							
Sub-total	23,287		2,237.244		208.576					
DA - PLEA										
Rice	4,980	8,101	173.018		17.302					
Corn	1,781	2,650	64.368		6.437					
High-Value Crop	2,539	2,418	122.363		6.745					
Livestock	2,836	15,169	92.009		2.635					
Fisheries	118	34	2.822		0.157					
NCI	0	0	0.000		0.000					
CLTIP	2,992	374	101.752		1.145					
Sub-total	15,246		556.333		34.421					

# Page 12 | Annual Report 2019

mium (PhP	M)	Governmen	t Premium	Subsidy /
		PCIC Premi	um Subsidy	
GPS	Total Premium	2019 Target (PhP M)	GPS Utilized (PhP M)	% Utilization
GAA / DA		. ,		
1,548.781	1,863.409	1,400.000	1,863.409	133.10
754.609	754.609	775.000	754.609	97.37
736.739	736.739	550.000	736.739	133.95
370.840	370.840	525.000	370.840	70.64
75.447	75.447	175.000	75.447	43.11
13.584	13.584	75.000	13.584	18.11
3,500.000	3,814.628	3,500.000	3,814.628	108.99
	487.769	455.000	487.769	107.20
	240.528	182.000	240.528	132.16
	225.928	227.500	225.928	99.31
	122.664	27.300	122.664	449.32
	23.415	9.100	23.415	257.31
	2.560	9.100	2.560	28.13
	1,102.863	910.000	1,102.863	121.19
	199.930	207.038	199.930	96.57
	3.648	18.010	3.648	20.26
3.182	3.182	0.000	3.182	0.00
	4.501	18.259	4.501	24.65
	0.497	1.224	0.497	40.60
11.970	11.970	21.615	11.970	55.38
15.152	223.728	266.146	223.728	84.06
	17.302	28.105	17.302	61.56
	6.437	14.624	6.437	44.02
	6.745	3.021	6.745	223.26
	2.635	5.514	2.635	47.79
	0.157	1.078	0.157	14.56
	0.000	1.110	0.000	0.00
	1.145	1.228	1.145	93.23
	34.421	54.680	34.421	62.95

# Annual Report 2019 | Page 13

	Ins			
Insurance Program				
	Number of Farmers	No. of Hectares / Heads/ Policies	Amount of Cover (PhP M)	Farmer + Lending Institution
DA SURE				
Rice	1,752	2,471	38.234	
Corn	293	577	6.933	
High-Value Crop	28	54	0.508	
Livestock	0	0	0.000	
Fisheries	0	0	0.000	
NCI	0	0	0.000	
CLTIP	900	22	11.190	
Sub-total	2,973		56.864	
DA - Yolanda Rehabilation a	and Recovery Pr	ogram (YRRP)		
Rice	4,234	5,619	196.679	
Corn	123	109	3.281	
High-Value Crop	3,603	4,674	122.145	
Livestock	2,684	8,985	139.865	
Fisheries	0	0	0.000	
NCI	552	552	180.497	
CLTIP	27,726	27,695	1,386.300	
Sub-total	38,922		2,028.768	
Total - DA Insurance Programs	80,428		4,879.208	
DA-DAR- LBP APCP				
Rice	14,280	24,660	839.397	
Corn	3,422	5,674	177.048	
High-Value Crop	3,385	4,540	275.652	
Livestock	590	3,004	22.427	
Fisheries	0	0	0.000	
NCI	1	1	0.850	
CLTIP	0	0	0.000	
Sub-total		0		
	21,678		1,315.374	
Total - Special Programs	2,229,513		71,877.077	
PCIC Regular Program				00.007
Rice	49,372	77,713	1,909.125	98.205
Corn Combined Rice & Corn	16,002	17,291	359.509 2,268.634	28.745 126.950
High-Value Crop	65,374 1,873	95,004 2,973	2,268.634 397.020	126.950
Livestock	16,059	167,546	421.445	14.046
Fisheries	2,531	436	153.223	4.883
Non-Crop Insurance	244	244	555.033	3.065
CLTIP	831,272	407,857	36,437.651	78.086
Total	917,353		40,233.006	238.108
Grand-total	3,146,866		112,110.084	238.108
orana total	0,140,000		112,110.004	200.100

# Page 14 | Annual Report 2019

Premium	(PhP M)			t Premium Su ium Subsidy	ıbsidy /
GPS	6	Total Premium	2019 Target	GPS Utilized	% Utilization
PCIC Subsidy	GAA / DA		(PhP M)	(PhP M)	
		· · · · ·	'		
3.823		3.823	6.428	3.823	59.47
0.693		0.693	4.995	0.693	13.88
0.025		0.025	2.445	0.025	1.02
0.000		0.000	1.250	0.000	0.00
0.000		0.000	1.250	0.000	0.00
0.000		0.000	1.250	0.000	0.00
0.168		0.168	1.250	0.168	13.44
4.709		4.709	18.868	4.709	24.96
	19.491	19.491	66.544	19.491	81.660
	0.433	0.433		0.433	
	8.550	8.550		8.550	
	13.964	13.964		13.964	
	0.000	0.000		0.000	
	1.505	1.505		1.505	
	10.397	10.397		10.397	
	54.340	54.340	66.544	54.340	81.66
247.706	69.492	317.198	406.237	317.198	78.08
			,		
83.934		83.934	61.118	83.934	137.33
17.705		17.705	15.559	17.705	113.79
16.192		16.192	15.559	16.192	104.07
0.602		0.602	4.224	0.602	14.25
0.000		0.000	2.112	0.000	0.00
0.008		0.008	2.112	0.008	0.36
0.000		0.000	2.112	0.000	0.00
118.441		118.441	102.795	118.441	115.22
1,783.638	3,569.492	5,353.130	4,919.032	5,353.130	108.82
I		<u> </u>			
100.669		198.874	100.000	100.669	100.67
33.580		62.325	50.000	33.580	67.16
134.249		261.199	150.000	134.249	89.50
		11.078			
		14.046			
		4.883			
		3.065			
		78.086	150.000	101.010	
134.249		372.358	150.000	134.249	89.50
1,917.888	3,569.492	5,725.488	5,069.032	5,487.379	108.25

# Annual Report 2019 | Page 15

#### Indemnification

Total claims paid in 2019 totaled P4.17 Billion, 19.53% greater than the amount paid the preceding year.

The payment was made to 569,344 farmers and fisherfolk, 31% more than the number of claimants during the previous year. The year's number of claimants comprised 18.09% of those insured.

The indemnity payments resulted in a damage rate of 4.37 during the year, less than a percent lower (0.65%) than the previous year, and a loss ratio of 0.71, which is less than a percent greater (0.01) than the previous year.

Damage rate is computed as a ratio of total indemnity payment over total amount of cover multiplied by 100 while loss ratio is the ratio of total indemnity/total premium. Both are simple indicators of the health of insurance operation.

# **44** Total claims paid in 2019 totaled P4.17 Billion, 19.53% greater than the amount paid the preceding year.

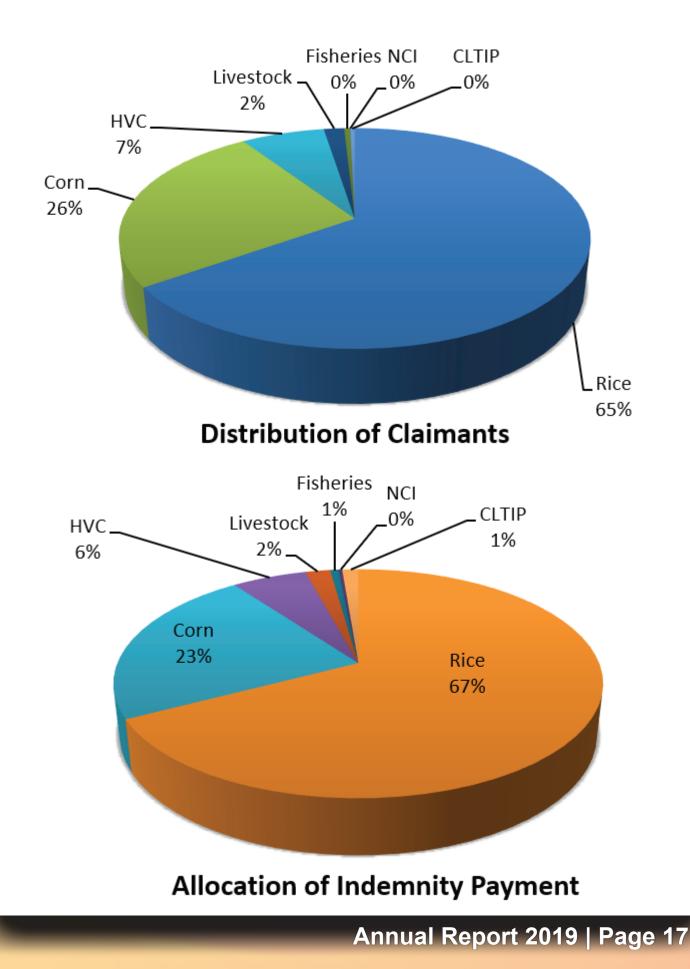
The distribution of the total number of claimants and indemnity payment by line are in *Table 5 and Figure 2.* 

Table 5. Number of Claimants and indefinity Faid, by insurance Line											
Insurance	Number of Farmers			Indemnity (Php M)			Damage Rate		Loss Ratio		
Lines	December 2019	December 2018	% Inc./ (Dec)	December 2019	December 2018	% Inc./ (Dec)	2018	2019	2018	2019	
Rice	371,057	321,827	15.30	2,806.546	2,645.596	6.08	11.62	9.72	1.15	0.97	
Corn	145,121	96,963	49.67	945.531	686.151	37.80	9.63	8.92	0.93	0.87	
Rice & Corn Combined	516,178	418,790	23.25	3,752.077	3,331.747	12.62	11.15	9.51	1.10	0.94	
HVC	38,813	7,327	429.73	245.095	75.601	224.19	0.46	1.28	0.07	0.24	
Livestock	9,484	4,686	102.39	81.415	39.705	105.05	0.51	0.69	0.07	0.16	
Fisheries	2,727	884	208.48	26.514	7.768	241.32	0.51	1.28	0.09	0.26	
NCI	64	26	146.15	12.736	1.353	841.32	0.13	0.78	0.09	0.61	
CLTIP	2,078	1,475	40.88	52.537	32.674	60.79	0.14	0.14	0.54	0.59	
Total	569,344	433,188	31.43	4,170.375	3,488.849	19.53	4.37	3.72	0.71	0.73	
Increase (De	crease) - (20 <i>°</i>	19 vs 2018)						(0.65)		0.01	

#### Table 5. Number of Claimants and Indemnity Paid, by Insurance Line

## Page 16 | Annual Report 2019





# Policy, product and process enhancements

On the recommendation of the PCIC's management, the PCIC's Board of Directors instituted measures to ensure that the agency's insurance products, policies and procedure become more responsive to the needs of the stakeholders.

The following is an enumeration of the major Board decisions during the year:

1. Approved the increase in the medical reimbursement for Agricultural Producers Protection Plan (AP3) and Accident and Dismemberment Security Scheme (ADS2) from 10% to 20% of Total Sum Insured (TSI), net of PhilHealth and other health insurance benefits (Board Resolution No. 2019-003);

2. Approved the provision of partial (55%) PCIC Premium Subsidy amounting to ₱150 Million for subsistence farmers participating in the PCIC Regular Rice and Corn Insurance Programs for CY 2019 (Board Resolution No. 2019-006);

3. Allotted full (100%) Premium Subsidy amounting to ₱910 Million (₱70 Million each for PCIC's 13 Regional Offices) for the insurance of farms and farm investments for FY 2019 of Agrarian Reform Beneficiaries (ARBs), small farmers and fisherfolk not listed under the Registry System for Basic Sector in Agriculture (RSBSA) (Board Resolution No. 2019-008);

4. Approved the provision of additional Premium Subsidy amounting to ₱220 Million (₱100 Million and ₱120 Million) for the fully (100%) subsidized insurance coverage of rice and corn farmers participating in the DA-LBP

Sikat Saka Program (Board Resolution 2019-011 & Board Resolution 2019-057);

5. Approved the standard premium rate of 5.0% for High Value Crop Insurance applicable to all fully (100%) subsidized insurance programs with coverage to natural calamities and all types of pests and diseases (Board Resolution No. 2019-012);

6. Approved the standard premium rate for Livestock insurance applicable to all fully (100%) subsidized insurance programs with coverage to all types of diseases including those listed under the excluded risks, without premium loading (Board Resolution No. 2019-012A)

Swine

- 1. Fattener 1.75% per growing period
- 2. Breeder 3.50% per annum

Cattle, Carabao, Horse

- 1. Island Born 5.00% per annum
- 2. Imported 7.00% per annum

Goat, Sheep

- 1. Island Born 6.00% per annum
- 2. Imported 8.00% per annum

Poultry

- 1. Broilers 1.00%
  - per rearing period
- 2. Pullets, Layers 2.60% per annum

7. Approved the increase in the maximum area for coverage for inland fishpond from 1,000 square meters to 2,500 square meters, applicable to all fully (100%) subsidized insurance program (Board Resolution No. 2019-012-B);

# Page 18 | Annual Report 2019

8. Approved the inclusion of African Swine Fever (ASF) and Avian Influenza (AI)/Bird Flu (H5N6) as compensable peril under the existing PCIC Livestock Insurance Program (Board Resolution No. 2019-014 & Board Resolution No. 2019-018);

9. Approved the allocation of Premium Subsidy amounting to ₱113.100 Million to augment the ₱3.5 Billion Government Premium Subsidy for RSBSA Agricultural Insurance Program for FY 2018, chargeable against the PCIC Agri-Agra Premium Subsidy Fund (Board Resolution No. 2019-022);

10. Approved the allocation of Premium Subsidy amounting to ₱11.690 Million to augment the ₱520 Million Premium Subsidy for Non-RSBSA Agricultural Insurance Program for ARBs, small farmers and fisherfolk not listed in the RSBSA for FY 2018 (Board Resolution No. 2019-023);

11. Approved the extension of the utilization of the ₱0.972 Million unutilized/available balance of PCIC premium subsidy for the fully (free) insurance coverage of farms of subsistence farmers participating in the PPI-DA Masaganang Ani 200 Program's insurance component (Board Resolution No. 2019-030);

12. Renewed the PCIC's Reinsurance Treaty for Non-Crop Agricultural Asset Insurance with National Reinsurance Corporation of the Philippines (NatRe) (Board Resolution No. 2019-037);

13. Approved the inclusion of Corn Plant Hopper infestation in the perils insured against in the Corn Crop Insurance Program and its inclusion in the Revised Claim Settlement Approaches and Procedures (RECSAP) Table 14 (Board Resolution No. 2019-040); 14. Allotted additional full (100%) Premium Subsidy amounting to ₱50 Million for the insurance coverage of Agrarian Reform Beneficiaries (ARBs) participating in the Agrarian Production Credit Program (APCP) and Credit Assistance Program for Program Beneficiaries Development (CAP-PBD) credit facilities of DA-DAR-LBP, and to cover the excess premium subsidy utilization as of June 30, 2019 (Board Resolution No. 2019-045);

15. Amended/Enhanced the Implementing Guidelines on the Utilization of Government Premium Subsidy (GPS) under the FY 2019 General Appropriation to cover RSBSA listed LBP borrowers under ACEF and RCEF credit programs (Board Resolution No. 2019-064);

16. Amended the 2nd Paragraph of Section 9.1 of Part 2 of the Rice and Corn Crop Insurance Operations Manual (filing of Notice of Loss/Claim for Indemnity (Board Resolution No. 2019-069), as follows:

"The notice of loss or claim for indemnity shall be sent to the concerned PCIC Regional Office or PCIC Extension Office, within twenty (20) calendar days from occurrence of such loss, provided, that the loss is caused by any risk insured against where the onset of damage is gradual and the full extent thereof is not immediately apparent and determinable, said notice of loss or claim for indemnity shall be filed upon discovery of loss or damage, but in no case shall it be later than twenty (20) calendar days before the expected harvest or the scheduled date of harvest per ACI;" and,

17. Approved the insurance coverage of the Batch 17 imported dairy cattle of the National Dairy Authority (Board Resolution No. 2019-082).

Two critical businesses processes have been engineered by the PCIC to banner its highly responsive service. These are the resolution of complaints and the processing of claims from filing to payment.

The agency has committed to resolve complaints within 10 working days and the complete processing of claims within 20 working days. The latter is specially remarkable in light of the fact that by law, the agency has 60 days for addressing claims. In 2019, the PCIC received 1,407 complaints of various nature in its regional offices. Of these, 1,355 or 96.30% were resolved within the committed period. Of the 395,583 claims for damages received, as reported by the regional offices, 278,743 or 70.46%, were paid out within the 20-day period.

The data by region are contained in *Tables 6 and 7*, for the complaints and claims, respectively, and *Figures 3 and 4.* 

Region	Number of claims received	Number of claims processed within 20 days	Percentage	Number of claims not processed within 20 days	Percentage
1	31,606	28,679	90.74%	2,927	9.26%
II	42,347	28,833	68.09%	13,514	31.91%
III	9,451	9,158	96.90%	293	3.10%
III-A	4,397	4,091	93.04%	306	6.96%
IV	17,127	12,943	75.57%	4,184	24.43%
V	15,362	9,173	59.71%	6,189	40.29%
VI	89,143	26,769	30.03%	62,374	69.97%
VII	17,091	14,988	87.70%	2,103	12.30%
VIII	21,612	19,770	91.48%	1,842	8.52%
IX	50,398	45,856	90.99%	4,542	9.01%
Х	33,849	31,465	92.96%	2,384	7.04%
XI	27,181	24,815	91.30%	2,366	8.70%
XII	36,019	22,203	61.64%	13,816	38.36%
TOTAL	395,583	278,743	70.46%	116,840	29.54%

# Table 6. Claims Received and Processed Within20 Working Days, by Region

## Page 20 | Annual Report 2019

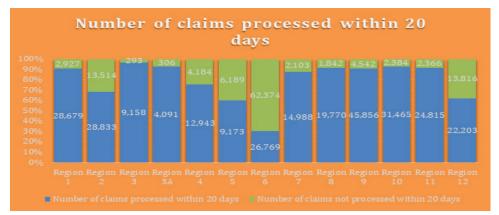
10 Working Days, by Region							
Percentage of complaints received in 2019	Total number of complaints received	Number of complaints resolved within 10 working days	Percentage	Number of complaints not resolved within 10 working days	Percentage		
1	31,606	28,679	90.74%	2,927	9.26%		
П	42,347	28,833	68.09%	13,514	31.91%		
111	9,451	9,158	96.90%	293	3.10%		
III-A	4,397	4,091	93.04%	306	6.96%		
IV	302	292	96.69%	10	3.31%		
V	0	0	-	0	-		
VI	3	3	100.00%	0	0.00%		
VII	34	34	100.00%	0	0.00%		
VIII	0	0	-	0	-		
IX	4	4	100.00%	0	0.00%		
Х	58	56	96.55%	2	3.45%		
XI	0	0	-	0	-		
XII	1	1	100.00%	0	0.00%		
TOTAL	1399	1347	96.28%	52	3.72%		

# Table 7. Complaints Received and Processed Within10 Working Days, by Region

## Figure 3. Regional Compliance with Ten-Day Limit for Addressing Complaints and 20-day Limit for Claims Processing



## Figure 4. Regional Compliance with 20-day Limit for Claims Processing



# Annual Report 2019 | Page 21

# INFORMATION AND MARKETING CAMPAIGN

The agency's milestone success in expanding insurance coverage during the year was propelled by the unified information and marketing campaigns mounted by the regional offices. The main strategies, apart from the production of communication materials, were the continued establishment of PCIC extension offices (PEOs) and service desks and the expansion of its linkage networks with institutions active in local agricultural and fisheries development.

### **New field offices**

In 2019, the PCIC has established five new PEOs and three new service desks. The PEOs were organized in the following places: Laoag City, Ilocos Norte; San Jose City, Nueva Ecija; Canlaon City, Negros Oriental; Poblacion, Siquijor Province; and Davao City. This raised the total number of PEOs to 58.

The service desks were intalled in the following areas: Office of the Provincial Agriculturist, Balanga City, Bataan; DAR Provincial Office, Baliuag, Bulacan; and DAR Provincial Office, Tarlac City, Tarlac. They raised the number of service desks to 20. The new field offices may be contacted as follows:

Regional Office	Province	Location of New PEOs	Contact Number	Office Schedule
1	Ilocos Norte	3rd Floor Shienna's Bldg, Brgy. 21, MH Del Pilar corner Vintar Road, Laoag City, Ilocos Norte	peo_laoag@yahoo. com	Monday to Friday 8:00AM to 5:00PM
3A	Nueva Ecija	San Jose City, Nueva Ecija	0915-360-4656	Monday to Friday
7	Negros Oriental	Aquino St., Brgy. Mabigo Canlaon City, Negros Oriental	0906-639-1987	Monday to Friday
	Siquijor	Siquijor Business Center Bldg., corner Mabini St., Brgy. Poblacion, Siquijor	0905-957-4643	Monday to Friday 8:00AM to 5:00PM
11	Davao	3rd Floor, Land Bank of the Philippines Bldg., Torres St., Davao City	0919-841-9499 0948-695-8330 0946-975-2087	Monday to Friday

#### Table 8. New PEOs

#### Table 9. New Service Desks

Regional Office	Province	Location of New PEOs	Contact Number	Office Schedule
3	Bataan	Office of the Provincial Agriculturist Capitol, Balanga City, Bataan	0928-563-1981	Every Friday (Field: Tuesday to Thursday
	Bulacan	DAR Provincial Office Baliuag, Bulacan	0930-054-4307	Every Tuesday and Friday
	Tarlac	DAR Provincial Office Tarlac City, Tarlac	0930-180-5050	Every Friday

The complete directory of these extension arms, including the new ones, are in pages 68-73.

## Page 22 | Annual Report 2019

# Expanded network of insurance partners

Apart from establishing PEOs and service the PCIC expands its presence desks, nationwide by maintaining and expanding its network of partners and linkages with organizations that have active institutional the engagement at grassroots. These organizations are the regional and provincial offices of national government agencies (GA); lending institutions (LIs); municipal local government units (MLGUs); cooperatives; farmer associations/organizations (FAs/FOs); microfinance institutions (MFIs); and local radio stations (LRs).

In 2019, the PCIC was able to engage 220 more entities in its insurance operation, either as partner-beneficiaries or support service providers. These raised the number of members of the insurance network by 7%, from 3,086 the previous year to 3,306.

These new partners included 122 LGUs; 18 lending institutions (LIs); 91 microfinance institutions (MFIs); and 8 more local radio stations, that provide the platform for the broadcast of agency programs, projects and activities and related services.

The accounting of this insurance partnership nationwide by region and by type of organization is contained in *Table 10.* 

RO	GAs	Lls	MLGUs	COOPs	FAs/	MFIs	LRs	TOTAL
					FOs			
1	12	3	143	4	0	2	1	165
II	12	10	118	85	86	4	7	322
III	12	9	75	83	112	22	0	313
IIIA	11	4	42	92	229	5	0	383
IV	6	10	198	44	124	3	0	385
V	12	17	114	19	14	7	0	183
VI	16	8	114	61	27	0	0	226
VII	26	22	132	83	126	127	7	523
VIII	12	8	143	14	103	3	4	287
IX	7	21	88	37	22	0	1	176
Х	5	4	101	16	1	2	0	129
XI	9	4	68	11	7	4	2	105
XII	8	15	50	16	10	8	2	109
TOTAL	148	135	1,386	565	861	187	24	3,306

#### Table10. Number of insurance partners by groups and by region

#### Interaction with Stakeholder Communities

The Corporation continued to engage various stakeholders to ensure insurance programs are delivered efficiently and that all concerns are fully addressed.

Apart from distributing indemnity checks, PCIC continued to reach out to farmers and fisherfolk with various and information caravans. We also strengthened partnerships with lending institutions, local government units, people's organizations, cooperatives, rural banks and national government agencies so our programs can benefit more farmers and fisherfolk.

Moreover, the Corporation conducted various training sessions in its Regional Offices. This was to ensure information is relayed efficiently, staff have sufficient knowledge of program and projects and have a healthy work environment, and that clients are given the service they deserve.

The pictorial documentation of these activities, arranged chronologically, is contained in p. 33 and following.

#### TRAINING AND DEVELOPMENT

Led by the Human Resource Department and the agency's Gender Focal Point System, the PCIC embarked on learning activities that aimed to further develop capabilities and engage and motivate employees to perform their utmost in support of the agency's development mandate.

# Page 24 | Annual Report 2019

These learning events were either organized in-house or conducted by training service providers in venues outside the office. Gearing for Installing a Competency-Based Human Resource Management System

As part of its Learning and Development Plan for CY 2019, the Philippine Crop Insurance Corporation (PCIC) constituted a Technical Working Group (TWG) for the Competency-Based Human Resource System (CBHRS) composed of Head Office and Regional Offices officers and employees. Over the course of the year, the TWG members attended a series of workshops with the primary aim of integrating the Competency-Based Human Resource System in the PCIC procedures and processes.

Conducted Civil Service by the Commission - Civil Service Institute and facilitated by Ms. Joyce Linsao-Ng, four workshops were held with each workshop tackling different topics. Among the major topics that Ms. Linsao-Ng comprehensively discussed were Competency Modelling and Profiling, Development of Competency-based Qualification Standards and Job Descriptions, Competency Assessment, and Integration of Competencies in the Human Resource System.



Twenty one (21) members of the TWG on CBHRS attended the first three workshops. They were joined by Regional Managers from the Visayas and Mindanao regions in the last workshop of the series to partake in the discussion of integrating competencies in PCIC's human resource system.

As a result of the workshop, the agency was able to formulate and adopt the Competency Framework suited to the demands of its mandate.

# Promoting Gender-Fair Perspective and Practice

Tasked to stimulate and uphold a Gender and Development (GAD) program to advocate for a gender fair workplace suited for all employees, the Gender Focal Point System (GFPS) conducted various activities according to the agency GAD plan. Among these activities were three important seminar workshops.

The first workshop was organized around the theme "Promoting a Gender-Fair Workplace." Conducted from May 7-8, 2019, the seminar was attended by 137 head office and regional field office IV officers and employees. Gender Equality Specialist Anthony Sese stood as a resourceperson and facilitateor for the workshop



resource-person and facilitateor for the workshop.

The second was the "Seminar-Workshop on the Use of Gender Analysis and Tools" conducted from 7-8 November 2019. Thirtythree (33) employees participated in the learning event. The activities were facilititated by resource speaker, Ms, Ma. Gichelle Cruz, a gender training specialist accredited by the Philippine Commission on Women.

The third was the "Seminar on Gender Development and Values Enhancement Program" held from December 9-11, 2019 in Tanza, Cavite. Around 500 employees from the Head Office and Regional Offices took part in the program of activities. The first day of the seminar involved comprehensive discussion on value enhancement towards gender equality. The session was facilitated by Mr. Raphael Ferrer, an Assistant Professor of Human and Family Development Studies from the University of the Philippines Los Baños (UPLB). The second day's activities involved discussion on Basic Laws on Violence Against Women and Gender Equality in the Workplace. Brief orientation on R.A. 9262, R.A. 8353, R.A. 7877, R.A. 9775, R.A. 11313 and CSC No. 01-0940 were also provided, Atty. Eric Peralta, also an Assistant Professor of Human and Family Development Studies from UPLB, facilitated the second day session.

Both Mr. Ferrer and Atty. Peralta are reputable GAD advocates from UPLB's Gender Center and were referred by the PCW from its pool of resource persons. Coincidentally, Atty. Peralta is also the Director of the UPLB Center

## Annual Report 2019 | Page 25

GFPS is "a mechanism established to ensure and advocate for, guide, coordinate, and monitor the development, implementation, review and updating of their GAD plans and GAD-related programs, activities and projects" and is mandated under PCW Memorandum Circular 2011-01.

#### Training-Workshop on Writing and Presentaton Skills and Orientation on Freedom of Information

With the assistance of Public Information Officer Peter Conrad Carino from the Department of Agriculture, the PCIC conducted a Capacity-Building cum Workshop for Public Information Officers (PIOs) on November 21, 2019 at the PCIC Head Office in Quezon City.

A total of 56 PIOs from Head Office and the Regional Offices participated in this oneday seminar-workshop. Covering techniques in news and business writing and a comprehensive lecture on adopting the Associated Press (AP) style, the primary aim of the day's activities was to enhance the oral presentation skills of PCIC's PIOs.

Prior to the end of the day, Mr. Jay Albert Ilagan, who is a consultant for PCIC, also facilitated a brief editorial clinic to further contribute to the development of the PIOs' writing skills.

The next day, invited speakers from Freedom of Information (FOI) Philippines provided an orientation on the Freedom of Information Act of the Philippines to PCIC's PIOs, and FOI designated Decision Makers and Receiving Officers from Head Office and the Regional Offices. Mr. John Wilmer Jimenez from the Communications and Capacity Development Division discussed the general guidelines stipulated in the Freedom of Information Act. Ms. Marinella Ricafranca from Strategic Partnership ended the day's activities with a discussion of eFOI Systems and its applications, which proved to be significantly helpful in ensuring that the right processes are abided by when fulfilling FOI compliance requirements.

#### **Other Trainings**

Attendance to training and seminars continued to raise the level of competencies of the agency's officers and staff, consistent with the Competency Framework formulated and approved during the year,

Table 11 on page 25 enumerates the seminars that the indicated employees participated in.

## Page 26 | Annual Report 2019

## Table 11. Trainings Attended by staff

TITLE OF		VENUE	PARTICIPANTS			DATE	SERVICE
TRAINING/ SEMINAR	OBJECTIVES		MALE	FEMALE	PARTICIPANTS	DATE	PROVIDER
Seminar-Workshop on Strategic Planning Management	To identify approaches in developing and implementing strategies	Region IV	19	11	Regional Managers, Department Managers, OICs, CODs	February 27-28, 2019	Philippine Trade Training Center
Seminar on Mentoring and Coaching for Leaders	To equip the necessary competencies to be an effective mentor and coach	Quezon City	1	-	Mr. Renato Viado	February 27 – 28, 2019	Civil Service Institute, Civil Service Commission
Training on Leadership and Management	To process how leaders can stimulate a more efficient and effective workforce	Quezon City	1	-	Mr. Renato Viado	March 13, 2019	SYNERGY Training and Development, Inc.
Seminar on Manager's Role in Capacity Building	To identify the role of managers in building capacities	Quezon City	1	-	Mr. Renato Viado	March 14-15, 2019	Civil Service Institute, Civil Service Commission
2019 Visayas-Wide Human Resource Management Practitioners' (HRMPs) Convergence	To discuss how to sustain a values-centrism culture in the digital era	Cebu City	1	-	Mr. Ronelo Pesquera	April 1 – 3, 2019	Civil Service Commission Visayas Region
Competency-Based Human Resource Program: Competency Modeling and Profiling	To develop necessary techniques and strategies to link the requirements of jobs and attributes of employees to meet the strategic goals and objectives	Quezon City	10	12	Regional Managers, Department Managers, OICs, CODs & HR personnel	April 23- 25, 2019	Civil Service Institute, Civil Service Commission
Seminar on Gender and Development	To continuously mainstream GAD in PCIC programs	Region IV	73	64	Head Office and RO IV officers and employees	May 7 – 8, 2019	Mr. Anthony Sese
Competency-Based Human Resource Program: Development of Competency-based Qualification Standard and Job Descriptions	To gain knowledge on setting standards for specific job functions, education, essential qualifications, special skills, and competencies needed to successfully perform the tasks	Quezon City	9	12	Regional Managers, Department Managers, OICs, CODs & HR personnel	May 21- 23, 2019	Civil Service Institute, Civil Service Commission
HR Conversations	To discuss common HR concerns and potential collaboration	Quezon City	-	2	Ms. Maria Regina Pamela Rosales & Ms. Lucila Iñigo	May 24, 2019	Civil Service Commission
Department-Wide Orientation Briefing on Executive Order No. 70 Series of 2019	To discuss the implementation of the whole-of-nation approach on national task force to end local communist armed conflict	Quezon City	1	-	Mr. Mansueto Tizon	June 11, 2019	Department of Agriculture
ARB-AIP Orientation and Strategizing Sessions	To discuss the ARB-AIP program and formulate plans and programs to fast track its implementation	Region V	16	10	Head Office and Regional Offices officers and employees	June 19 – 21, 2019	Department of Agrarian Reform

TITLE OF TRAINING/	OBJECTIVES	VENUE	PARTICIPANTS		PARTICIPANTS	DATE	SERVICE PROVIDER
SEMINAR			MALE	FEMALE			
7th National Congress and 2019 Philippine Agriculturists' Summit	To discuss the role of Agriculture Revolution to gain a better perspective of the marketing initiatives and alliances that are being pursued by the farmers and agribusiness entrepreneurs	Pasay City	2	-	Mr. Arvin Jasper Adan & Mr. Angelito Casas, Jr.	July 7-11, 2019	Philippine Association of Agriculturists, Inc.
2019 Public Sector HR Symposium	To discuss the role of government leaders and HR practitioners in steering public sector organizations and building the capacities of their workforce	Pasay City	1	2	Mr. Florante Miguel, Ms. Rasel Dela Cruz & Ms. Maria Regina Pamela Rosales	July 24-26, 2019	Civil Service Commission
Competency-Based Human Resource Program: Competency Assessment	To develop skills in assessing employee performance and determine the specific training needs to improve performance	Quezon City	9	12	Regional Managers, Department Managers, OICs, CODs & HR personnel	August 6 – 8, 2019	Civil Service Institute, Civil Service Commission
Competency-Based Human Resource Program: Integration of Competencies in the HR System	To integrate the Competency-Based HR Systems in the PCIC procedures and processes	Quezon City	17	16	Regional Managers, Department Managers, OICs, CODs & HR personnel	August 22- 23, 2019	Civil Service Institute, Civil Service Commission
Seminar on Underwriting for Fisheries and High Value Crop Insurance	To enhance the marketing skills of the BDMD staff and enhance the knowledge of RO personnel on underwriting procedures	REgion Vi	40	39	Head Office BDMD personnel & Regional Offices Insurance Underwriters	September 25-27, 2019	Bureau of Fisheries & Aquatic Resources
3rd Subject Matter Experts' Exchange for the DA Information Technology Round for Agriculture and Fisheries Communication Thrusts	To ensure that the ICT initiatives of DA are moving towards the attainment of twin goals Masaganang Ani and Mataas na Kita	Cebu City	1	-	Mr. Fer Daniel Bautista	October 15-18, 2019	Department of Agriculture Information and Communications Technology Service
Seminar-Workshop on the Use of Gender Analysis and Tools	To further develop the skills of the GAD Focal Point System	Quezon City	6	37	GAD Focal Persons	November 7- 8, 2019	Ms. Ma. Gichelle Cruz
Seminar-Workshop on the Establishment of Archival System	To establish an appropriate archival system in the workplace	Davao City	-	1	Ms. Jeanette Remo	November 12-15, 2019	Department of Agriculture Office of Records Division
Capacity-Building cum Workshop for Public Information Officers (PIOs) and Orientation on Freedom of Information	To enhance the oral presentation skills of Information Officers and to orient them on the Freedom of Information Act	Quezon City	21	35	Public Information Focal Persons, designated FOI Decision Makers and Receiving Officers	November 21-22, 2019	Mr. Peter Conrad Carino, Mr. Jay Albert Ilagan, Mr. John Wilmer Jimenez & Ms. Marinella Ricafranca
Seminar-Workshop for I.T. Specialists	To discuss PABS updates and enhance skills of I.T. personnel	Quezon City	41	7	Head Office and Regional Offices I.T. personnel	November 25-27, 2019	PCIC
Technical Workshop of Stakeholders	To provide technical support on the implementation of the public-private partnership arrangement on Agriculture Insurance	Quezon City	11	4	Head Office officers and employees	December 4-6. 2019	Department of Agrarian Reform
Leadership Seminar on the Recruitment, Selection and Placement System	To discuss the processes in the recruitment, selection and placement system	Quezon City	1	-	Mr. Clarence Jereza	December 4-6. 2019	Civil Service Institute, Civil Service Commission
Seminar on Gender and Development and Values Enhancement Program	To enhance the agency's capability to pursue strategic directions through appropriate programs and interventions	Region IV	235	249	All PCIC employees	December 9-11, 2019	Mr. Raphael Ferrer & Atty. Eric Peralta

# Page 28 | Annual Report 2019

# CORPORATE SOCIAL RESPONSIBILITY

Apart from providing insurance products and services, the Corporation is concerned with protecting and conserving the environment and uplifting the lives of farming and fishing communities. These are the PCIC's thrusts in carrying out corporate social responsibility activities in every region; humble contributions that will ensure the sustainability of the agriculture sector and progress for every farmer and fisherfolk.

PCIC conducted a coastal clean up drive at the Las Piñas-Parañaque Critical Habitat and Eco-Tourism Area (LPPCHEA) on May 7, 2019 to raise the awareness on the global threat of pollution and to promote active role in the conservation of the environment, particularly in the Manila Bay area.

LPPCHEA is composed of two islands, Freedom Island and Long Island, that were formed when a reclamation project was cancelled in the 1970s. The area is covered with mangroves, ponds and lagoons, mudflats, salt marshes, and mixed beach forests. It is composed of 175 hectares, or 114 hectares of tidal mudflats, and 30 hectares, mangroves. These have since become bird and other wildlife habitats.

The islands were proclaimed as a critical habitat by the Philippine government through Presidential Proclamation No. 1412 on 22 April 2007.

Upon the enactment of the Republic Act No. 11038 (Expanded National Integrated Protected Area Act) on 22 June 2018, the LPPCHEA was legislated as a National Protected Area.

Led by PCIC's President, Atty. Jovy Bernabe, officers and employees from PCIC's Head Office and Regional Officers I, II, III, III-A and IV contributed to the success of this clean up drive. With everyone's hard work, Manila Bay's Las Piñas-Parañaque coastline was rid of hundreds of bags of trash consisting of plastic wastes, glass bottles and styrofoam. These are harmful materials that have been proven to be very harmful to wildlife and have caused severe economic damages to tourism, recreation, and more importantly, to the livelihood of those who work and live by the ocean.

The success of this activity has highlighted the dire need for the public to dispose of trash properly and reduce the effects of pollution on our environment.

In related CSR contributions, the PCIC regional offices also conducted simple, but meaningful and successful activities. Regional Office II conducted a bloodletting activity to mark the PCIC's 38th foundation anniversary. Region 6 employees planted trees in observance of Arbor Day on 28 June.

Region 7 planted mangrove trees in the coastal areas of Anda, Bohol on 17 May.

Region 11 employees also planted trees in Barangay Saravia, Koronadal City on 29 June and mass feeding for children and nursing mothers in Barangay Lam apos, Banga, South Cotabato on 5 May.

These activities demonstrate good corporate and individual citizenship of the PCIC and its employees, respectively, and reflect their unity and goodwill with the community they serve as well as the Mother Earth.







**Regional Office 11** employees planted trees in Barangay Saravia, Koronadal City on June 29, 2019.

PCIC Head Office staff, with representatives from PCIC Regional Offices I, II, III, III-A and IV clean up the beaches of the Las Piñas-Parañaque Critical Habitat and Eco-Tourism Area.



## Page 30 | Annual Report 2019



**Regional Office 2** conducted a bloodletting activity as part of the Corporation's 38th anniversary celebration on May 7, 2019.



**Regional Office 6** employees planted trees during the commemoration of Arbor Day in Leon, lloilo on June 28, 2019.



**Regional Office 11** held a mass feeding for children and nursing mothers of Barangay Lam apos, Banga, South Cotabato on May 5, 2019.



**Regional Office 7** officials and employees planted mangrove trees along the coastline of Anda, Bohol on May 17, 2019.

# STAKEHOLDER SATISFACTION

The PCIC has tapped the Development Academy of the Philippines (DAP) to conduct satisfaction survey among its clients in accordance with the rules of the Governance Commission for GOCCs (GCG). Results of the 2019 national survey showed that, on a scale of 1-5, with five equivalent to "very satisfied," the PCIC scored an average of 4.57, or "very satisfied" rating. This sustains the same qualitative rating gained by DA-PCIC in 2018, although with a numerical rating very slightly lower than the 4.6 gained last year.

Of the 1300 respondents surveyed over two rounds, from September 30 to October 4 and from November 25 to December 18 last year, 96.46% reported they were satisfied with DA-PCIC's services while 2.62% were neutral and 0.93% were dissatisfied.

Two rounds of surveys, involving 1,300 farmers and fisherfolk, were conducted covering the thirteen (13) regional offices of the DA-PCIC. The first round of data gathering was administered to 600 farmers/fisherfolk last 30 September to 4 October 2019 while the second round was conducted to 700 farmers/fisherfolk last 25 November to 18 December 2019.

The survey aimed to assess the various service delivery attributes of the DA-PCIC.

"In terms of overall level of satisfaction per service availed, all services rated 'satisfied' to 'very satisfied' ranging from 4.46 to 5.00. Fisheries/Aquaculture Insurance had the highest rating of 5.00 or very satisfied. All the services received a very satisfied rating except High Value Insurance with a rating of 4.46 or satisfied. With respect to service delivery attributes, Information and Communication (Access to Information) got the highest rating of 4.65 or very satisfied while Information Platform (Website) obtained the lowest rating of 4.47 or satisfied," the report said. (The DAP report's executive summary, which contains more details can be found on p. 49.)

## Page 32 | Annual Report 2019

## FINANCIAL OPERATION

Greater farmer and fisherfolk participation in the insurance programs, motivated by greater appreciation for the benefits of agricultural insurance, coupled with availability of government premium subsidy, propelled the financial outcome of the agency's operation in 2019. Income level rose despite the 19.53% growth in claims paid during the period.

The resulting financial statement (see page Table 12 and p. on Financial Report ) showed that the agency generated an operating income nearly P4.52 Billion, about 166% more than the P908.02 Million earned the previous year. Expenses stood at P5.00 Billion, about 15% greater than last year. Adding the year's available GPS premium worth P3.5 Billion yielded nearly P909.81 Million in comprehensive/net income. This is about 13.09% greater than the P64.59 Million earned the previous year.

Deducting the interest income and taxes from the comprehensive income would yield the EBITDA or earnings before interest, taxes, depreciation and amortization. This is considered the better measure of how efficient a firm performs, and is monitored by the GCG as one of the elements of the agency's performance scorecard. During the year, the EBITDA generated totaled P791.40 Million.

	2019	Restated 2018
Income	2013	2018
Service and business income	2,234,875,739	792,969,494
Other non-operating income	180,379,297	115,055,032
Total Income	2,415,255,036	908,024,526
Expenses		
Direct costs	4,276,327,725	3,765,528,872
Personnel services	193,508,562	201,542,316
Maintenance and other operating expenses	508,216,620	356,921,244
Financial expenses	4,097,245	4,000,109
Non-cash expenses	22,015,671	15,813,803
Total Expenses	5,004,165,823	4,343,806,344
Loss before tax	(2,588,910,787)	(3,435,781,818)
Income tax expense/(benefit)	-	-
Loss after tax	(2,588,910,787)	(3,435,781,818)
Net assistance/subsidy	3,500,000,000	3,500,000,000
Net income	911,089,213	64,218,182
Add:/(Deduct) Depreciation and Amortization	18,197,466	15,692,516
Taxes	36,898,478	20,463,796
Interest Income	(174,783,829)	(111,451,391)
EBITDA	791.401.328	(11.076.897)

#### Table 12. EBITDA, 2018-2019

#### WAY FORWARD

In the following year, the PCIC will continue to pursue its mission of broadening further the coverage and reach of our programs among the farmers and fisherfolk. The following strategies shall be employed to make sure that the agency shall be on-track along this goal:

- 1. Continually enhance the insurance products to make them more responsive to farmer and fisherfolk needs;
- 2. Increase agency revenues;
- 3. Improve effectiveness and efficiency of systems and procedures; and
- 4. Enhance the human resource support for the insurance business operation.

### **Engagements with Stakeholders Communities**



Farmers from Camarines Sur received ₱570,622 worth of checks from R0 5 on January 15, 2019. Their crops were damaged by typhoon Usman.



Sixty-five farmers received a total of ₱439,000 worth of indemnity checks in Naic, Cavite from RO4 on January 24, 2019.





A total of 286 corn farmers in Bantayan, Cebu received ₱2.308 Million worth of indemnity checks from RO 7 on January 16, 2019.



₱20.852 Million worth of checks were given to almost 2,000 farmers from the municipalities of Libmanan, Cabusao, Canaman, Calabanga, Bula and Buhi and from the cities of Naga and Iriga from February 20 to 22, 2019.

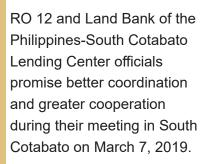


RO 11 and LBP General Santos Lending Center officials discussed ways to improve efficiency in its operations to better serve clients and obtain common targets in a meeting in General Santos City on February 11, 2019.



RO3's Gender and Development Seminar inspired and participants to create a stress-free work environment. The seminar was held in Morong, Bataan from March 14 to 15, 2019.

MARCH







The laws on women empowerment and the limitations on the rights of women toward empowerment were discussed in a Gender and Development Seminar in Pulilan, Bulacan on March 22, 2019.

A total of 1,031 farmers from the municipalities of Don Carlos, Kadingilan and Quezon in Bukidnon collected checks amounting to ₱5.918 Million on March 26 and 29, 2019. The claims, distributed by RO 10, were prompted by the El Niño phenomenon experienced in the area.



## Page 36 | Annual Report 2019

The late submission of remittances was discussed by Region 12 and Land Bank of the Philippines-North Cotabato Lending Center officials during their meeting in North Cotabato on March 28, 2019.





A total of 1,085 farmers and fishers received indemnity checks worth more than ₱7.266 Million in Roxas City on April 11, 2019.



PHUPPINE CROP INSURANCE CORPORATION PHUPPINE CROP INSURANCE CORPORATION (PC/C) Region IX and LAND BANK of the PHUPPINES (LBP Davao Del Note Lending Center) Regional Coordinating Team (RCT) Conference RO 11 shared updates on insurance programs to LandBank Tagum Lending Center during the coordination meeting in Tagum City on April 24, 2019.

DAR beneficiaries of the LandBank APCP scheme received indemnity checks from RO 11 in Banaybanay, Davao Oriental on April 4 and June 6, 2019.



Farmer-beneficiaries in Caraga, Davao Oriental received their indemnity checks at the MAGRO Caraga, Davao Oriental on April 16, 2019.





The Extension Office-Mati located at the PAGRO Compound in Mati, Davao Oriental began operations with an indemnity check distribution on May 28, 2019.

RO 2's Marketing Services Division attended an orientation on the Corporation's insurance programs from May 20 to 22, 2019.





The Extension Office-Mati located at the PAGRO Compound in Mati, Davao Oriental began operations with an indemnity check distribution on May 28, 2019.

## Page 38 | Annual Report 2019



Farmer-beneficiaries from Asuncion, Davao del Norte received their indemnity checks at the Asuncion Multi-Purpose Gym on May 22, 2019.

JUNE



Chairman Crisologo Ignacio, President Jovy Bernabe, other BOD members and PCIC Officers led the distribution of indemnity checks worth ₱ 2.98 Million to 271 farmers at the RO2 office lobby on June 10, 2019.



RO 11 Manager Bonifacio Pales and Senior Vice President Antonio Uy II distributed indemnity checks for farmer beneficiaries at the Asuncion Multi-Purpose Gym in Asuncion, Davao del Norte on June 11, 2019.



The Gender Sensitivity seminar, conducted by RO2 from June 20 to 21, 2019, introduced gender issues confronting the Corporation.



RO 2 Manager Edna Marallag and Division Chiefs Benito Taguibao and Jean Bayani discussed PCIC's agricultural insurance Programs during their guesting in PIA's "Tipon-Tipan" talk show on June 25, 2019.





RO 11 put up a booth for farmers to inquire about the Corporation's products during the commemoration of the 52nd Araw ng Davao del Norte on July 1, 2019.



Adjustment Divisions conducted an employee orientation on the Corporation's programs and claims adjustment and Settlement at the City of San Fernando, Pampanga on July 15, 2019.

RO 3A's Marketing and Sales, and Claims



Farmer-beneficiaries from Calinan, Davao City received indemnity checks at MAGRO Calinan on July 12, 2019.



The Corporation's Board of Directors and top management assessed regional target accomplishments and identified innovative approaches during a meeting held at the RO 11 offices in Koronadal, South Cotabato on July 8, 2019. A distribution of indemnity checks was held earlier with 12 farmer-beneficiaries from Banga and Surallah, South

## Page 40 | Annual Report 2019



The Corporation set up a booth during the Cacao Congress held at the Regal Hotel Davao City on August 23, 2019.



Twenty-one farmer-beneficiaries received ₱137,375 worth of indemnity checks and four beneficiaries were given Cash Cards worth ₱76,420 during the opening of the Provincial Extension Office in Canlaon City, Negros Oriental on September 3, 2019.



RO 4 accredited and trained various Agrarian Reform Beneficiary Organizations in Mindoro provinces. The first batch was trained in Occidental Mindoro from September 2 to 3, 2019.



RO 1 released a total of ₱ 2.039 Million as indemnity payment to 298 farmers from different municipalities of Ilocos Norte on September 27, 2019. Their crops damaged by Typhoon Ineng.

## Annual Report 2019 | Page 41



R0 3 employees attended a Quality Awareness seminar and ISO 9001:2015 Orientation in the City of San Fernando, Pampanga on September 11, 2019.

Two hundred twelve farmers were awarded checks worth ₱ 1.176 Million in a ceremony at Jaro, Iloilo City on September 24, 2019.





Three swine farmers from Rodriguez, Rizal and 20 other farmers and swine owners from the municipality of Naic in Cavite and from the municipalities of Rizal and Pagsanjan and the cities of Sta. Rosa and San Pablo in Laguna received indemnity checks worth ₱295,501 on November 12, 2019.



RO 2 distributed ₱1.8 Million worth of indemnity checks to around 429 farmers in Tuguegarao City, Cagayan on October 11, 2019.

# OCTOBER

## Page 42 | Annual Report 2019



RO 6 conducted a Mass Enrollment Activity and orientation at Mayor's Hall in Tangalan, Aklan on October 23, 2019.



PCIC Regional Office 6 distributed a total of ₱1.8 Million worth of indemnity checks to 320 farmers of Maayon, Capiz on November 15, 2019.



RO 7 distributed indemnity checks worth ₱1.7 Million to 155 famers in the municipality of Mabinay, Negros Oriental on October 25, 2019.



Two-thousand three hundred farmers received their Certificates of Insurance Cover for the 2nd cropping season 2019. The distribution was done at the Tangalan Sports and Cultural Complex in Tangalan, Aklan on October 29, 2019.



PCIC Regional Office 6 (RO 6) distributed a total of ₱ 2.7 Million worth of indemnity checks to 457 beneficiaries during the commemoration of Farmers and Fisherfolks Day in Antique on December 27, 2019.

# CUSTOMER SATISFACTION SURVEY

W MED HIGH MA SATISFACTION

#### **EXECUTIVE SUMMARY**

The Philippine Crop Insurance Corporation (PCIC) is an attached agency of the Department of Agriculture primarily responsible for implementing the government's agricultural insurance program. It is mandated to provide insurance protection to the country's agricultural producers, particularly the subsistence farmers, against loss of their crop and non-crop agricultural assets due to natural calamities like typhoons, floods, droughts, earthquakes, and volcanic eruptions; plant pests and diseases; or other perils.

Memorandum Circular 2013-02 of the Governance Commission for Government Owned and Controlled Corporations (GCG) mandated the participation of the public in the evaluation of the performance of Government Owned and Controlled Corporations (GOCCs). Along this line, the GCG required all GOCCs to adopt and conduct a third-party customer satisfaction survey. Since 2015, PCIC has engaged the Development Academy of the Philippines (DAP) to administer its customer satisfaction survey.

The conduct of the 2019 Customer Satisfaction Survey for PCIC is guided by the supplemental guideline issued by the GCG in 2018 that directs GOCCs to adopt a standard methodology for the conduct of customer satisfaction surveys. A customized questionnaire covering the various service attributes for the PCIC was provided. The agency's primary customers—farmers and fisherfolk— as well as the methodology to be used were determined by the GCG.

The final report details the results of two rounds of covering the thirteen (13) regional offices of the PCIC. The first round of data gathering was administered to 600 farmers/fisherfolk last 30 September to 4 October 2019 while the second round of data gathering was conducted to 700 farmers/fisherfolk last 25 November to 18 December 2019. A total of 1,300 farmers/fisherfolk participated the survey for the assessment of various service delivery attributes.

Based on the results, PCIC received an overall satisfaction rating of 4.57 which is equivalent to very satisfied rating. Out of the 1,300 respondents, 96.46% were satisfied with PCIC's services while 2.62% remained neutral and 0.93% were dissatisfied.

In terms of overall level of satisfaction per service availed, all services rated satisfied to very satisfied ranging from 4.46 to 5.00.

## Page 44 | Annual Report 2019

Fisheries/Aquaculture Insurance had the highest rating of 5.00 or very satisfied. All the services received a very satisfied rating except High Value Insurance with a rating of 4.46 or satisfied.

With respect to service delivery attributes, Information and Communication (Access to Information) got the highest rating of 4.65 or very satisfied while Information Platform (Website) obtained the lowest rating of 4.47 or satisfied.

An overall analysis on the satisfaction and importance rating of the service delivery attributes was done and the results were incorporated in the report. The analysis is meant to determine which service attributes may be considered as the strengths and weaknesses of the PCIC.

Staff and Organization attribute was considered by the farmers/fisherfolk as high importance with high satisfaction or the strength of PCIC while Insurance attribute was identified to be of high importance with low satisfaction or weakness of PCIC where priorities should be focused. Regional offices had varying results.

In terms of the specific attributes, the following fell on the high importance with high satisfaction grid: (1) Staff and organization treats customer with respect, provides sufficient information, addresses queries/concerns in a prompt manner, demonstrates willingness to assist customers, and is easy to contact, (2) Insurance requirements are properly disseminated, filing of application is simple and easy, and insurance terms and conditions are clear and reasonable, (3) Records are accurate and updated, (4)Information and Communication (Access to Information) is easy to obtain and information is clear and relevant.

While the following specific attributes fell on the high importance with low satisfaction grid: (1) Insurance products available are relevant and adequate to customer's needs, payments are easy to make, and client information is kept confidential (2) Staff and organization strictly and fairly implements the policies and delivers services within prescribed timeframe, (3) Complaints are resolved within prescribed timeframe and resolution to complaints are satisfactory/acceptable, and (4) PCIC has measures to promote integrity and address corruption.

Given the results, the DAP recommends the following measures to improve the overall satisfaction level of the primary customer: 1) concentrate on the drivers of dissatisfaction of the farmers/fisherfolk; 2) invest on the critical attributes relevant to farmers/fisherfolk; and 3)

- From the "2019 Customer Satisfaction Survey for Philippine Crop Insurance Corporation, Final Report" by the Development Academy of the Philippines.



## Page 46 | Annual Report 2019

Philippine Crop Insurance Corporation STATEMENT OF COMPREHENSIVE INCOME For the Year Ended December 31, 2019 and 2018

For the Year Ended December 31, 2019 and 2018 (In Philippine Peso)

	2019	As restated 2018
Income		
Service and Business Income	2,234,875,739	792,969,494
Other Non-Operating Income	180,379,297	115,055,032
TOTAL INCOME	2,415,255,036	908,024,526
Expenses		
Direct costs		
Personnel Services	4,276,327,725	3,765,528,872
Maintenance and Other Operating Ex- penses	509,466,696	355,714,208
Financial Expenses	4,097,245	4,000,109
Non-Cash Expenses	22,015,671	15,801,763
TOTAL EXPENSES	5,005,445,870	4,343,437,789
Loss before tax		
Income Tax Expense/(Benefit)	(2,590,190,834)	(3,435,413,263)
Loss after tax	(2,590,190,834)	(3,435,413,263)
Net Assistance/Subsidy	3,500,000,000	3,500,000,000
Net Income	909,809,166	64,586,737
Other Comprehensive Income/(Loss)		
for the period	_	_
TOTAL COMPREHENSIVE INCOME	909,809,166	64,586,737

Philippine Crop Insurance Corporation

## **STATEMENT OF FINANCIAL POSITION**

December 31, 20189 and 2018 (In Philippine Peso)

	2019	As restated 2018
100570		
ASSETS		
Current assets		
Cash and Cash Equivalents	2,536,086,770	2,519,576,783
Investment securities at amortized cost	1,101,091,689	709,635,861
Receivables, net Inventories	827,191,086 7,136,111	1,271,277,396 7,626,031
Other Current Assets		
	4,754,956	3,304,659
Total Current assets	4,476,260,612	4,511,420,730
Non-current assets		
Investment securities at amortized cost	2,587,906,888	2,079,022,158
Receivables, net	472,686,619	472,083,839
Property and equipment, net	89,541,036	94,788,702
Intangible assets	3,318,456	3,782,784
Other non-current assets	1,248,678	944,214
Total Non-current assets	3,154,701,677	2,650,621,697
TOTAL ASSETS	7,630,962,289	7,162,042,427
LIABILITIES		
Current liabilities		
Financial Liabilities	1,745,812,377	1,731,388,729
Inter-Agency Payables	23,753,040	19,990,906
Trust Liabilities Deferred Credits/Unearned Income	12,524,452	11,311,761
Provisions	2,233,966,374 65,273,447	2,858,598,482 60,771,578
Other Payables	178,306,125	233,301,650
Total Current liabilities	4,259,635,815	4,915,363,106
	4,200,000,010	4,010,000,100
Non-current liabilities		
Trust liabilities	309,053,292	307,862,711
Deferred credits/unearned income	61,720,899	68,778,351
Total Non-current liabilities	370,774,191	376,641,062
TOTAL LIABILITIES	4,630,410,006	5,292,004,168
EQUITY		
Contributed capital	1,500,000,073	1,279,295,215
Stockholders' equity	259,451,431	259,451,431
Accumulated surplus	1,241,100,779	331,291,613
Total Equity	3,000,552,283	1,870,038,259
TOTAL LIABILITIES AND EQUITY	7,630,962,289	7,162,042,427

Page 48 | Annual Report 2019

Philippine Crop Insurance Corporation

## **NOTES TO FINANCIAL STATEMENTS**

(All amounts in Philippine Peso unless otherwise stated)

#### 1. GENERAL INFORMATION

The Philippine Crop Insurance Corporation (PCIC) is a Government Owned and Controlled Corporation (GOCC) attached to the Department of Agriculture (DA). It was created as a socialoriented agency under Presidential Decree (PD) No. 1467 on June 11, 1978, prescribing its powers and activities, providing for its capitalization and for the required Government Premium Subsidy (GPS) and for other purpose", as amended by PD No. 1733 on October 21, 1980, by adding penal sanctions therein and Executive Order (EO) No. 708 dated July 27, 1981. It was further amended by Republic Act (RA) No. 8175 enacted on December 20, 1995, an act further amending PD No. 1467, otherwise known as the charter of the PCIC, in order to make the crop insurance system more stable and more beneficial to the farmers covered thereby and for national economy.

The address of PCIC's registered office is at 7th Floor Building A, National Irrigation Administration (NIA) Complex, EDSA, Diliman, Quezon City.

The powers of the Corporation shall be vested in and exercised by the Board of Directors (BOD) composed of seven members as follows:

• The President of the Land Bank of the Philippines (LBP);

• The President of the Corporation;

• The Executive Director of the Agricultural Credit Policy Council (ACPC);

• A representative from the private insurance industry to be nominated by the Secretary of Finance; and

• Three representatives from the subsistence farmers' sector coming from Luzon, Visayas and Mindanao.

Its mandate is to provide insurance protection to the country's agricultural producers, particularly the subsistence farmers, against losses of their crops and non-crop agricultural assets arising from natural calamities (such as typhoons, floods, droughts, earthquakes and volcanic eruptions), plant pest and diseases, and/or other perils.

PCIC is an agricultural insurer committed to help stabilize the income of agricultural producers and promote the flow of credit in the countryside by:

a. Providing insurance protection to qualified farmers and other agricultural stakeholders against losses of their crops and produce, including their farm machineries and equipment, transport facilities and related infrastructure arising from natural calamities, pests and diseases, and other perils beyond their effective control; and

b. Extending innovative and client responsive insurance packages and other services through people's organizations, including farmers' cooperatives, agricultural lenders and service providers.

#### **Regular Insurance Programs**

#### a. Rice and Corn Crop Insurance

An insurance protection extended to farmers against losses on rice and corn crops due to natural calamities as well as plant pests and diseases.

#### b. High-Value Crop (HVC) Insurance

An insurance protection extended to farmers against losses on high-value commercial crops due to natural calamities and other perils such as pests and diseases. High-value commercial crops include abaca, ampalaya, asparagus, banana, cabbage, carrot, cassava, coconut, coffee, commercial trees, cotton, garlic, mango, onion, papaya, peanut, pineapple, sugarcane, sweet potato, tobacco, tomato, white potato and others.

#### c. Non-Crop Agricultural Asset Insurance

An insurance protection extended to farmers against loss of assets on non-crop agricultural assets like warehouses, rice mills, irrigation facilities and other farm equipment due to perils such as fire and lightning, theft and earthquake.

d. Livestock Insurance

An insurance protection for livestock raisers against loss of carabao, cattle, swine, goat and poultry due to accidental death or diseases.

e. Term Insurance Packages (TIP)

An insurance protection that covers death, dismemberment, or disability of the borrower due to accident or natural causes.

Under the TIP, PCIC offers the following:

Loan Repayment Protection Plan (LRPP) - is an insurance protection that guarantees the payment of the face value or the amount of the approved agricultural loan upon the death or total permanent disability of the insured borrower.

Agricultural Producers Protection Plan (AP3) - is an insurance protection that covers death of the insured due to accident, natural causes, and murder or assault.

Accident and Dismemberment Security Scheme (ADS2) - is an insurance protection that covers death or dismemberment or disablement of insured due to accident.

f. Fisheries Insurance

An insurance protection to fish farmers/fisherfolks/growers against losses in unharvested crop or stock in fisheries farms due to natural calamities and fortuitous events.

## Page 50 | Annual Report 2019

The Registry System for Basic Sectors in Agriculture (RSBSA) Program is a program of PCIC wherein farmers and fisherfolks included in the RSBSA list are entitled to 100 per cent free insurance from PCIC. Under the Special Provision of RA No. 11260, the General Appropriations Act (GAA) for Fiscal Year (FY) 2019 dated April 29, 2019, pertaining to subsidy to the PCIC, the amount of P3.500 billion shall be used for the full insurance premiums of subsistence farmers and fisherfolks to cover crop, livestock, fisheries and non-crop agricultural asset. The PCIC shall ensure that the beneficiaries identified are registered under the RSBSA.

The programs classified under the non-RSBSA pertains to insurance granted to subsistence farmers and fisherfolks under various programs of PCIC such as PCIC Regular program, DA-Sikat Saka, Production Loan Easy Access (PLEA), Survival and Recovery (SURE) Loan Assistance, Agrarian Production Credit Program (APCP), DA Hybrid Rice Program, Planters Products, Inc. (PPI) and non-RSBSA as approved by the BOD through Board Resolutions (BRs), wherein PCIC assumes 55 to 100 per cent of the insurance premiums.

The financial statements of the Corporation for the year ended December 31, 2019 (including the comparative financial statements as at and for the year ended December 31, 2018) were authorized for issue by the BOD on April 14, 2020.

#### 2. CASH AND CASH EQUIVALENTS

This account consists of the following:

	2019	2018
Cash on hand	892,443	1,859,142
Cash in bank-local currency	1,784,412,494	610,474,492
Cash equivalent	750,781,833	1,707,243,149
	2,536,086,770	2,319,576,783

#### 3. INVESTMENT SECURITIES AT AMORTIZED COST, CURRENT

This account consists of:

	2019	2018
Investment in trust account with LBP	501,978,245	513,271,377
Investment in bonds	-	146,364,484
Investment in time deposits, local currency-SRTF	308,453,694	
Investment in time deposits, local currency	290,659,750	50,000,000
	1,101,091,689	709,635,861

#### 4. RECEIVABLES – CURRENT, NET

This account consists of the following:

	2019	2018 Restated
Loans and receivable	820,306,464	1,265,278,357
Inter-agency receivables	1,744,287	1,608,376
Other receivables	5,140,335	4,390,663
	827,191,086	1,271,277,396

Bulk of the 2019 Loans and Receivable account is the unleased Government Subsidy of P776.299 million from the Department of Budget and Management (DBM).

4.1 Contributions and premiums receivable from:

	2019	2018
National Government (NG)	776,298,999	1,225,000,000
Farmers	11,195,980	11,729,110
Less: Allowance for impairment	1,628,346	-
	9,567,634	11,729,110
Lending institutions (LIs)	2,144,356	2,144,356
	788,010,989	1,238,873,466

Contributions and premiums receivable-NG represents the amount of unreleased share of government in the total insurance premiums, pursuant to Section 5 of RA No. 8175.

The Contributions and premiums receivable from farmers and LIs represent share of farmers and LIs in the premiums whose names are not included in the RSBSA list.

#### 5. INVESTMENT SECURITIES AT AMORTIZED COST, NON-CURRENT

This account consists of:

	2019	2018
Investment in bonds-LBP	1,935,765,288	1,526,183,691
Investment in bonds-Bureau of the Treasury (BTr)	450,000,000	550,696,867
	2,385,765,288	1,876,880,558
Investments in time deposits	200,000,000	200,000,000
Other investments	2,141,600	2,141,600
	2,587,906,888	2,079,022,158

#### 6. RECEIVABLES, NET-NON-CURRENT

This account consists of:

	2019	2018
Loans and receivable	460,977,302	460,977,302
Inter-agency receivables	367,620	381,355
Other receivables	117,904,372	118,890,275
	579,249,294	580,248,932
Less: Allowance for impairment	106,560,938	106,560,939
	472,688,356	473,687,994

#### 12.1 Loans and receivable account is consist of the following:

	2019	2018
Reinsurance commission	1,162	1,162
Unreleased balance of GPS for CY 2009	71,791,345	71,791,345
Unreleased balance of GPS for CY 2010	73,520,118	73,520,118
Government premiums receivable arrearages CY 1981-1995	315,664,677	315,664,677
	460,977,302	460,977,302

## Page 52 | Annual Report 2019

#### 7. FINANCIAL LIABILITIES - CURRENT

This account consists of the following:

	2019	2018 Restated
Accounts payable	1,745,605,931	1,731,023,365
Due to officers and employees	206,445	365,364
	1,745,812,376	1,731,388,729

The Accounts payable consists of the following:

	2019	2018 Restated
Commission on Audit (COA)	12,526,760	19,206,881
Creditors/others	621,677	14,355,335
Unpaid Claims		
Crops	1,196,142,008	1,503,155,100
HVC	461,134,660	160,057,058
Livestock	19,063,099	20,227,857
Fisheries	16,017,409	3,553,326
CLTI	10,629,104	5,662,163
Non-crop	28,841,214	3,605,645
Death benefit	630,000	1,200,000
	1,745,605,931	1,731,023,365

#### 8. DEFERRED CREDITS/UNEARNED INCOME - CURRENT

This account consists of the following:

	2019	2018
Deferred credits	773,483,203	1,402,762,144
Reserve for unearned premiums	1,460,483,172	1,455,836,338
	2,233,966,375	2,858,598,482

#### **19.1 Deferred credits-current**

	2019	2018
Agri-Agra funds	757,808,113	1,348,049,588
Others	15,675,090	54,712,556
	773,483,203	1,402,762,144

Deferred credits include unutilized Agri-Agra funds received from the Bangko Sentral ng Pilipinas (BSP) amounting to P757.808 million, representing PCIC's 45 per cent share (50 per cent of 90 per cent) on the penalties collected by BSP from lending/banking institutions due to the latter's non-compliance with the Agri-Agra Law (RA No. 10000), specifically Section 6 thereof. The movement of the funds in CY 2019 is as follows:

#### 9. CONTRIBUTED CAPITAL

Under RA No. 8175, authorized share capital of PCIC increased from P750 million to P2 billion divided into 15 million common shares each with a par value of P100 for government subscription, and five million preferred shares also with a par value of P100 per share.

As at December 31, 2019, the Corporation's subscribed capital stock amounting to P1.500 billion was fully paid by the National Government.

#### **10. STOCKHOLDERS' EQUITY**

This account consists of the following:

	2019	2018
Share capital	100,000,000	100,000,000
Share premium	159,451,431	159,451,431
	259,451,431	259,451,431

#### **11. ACCUMULATED SURPLUS**

	2019	2018 Restated
Balance, beginning of year Add (Deduct):	331,291,612	119,680,108
Prior period adjustments		50,710,907
Dividends		(160,900,599)
Net income	909,809,166	321,801,196
Balance, end of the year	1,241,100,778	331,291,612

#### 12. DIVIDENDS TO THE NATIONAL GOVERNMENT

For the year 2019, PCIC declared dividends to the NG amounting to P453.757 million, representing 50 per cent of the year's net income. In 2014, 2015, 2016, 2017, and 2018 PCIC declared and remitted dividends to the NG through the BTr in the amount of P100.083 million, P36.556 million, P22.559 million, P170.769 million, and P160.901 million, respectively.

# **BOARD OF DIRECTORS**



## WILLIAM D. DAR, Ph.D.

Secretary Department of Agriculture Eliptical Road, Diliman, Quezon City

## **CRISOLOGO DP. IGNACIO**

Acting Chairman of the Board Board Member, Representative from the Private Insurance Industry Chairman, Governance Committee Date of first Appointment: February 17, 2017 Age: 72 years old

Chairman, Godel Concrete and Systems, Inc. (2017-present) Consultant/Director, Filmetrics Corporation (2010-2018) Consultant, FF Cruz Shipping Corporation (2002-present) Non-life Insurance Agent, Pioneer Insurance and UCPB General Insurance Company, Inc. (1992-present) Life Insurance Underwriter, Insular Life Assurance Company, Ltd (1992-1998)

Training and/or Continuing Education Program Attended: Seminar on Gender and Development Philippine Commission on Women, December 10, 2019

Bachelor of Science in Business Administration, Philippine School of Business Administration





## ATTY. JOVY C. BERNABE

Vice-Chairman and PCIC President Member, Governance Committee Date of first appointment: October 28, 2008 Age: 49 years old

Member of the Board of Trustees and Board Secretary, APRACA CENTRAB (2008-present) Executive Director, National Agricultural and Fishery Council (2000-2001 and 2003-2004) Deputy Executive Director, National Agricultural and Fishery Council (1999-2000) Board Secretary, Sugar Regulatory Administration (1998-2001)

Training and/or Continuing Education Program Attended: -Regional Policy Forum on "Establishing Resilience against Climatic Shocks: Role of Financial Institutions" Asia-Pacific Rural and Agricultural Credit Association (APRACA) and Japan Finance Corporation (JFC), June 6, 2019

-European Innovations in Agri and Rural Finance and Agricultural Insurance

Asia-Pacific Rural and Agricultural Credit Association (APRACA) and Wageningen University and Research, April 8 to 12, 2019

Bachelor of Laws, University of the Philippines Diliman Bachelor of Science in Business Economics, University of the Philippines Diliman



## CECILIA C. BORROMEO

Ex-officio Board Member, LBP President and CEO Member, Audit and Risk Management Committee Date of first Appointment: March 1, 2019

Age: 60 years old

Chairperson, Overseas Filipino Bank Chairperson, LBP Leasing and Finance Corporation President and CEO, Development Bank of the Philippines (2017-2019) Officer in Charge, Land Bank of the Philippines (2016) Executive Vice President of the Agricultural and Development Lending Sector, Land Bank of the Philippines (2012-2017)

Training and/or Continuing Education Program Attended: -Updates on the Anti-Money Laundering Act Land Bank of the Philippines, September 20, 2019 -Corporate Governance Orientation Program Institute of Corporate Directors, May 9, 2019

Advanced Bank Management, Asian Institute of Management

Master of Business Administration, De La Salle Business School

Bachelor of Science in Agribusiness, University of the Philippines Los Baños

## Page 56 | Annual Report 2019



## JOCELYN ALMA R. BADIOLA

Ex-officio Board Member, ACPC Executive Director Member, Governance Committee Date of first Appointment: July 1, 2016 Age: 58 years old

Vice-President, APRACA CENTRAB (2016-present) Deputy Executive Director, Agricultural Credit Policy Council (1997-2016) Executive Director, Congressional Oversight Committee in Agricultural and Fisheries Modernization (COCAFM) at the Senate of the Philippines (2010-2013)

Training and/or Continuing Education Program Attended: -Regional Policy Forum on "Establishing Resilience against Climatic Shocks: Role of Financial Institutions" Asia-Pacific Rural and Agricultural Credit Association (APRACA) and Japan Finance Corporation (JFC), June 6, 2019

-International Program on Team Management Skills Asia-Pacific Rural and Agricultural Credit Association-Center for Training and Research in Agricultural Banking, Inc. (APRACA-CENTRAB) and Management Development Institute of Singapore (MDIS), May 6 to 8, 2019

Master of Arts in Economics, University of the Philippines Diliman

Cum Laude, Bachelor of Science in Economics, Ateneo de Naga University



#### **ALEX DG. SUAREZ**

Board Member, Representative from Luzon Farmers' Sector Chairman, Audit and Risk Management Committee Date of first appointment: October 16, 2012 Age: 58 years old

Vice-President for Marketing, Suarez Bros. Metal Arts, Inc. (2011-present) Managing Director, Suarez Metaplas Industries, Inc. (1987-present) Proprietor, coffee and fruit bearing trees farms in Cavite (2008-present) Key Accounts Sales Specialist, SC Johnson & Sons Inc. (1986) Assistant Production Manager, Suarez Bros. Metal Arts Inc. (1982-1985)

Training and/or Continuing Education Program Attended: Seminar on Gender and Development Philippine Commission on Women, December 10, 2019

Bachelor of Science in Business Administration, University of the Philippines Cebu



## JUAN V. BORRA, JR.

Board Member, Representative from the Visayas Farmers' Sector Member, Governance Committee Date of first Appointment: January 4, 2013 Age: 72 years old

Senior Head Executive Assistant, Senate of the Philippines (2000-2009)

Chairman, ExMer, Inc. (1997-present)

Managed his family's 20 hectare rice and sugar lands in San Rafael, Iloilo and the 60 hectare sugar, mango orchard and poultry in Concepcion, Iloilo

Senior Vice-President, Digitel Telecommunications (1993-1995)

Assistant Secretary, Land Transportation Office (1991-1993)

Chief Operating Officer, Meralco Corporate Farm Management, Inc. (1989-1990)

Assistant Vice-President, Personnel Management Department – Manila Electric Company (1968-1989)

Training and/or Continuing Education Program Attended: Seminar on Gender and Development Philippine Commission on Women, December 10, 2019

Master of Science in Industrial Economics, Center for Research and Communication (now the University of Asia and the Pacific)

Bachelor of Arts major in Economics, University of the Philippines



## ARNOLD B. COLAMA

Board Member, Representative from the Mindanao Farmers' Sector Member, Audit and Risk Management Committee Date of first appointment: June 7, 2017 Age: 57 years old

Broadcaster, RMC Broadcasting Corporation (2016-present) Broadcaster, Radio Mindanao Network (2009-2016)

Training and/or Continuing Education Program Attended:

Seminar on Gender and Development Philippine Commission on Women, December 10, 2019

Bachelor of Arts in Political Science, University of Mindanao

## Page 58 | Annual Report 2019



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## STATEMENT ON RISK MANAGEMENT AND INTERNAL CONTROL

## **Board Responsibility**

The Board of Directors acknowledges the importance of maintaining a sound internal control system and an efficient risk management framework for good corporate governance with the objective of fulfilling its mission and mandate. The Board affirms its overall responsibility for reviewing the adequacy and the effectiveness of PCIC's risk management and internal control system. This includes reviewing the adequacy and integrity of financial, operational and compliance controls and risk management procedures.

In view of the limitations that are inherent in any internal control system, the Board together with the Internal Audit Service Department, ensures that the system is designed to manage PCIC's key areas of risk within the acceptable risk profile, rather than eliminate the risk of failure to comply with policies and achieving objectives. Therefore, the system implemented can only provide reasonable but not absolute assurance against material misstatement or loss or fraud.

The Board's objective is to ensure that PCIC has an appropriate system in place for the identification and management of risks, including the implementation of internal controls to address the risks so identified.

#### **Policies and Strategies**

PCIC is proactive in its management of risks and control mechanisms as demonstrated by the existence of policies and strategies below:

- PCIC has established an organizational structure with clear operating and reporting procedures, lines of responsibility and delegated authority;
- Senior Management has been delegated with specific accountability for monitoring the performance of designated business operating units;
- Annual business plans and budgets are reviewed and approved by the Board. The Senior Management meets on a semi-annual basis with the Regional Management and Support Services Group to review their operational and financial performance against the corporate plans and approved budgets. Significant corporate risks relevant to each regional and office operations are reviewed in these meetings;
- Explanations on significant variances from budgets are provided to the Board on a monthly basis. This helps the Board and Senior Management monitor the PCIC operations and plans on a timely basis;

- Each regional office or department is responsible for its own identification and evaluation of key corporate risks applicable to their function in operation and in managing how these risks are reduced or transferred to third parties;
- Each regional office or department maintains internal controls and procedures appropriate to its structure and corporate environment while complying with PCIC's policies, standards and guidelines; and
- The Internal Audit Service Department conducts a systematic assessment of financial, managerial, and operational processes in order to provide independent assurance to management on the adequacy and effectiveness of the established internal controls. Where weaknesses are identified in the system of internal controls, management will take necessary measures to ensure that improvements are implemented.

## **Statement on Risk Management and Internal Control**

- The PCIC maintains appropriate insurance programs in order to provide sufficient insurance coverage of farmer's and fisherfolk's crops and agricultural assets;
- Established PCIC Automated Business System (PABS) in key corporate units primarily ensures the efficient computerization of the financial, underwriting and claims indemnity processes and procedures. Nevertheless recovery procedures and backup systems are in place to handle potential service interruptions;
- Finance Department manages the cash balances and exposure to currency transaction risks through treasury policies, risk limits and internal control procedures; and
- Code of ethics was already laid down for adherence of all Directors, Officers and employees to ensure high standards of conduct and ethical values in all business practices.

## **Review of Adequacy and Effectiveness**

The Board has reviewed the adequacy and effectiveness of the PCIC's risk management activities and internal control framework and ensured that necessary actions have been or are being taken to rectify weaknesses identified during the year.

The Audit and Risk Management Committee do hereby confirms that the internal control system in PCIC is operating adequately and effectively in all material aspects during the financial year and up to the date of this Statement.

In this connection, the Board concludes that an effective system of risk management and internal control is in place in fulfilling its mission and mandate.



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## Page 60 | Annual Report 2019



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# WHISTLEBLOWING POLICY

#### Legal Basis

The Governance Commission for GOCCs (GCG), through GCG Memorandum Circular No. 2016-02, mandates GOCCs covered under Republic Act No. 10149 to establish their own whistleblowing systems which adhere to the policy and purpose enunciated in the said memorandum circular.

#### **Statement of Policy**

It is the policy of PCIC to:

A. Require its Directors, officers, and all its employees to abide by the ethical standards and policies mandated by law and the Governance Commission for GOCCs (GCG);

Β. whistleblower to Encourage а report any illegal, improper. and/ unethical conduct or activity, whether actual, suspected or potential, that or they became aware of at their workplace or in connection with their work;

C. Provide an environment that enables its people to raise genuine and legitimate concerns internally;

D. Conduct a speedy, in-depth, and impartial investigation on the alleged/reported illegal, improper, and/or unethical conduct and take appropriate corrective action theron; andE. Guarantee that the whistleblower who, in good faith and with reasonable ground,

disclosed a breach of law or ethical standards, or any individual who cooperates in the investigation of such violation, will be protected against discrimination, harassment, retaliation, threat, or any other adverse/detrimental employment consequences.

#### Purpose

The purpose of this Whistleblowing Policy is to encourage and enable any concerned individual to report and provide information, anonymously if he/she wishes to, on any act or omission of the Directors, officers, and employees of PCIC that are illegal, fraudulent, unethical, and/or against good governance principles, public policy, morals, and sound business practices.

#### Scope

Whistleblowers may report actual/suspected/potential acts or omissions committed or to be committed by PCIC Directors, officers, and employees which involve violations of the following laws, rules, and regulations:

- A. Ethical Standards and/or Good Governance principles enshrined in the PCIC Manual on Corporate Governance;
- B. R.A. No. 6713, "Code of Conduct and Ethical Standards for Public Officials and regulations";

- C. R.A. No. 3019, "Anti-Graft and Corrupt Practices Act";
- D. R.A. No. 7080, as amended, "The Plunder Law";
- E. Book II, Title VII, Crimes Committed By Public Officers, The Revised Penal Code;
- F. Executive Order (E.O.) No. 292, s. 1987, "Administrative Code of 1987";
- G. R.A. No. 10149, the GOCC Governance Act of 2011;
- H. GCG M.C. No. 2012-05, "Fit and Proper Rule";
- I. GCG M.C. No. 2012-06, "Ownership and Operations Manual Governing the GOCC Sector";
- J. GCG M.C. No. 2012-07, "Code of Corporate Governance for GOCCs";
- K. Violations of the Charter of PCIC; and
- L. Other GCG Circular and Orders, and applicable laws and regulations.

## **Reporting Channels**

Individuals, especially PCIC employees, who are aware of any actual/suspected/potential act or omission that is illegal and/or unethical have a responsibility to report such acts to the Office of the General Counsel.

Whistleblowers may submit their whistleblowing reports through the following channels:

Electronic Mail (E-Mail)	:	whistleblower@pcic.gov.ph
Mail	:	Office of the General Counsel
		7/F, NIA Building A, NIA Complex
		EDSA, Diliman, Quezon City
Telephone	:	(02) 8441-1323

## **Reporting Details**

Whistleblower reports/complaints should include the following information:

- A. Name and position of the Director/officer/employee being reported;
- B. Details of the allegation/s;
  - 1. Alleged act or omission being complained; and
  - 2. The laws, rules, or regulations being violated.
- C. Other relevant information and supporting document/s, if any; and
- D. Personal details of the whistleblower if he/she wishes to disclose his/her identity;

A whistleblower may still report a case without disclosing his/her identity provided that the details and other relevant information pertaining to the report/complaint are disclosed.

## Confidentiality

PCIC will ensure the confidentiality of the identity of the whistleblower and the details and other information being disclosed. However, such disclosure may be necessary in order to have a successful investigation and/or if it is required by law.

Whistleblowers should also be warned against telling others that he/she filed a whistleblowing report/complaint in order not to jeopardize the investigation and his/her safety.

## Page 62 | Annual Report 2019

## **Protection of a Whistleblower**

Whistleblowers who, in good faith and with reasonable grounds, submit whistleblowing reports and any individual who cooperates in the investigation of a report/complaint shall not suffer from discrimination, harassment, retaliation, threat, or any other adverse/detrimental employment consequences. Any person who retaliates against a whistleblower or said individual shall be subject to disciplinary action (including dismissal from the service). PCIC shall extend all possible assistance to the whistleblower and said individual under the law.

## **Untrue Allegations**

If a whistleblower makes allegations that are found to be false, fabricated or malicious, legal action may be taken against him/her.

## **Report Updates**

Whistleblowers who disclosed themselves will be given regular updates on the status of their whistleblowing report. They will also be notified on the outcome of the investigation.



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## Annual Report 2019 | Page 63



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## STATEMENT ON PCIC'S FULL COMPLIANCE WITH THE CODE OF CORPORATE GOVERNANCE

Through the Philippine Crop Insurance Corporation's (PCIC) Manual on Corporate Governance, PCIC has fully complied with the corporate governance principles/ standards set by the Governance Commission for GOCCs (GCG) through Memorandum Circular No. 2012-07 or the Code of Corporate Governance for GOCCs.

un

ATTY. GILBERT S. CORONEL Compliance Officer



Page 64 | Annual Report 2019

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## HEAD OFFICE

ATTY, JOVY C. BERNABE

President

Antonio S. Uy II Senior Vice-President Office of the Senior Vice-President

Allan E. Retamar Department Manager III Planning and Management Information Office

Manuel J. Cortina Officer-in-Charge **Business Development and** Marketing Department

Vice-President Office of the Vice-President, Support Services Group

Ma. Rowena G. Samia Department Manager III Internal Audit Service Department

> Rasel C. Dela Cruz Department Manager III Administrative Department

Segundo H. Guerrero Jr. Luther Romeo C. Salting Acting Vice-President Office of the Vice-President, Corporate Business Affairs Group

> Renato R. Viado Department Manager III Actuarial Research and Product Valuation Department

> > Nomer D. Viray Department Manager III **Finance Department**

## **REGIONAL MANAGERS**

Raul A. Servito Officer-in-Charge **Regional Office I** 

Melba P. Manalo Regional Manager II Regional Office III-A

Eva Ulie D. Laud Regional Manager II Regional Office VI

**Evelyn A. Virtudez** Regional Manager II **Regional Office IX** 

#### Edna SP. Marallag Regional Manager II Regional Office II

Marissa F. Agudera Officer-in-Charge Regional Office IV

Crescencio V. Deligero, Jr. Ronelo D. Pesquera **Regional Manager II** Regional Manager II **Regional Office VII** 

Charlito O. Brilleta Regional Manager II Regional Office X

Elias S. Catulong Regional Manager II Regional Office XII

Regional Manager II Regional Office III

Ma. Lilian E. Aguilar

Frankie M. Armeña Officer-in-Charge Regional Office V

**Regional Office VIII** 

**Bonifacio V. Pales** Regional Manager II Regional Office XI



#### Annual Report 2019 | Page 65



#### **OFFICE OF THE PRESIDENT**

Phone Number: 8441-0667 and 8533-4466 Email: op@pcic.gov.ph

#### OFFICE OF THE INTERNAL AUDIT SERVICES

Phone Number: 8332-80-87 Email: ias@pcic.gov.ph

#### OFFICE OF THE SENIOR VICE PRESIDENT

Phone Number: 8441-1326 Email: rmg@pcic.gov.ph

#### SUPPORT SERVICES GROUP

Phone Number: 8277-2863 Email: ssg@pcic.gov.ph

#### GENERAL COUNSEL Phone Number: 8441-1323 Email: ogc@pcic.gov.ph

**OFFICE OF THE** 

#### CORPORATE BUSINESS AFFAIRS GROUP

Phone Number: 253-8686 Email: cbag@pcic.gov.ph

#### ADMINISTRATIVE DEPARTMENT

Phone Number: 8361-8983 Email: admin@pcic.gov.ph

#### PLANNING AND MANAGEMENT INFORMATION OFFICE

Phone Number: 8441-1323 Email: pmio@pcic.gov.ph

#### ACTUARIAL RESEARCH AND PRODUCT VALUATION DEPARTMENT

Email: arpvd@pcic.gov.ph Yahoo Mail: pcic1981@yahoo.com

#### COMMISSION ON AUDIT

Tel. No. 533-4464 Fax: 962-3264 coapcic@gmail.com

#### BUSINESS DEVELOPMENT AND MARKETING DEPARTMENT

Phone Number: 8441-1324 Email: bdmd@pcic.gov.ph

#### FINANCE DEPARTMENT

Phone Number: 8332-8087 Email: finance@pcic.gov.ph

#### PABS DEVELOPMENT TEAM Tel. No. 441-1323

it@pcic.gov.ph

## Page 66 | Annual Report 2019

#### **REGIONAL OFFICE I**

3rd Floor S & P North Bldg. Nancavasan, Regional Government Center, Caria Urdaneta Pangasinan, 2428 Tel. No. (075) 632-3248 Fax No. (075) 632-2787 Email ro1@pcic.gov.ph

#### **REGIONAL OFFICE III**

2nd Floor Garcia Building, Villa Corazon, 2nd Floor.CBNE, Building, Maharlika Mc Arthur Highway, San Agustin, City of San Fernando Pampanga, 2000 Phone (045) 961-5717 Fax (045) 435-6751 Email Address: ro3@pcic.gov.ph

#### **REGIONAL OFFICE IV**

2/F Rizal Commercial Center, J.P. Rizal St. cor. M.H. Del Pilar St. Calamba City, 4207 Phone:(049) 530-0935 TeleFax (049) 536-2129 Email Address: ro4@pcic.gov.ph

#### **REGIONAL OFFICE VI**

2/F Regional Science Laboratory Building, Dept. of Agriculture, Fort San Pedro, Iloilo City, 5000 Phone (033) 323-3402 Fax (033) 337-1598 Email Address: ro6@pcic.gov.ph

#### **REGIONAL OFFICE VIII**

2nd Floor and 3rd Floor, F. Mendoza Realty Complex, 141 Sto. Nino St., Tacloban City 6500 Phone (053) 321-3013 Fax (053) 523-4104 Email Address: ro8@pcic.gov.ph

#### **REGIONAL OFFICE X**

3/F One Montecarlo Building, Corrales-Hayes St., Cagayan de Oro City 9000 Fax (088) 857-2983 Email Address: ro10@pcic.gov.ph

#### **REGIONAL OFFICE II**

Tuguegarao City, Cagayan, 3500 Phone (078) 844-1225 Email Address: ro2@pcic.gov.ph

### **REGIONAL OFFICE III-A**

Highway, Cabanatuan City, 3100 Phone (044) 600-2080 Fax (044) 958-9845 Email Address: ro3a@pcic.gov.ph

#### **REGIONAL OFFICE V**

BB Andes Bldg. Zone 8, SOLS Subdivision, Bitano, Legaspi City, 4500 Phone (052) 742-6613 Email Address: ro5@pcic.gov.ph

### **REGIONAL OFFICE VII**

4th Floor, DBP Building, Osmeña Boulevard, Cebu City 6000 Phone (032) 412-3443 Fax (032) 253-8686 Email Address: ro7@pcic.gov.ph

#### **REGIONAL OFFICE IX**

2nd Floor Bulavlav Building. National Highway, Tiguma, Pagadian City, Zamboanga del Sur, 7016 Philippines Phone (062) 945-1588 Fax (062) 925-0700 Email Address: ro9@pcic.gov.ph

#### **REGIONAL OFFICE XI**

2/F SCGCC Building, Alunan Avenue, Koronadal City, South Cotabato, 9506 Phone (083) 228-2556 Fax (083) 228-3902 Email Address: ro11@pcic.gov.ph

#### **REGIONAL OFFICE XII**

Veraj Bldg., Mabini Street, Poblacion 2, Midsayap, North Cotabato 9410 Phone (064) 521-0817 Fax (064) 229-8758 Email Address: ro12@pcic.gov.ph



## Annual Report 2019 | Page 67

## DIRECTORY OF PCIC EXTENSION OFFICES AND SERVICE DESKS

Regional Office	Province	Location of PEO/ Service Desk	Contact Number	Office Schedule
I	llocos Sur	PEO - National Hi-way, Brgy. 2, Ilocos Sur (Beside NFA-Provincial Office)	(077) 604-9969 (077) 604-2494 peo_bantay@ yahoo.com	Monday to Friday 8:00AM to 5:00PM
	llocos Norte	PEO - 3rd Floor Shienna's Bldg, Brgy. 21, MH Del Pilar corner Vintar Road, Laoag City, Ilocos Norte	peo_laoag@ yahoo.com	Monday to Friday 8:00AM to 5:00PM
	Abra	SERVICE DESK - Office of the Municipal Agriculturist (OPAG), Calaba, Bangued, Abra	0906-713-2611	Monday to Friday 8:00AM to 5:00PM
	Benguet	PEO - Sitio Bekes, Brgy. Buyacaoan, Buguias, Benguet	0928-176-7464 eo_buguias@ yahoo.com	Monday to Friday 8:00AM to 5:00PM
		SATILLITE OFFICE - 2nd Floor Spot Trading Bay 2, Benguet Agri- Pinoy Trading Center (BAPTC), BSU Strawberry Field, La Trinidad, Benguet	0912-900-3812 pciclatrinidad@ yahoo.com	Monday to Friday 8:00AM to 5:00PM
	Mt. Province	SERVICE DESK - Provincial Agriculture Office, Upper Caluttit, Bontoc, Mt. Province	0928-176-7464	Monday to Friday 8:00AM to 5:00PM
	Pangasinan	PEO - 3rd Floor Felsa Bldg. I, Quezon Ave., Poblacion, Alaminos City, Pangasinan (Beside PNB)	0919-284-8066 pcic_alaminos@ yahoo.com	Monday to Friday 8:00AM to 5:00PM

Regional Office	Province	Location of PEO/ Service Desk	Contact Number	Office Schedule
11	Cagayan	PEO - Room 2, G/F Baptista Bldg., National Highway Libertad, Abulug, Cagayan	0975-024-6330 0916-607-2351 0997-306-0827 0935-188-3748	Monday to Friday 8:00AM to 5:00PM
		SERVICE DESK - NIA Magapit Pumping Irrigation System, Bulala, Camalanlugan, Cagayan	0935-992-4719 0997-306-0940 0936-214-4718 0955-263-7507	Every Wednesday and Friday
	Kalinga	SERVICE DESK - Office of the Provincial Agriculturist Bulanao, Tabuk City, Kalinga	0926-811-3981	Every Wednesday and Thursday
	Isabela	PEO - Room 315, 3rd Floor Heritage Commercial Complex Malvar, Santiago City, Isabela	0915-844-4228 0997-416-8280 0905-782-7533 0936-069-9617 0997-074-0395 0926-213-0916 0935-796-4588 0905-817-8639 0905-756-5125	Monday to Friday
		SERVICE DESK - Mallig St., Office, Casili, Mallig, Isabela SERVICE DESK - BRO Office, Capitol, Ilagan City, Isabela	0997-102-8458 0997-193-7823 0997-102-8458	Every Thursday
	Nueva Vizcaya	SERVICE DESK - Office of the Provincial Agriculturist District IV, Bayombong, Nueva Vizcaya	0905-782-7533	Every Thursday
	Quirino	SERVICE DESK - Tourism Office 2nd Floor Commercial Building, Capitol Hills, San Marcos, Cabarroguis, Quirino	0997-074-0395	Every Monday
	Ifugao	SERVICE DESK - Paenro, Lagawe, Ifugao	0975-841-8858	Every Monday
		SERVICE DESK - Municipal Agriculture Office, Lamut, Ifugao	0975-841-8858	Every Wednesday

Regional	Province	Location of PEO/	Contact	Office
Office		Service Desk	Number	Schedule
111	Zambales	PEO - Luna St., Magsaysay St. Corner, Zone 1, Poblacion, Iba, Zambales	0933-986-8813	Monday to Friday
	Bataan	SERVICE DESK - Office of the Provincial Agriculturist Capitol, Balanga City, Bataan	0928-563-1981	Every Friday (Field: Tuesday to Thursday
	Bulacan	SERVICE DESK - DAR Provincial Office Baliuag, Bulacan	0930-054-4307	Every Tuesday and Friday
	Tarlac	SERVICE DESK - DAR Provincial Office Tarlac City, Tarlac	0930-180-5050	Every Friday
III-A	Aurora	PEO - One Primer Bldg., zone 4, Magsaysay St., Poblacion, Iba, Zambales	0920-559-1607	Monday to Friday
	Nueva Ecija	PEO - San Jose City, Nueva Ecija	0915-360-4656	Monday to Friday
IV	Cavite	SERVICE DESK - OPA, Trece Martirez, Cavite	0907-617-7885	Every Friday 8:00AM to 5:00PM
	Rizal	SERVICE DESK - Department of Agrarian Reform Provincial Office, Tanay Rizal	0917-572-0909	Every Tuesday 8:00AM to 5:00PM
	Batangas	SERVICE DESK - Office of the City veterinary and Agricultural Services (OCVAS), Barangay Bulbok, Batangas City	0905-110-8534 0945-219-9538	Every Wednesday
	Laguna	SERVICE DESK - Office of the Provincial Agriculture, Barangay Callios, Sta. Cruz, Laguna	0966-728-4105	Every Friday 8:00AM to 5:00PM
	Romblon	PEO - LFH Prominade Suite Bldg., Cocoville, Dapawan Odiongan, Romblon	0908-679-8132	Monday to Friday 8:00AM to 5:00PM
	Marinduque	PEO - Brgy. Isok 1, Boac, Marinduque	0977-496-8167	Monday to Friday 8:00AM to 5:00PM
	Oriental Mindoro	PEO - K.B Homes Zone 2, Madrid Blvd., Pinamalayan, Oriental Mindoro	0909-833-0276	Monday to Friday 8:00AM to 5:00PM
	Palawan	PEO - 261 Malvar Corner P. Baltan St., Puerto Princesa, Palawan	0948-942-7314	Monday to Friday 8:00AM to 5:00PM
		PEO - GCI Homes Moreno Subd., District II, Brookes Point, Palawan	0905-092-3445	Monday to Friday 8:00AM to 5:00PM
	Quezon	PEO - Maharlika Kanlurang Mayao, Lucena, Quezon Province	322-9453	Monday to Friday 8:00AM to 5:00PM
	Occidental Mindoro	PEO - 2nd Floor Villamar Bldg., Juan Luna St., Lambangan, San Jose, Occidental Mindoro	0907-816-2459	Monday to Friday 8:00AM to 5:00PM
		PEO - 265 Salgado St., Buenavista, Sablayan	0927-961-2902 0915-564-4956	Monday to Friday 8:00AM to 5:00PM

# Page 70 | Annual Report 2019

Regional	Province	Location of PEO/	Contact	Office
Office	TTOVINCE	Service Desk	Number	Schedule
V	Camarines Sur	PEO - Unit 205, One Magsaysay Corporate Center, Magsaysay Avenue, Naga City	0919-324-4468 0946-738-8230 0929-776-8897	Monday to Friday
	Masbate	PEO - Jerry Alerta Bldg., Cagba, Tugbo, Masbate	0947-751-1463 0943-830-9367 0948-616-3802	Monday to Friday
	Sorsogon	SERVICE DESK - Sorsogon OPAG	0906-540-6357 0909-532-1145 0909-971-5631	Monday to Friday
	Catanduanes	SERVICE DESK - Catanduanes OPAG	0998-409-9179 0948-037-4672	Monday to Friday
	Camarines Norte	SERVICE DESK - Camarines Norte OPAG	0946-620-6961 0948-136-6558	Monday to Friday
VI	Aklan	PEO - G & F Radislao Bldg., Brgy. Jumarap, Banga, Kalibo, Aklan	0939-929-3340 267-7262 0930-814-8444 0912-544-7964 0946-262-0587 0909-725-2860	Monday to Friday
	Capiz	PEO - Room 1 Joeval's Apartment, San Roque St., Inzo Arnaldo, Roxas City, Capiz	620-1883 0919-273-4390 0946-035-6255	Monday to Friday
	Antique	PEO - Barbaza MPC Bldg., Cerdeña St., Brgy. 5 San Jose, Antique	0998-563-4365 641-6399 0949-035-8906	Monday to Friday
	lloilo	PEO - 12 Washington St., Brgy. Democracia, Jaro, Iloilo City	323-3980 0910-649-2162 0977-840-7377	Monday to Friday
	egros Occidental	PEO - ACP Handumanan Bldg., Burgos cos San Juan St., Bacolod City, Negros Occidental	444-0772 0929-172-9113 0919-429-8301	Monday to Friday
VII	Bohol	PEO - Regner Bldg., 2nd Floor, Upper Mercury Drug Store, Poblacion, Ubay, Bohol	518-2987 0995-048-5030	Monday to Friday
	Tagbilaran	PEO - 2nd Floor, BOPE Bldg., F. Rocha St., corner Sikatuna St., Tagbilaran City	411-2751 0950-101-0537	Monday to Friday
	Dumaguete	PEO - Rafael Suites, Daro, Dumaguete City	421-2672 0906-639-1987	Monday to Friday
	Bayawan	PEO - Verna's Bldg., National Highway, Villareal, Bayawan City	430-0403 0935-115-3844	Monday to Friday

Pagional	Provinco	Location of BEO/	Contact	Office
Regional Office	Province	Location of PEO/ Service Desk	Contact Number	Schedule
X	Agusan Del Sur	PEO - NGPI Bldg., 1st Floor, Brgy. 5, POB., San Francisco Agusan Del sur	0946-496-1374 0948-693-1005 0946-425-1414	Monday to Friday
	Agusan Del Norte	PEO - P-25 Jose P. Rizal, Capitol Drive Butuan City, Agusan Del Norte	0910-285-9036 0910-945-7731 0907-404-2728	Monday to Friday
	Surigao Del Sur	PEO - Door 5, PAGE Bldg., Donasco St., Bag-ong Lungsod, Tandag City, Surigao Del Sur	0907-932-0306 0948-860-6610 0946-162-5308	Monday to Friday
	Bukidnon	PEO - Door 4, Regidor Bldg., Mabini St., Poblacion, Valencia City, Bukidnon	0955-744-4417 0905-919-1917 0930-884-0524	Monday to Friday
XI	Davao Del Norte	PEO - Capitol Compound, Tagum City Davao Del Norte	216-6330 0910-215-2522	Monday to Friday
	Davao Oriental	PEO - DA Compound, Matiao, Mati City, Davao Oriental	811-7210 0916-549-4749 0928-308-9998 0909-647-2459 0910-472-1838	Monday to Friday
	Compostela Valley	PEO - Municipal Hall Compound, Mawab, Compostela Valley Province	0916-549-4749 0919-272-0219 0914-867-9646 0910-007-9184	Monday to Friday
	Davao Del Sur	PEO - 2nd Floor, Buereau of Fisheries Bldg., Office of the Provincial Agriculturist, Bataan St., Digos City	0919-841-9499 0910-736-0593 0912-542-4428	Monday to Friday
	Davao City	PEO - Corners Jacinto St., & Quezon Blvd., Davao City	0919-841-9499 0948-605-3008 0912-700-0950 0909-396-2958	Monday to Friday
		PEO - 3rd Floor, Land Bank of the Philippines Bldg., Torres St., Davao City	0919-841-9499 0948-695-8330 0946-975-2087	Monday to Friday
	Sarangani	PEO - 3rd Floor, National Bldg., Coop Office Capitol Compound, Alabel, Sarangani Province	0919-841-9499 0948-948-0977 0950-897-3286 0975-195-6386	Monday to Friday

# Page 72 | Annual Report 2019

Regional Office	Province	Location of PEO/ Service Desk	Contact Number	Office Schedule
XII	Sultan Kudarat	PEO - 1st Floor, Torres Bldg., Poblacion 1, Lebak, Sultan Kudarat	0909-173-7218 0938-311-9470	Monday to Friday
	Kidapawan	PEO - 2nd Floor MKTC Bldg., Quezon Blvd., Kidapawan City	0920-231-8219 0927-292-3244 0950-444-0265 0930-239-3149 0927-535-2330 0946-832-0536 0938-249-5881	Monday to Friday
	Lanao Del Norte	Farmer's Training Center, Bagong Dawis, Baroy, Lanao Del Norte	0906-461-7137	Monday to Friday

# PCIC HYMN

Philippine Crop Insurance Corporation Hatid ay tapat na paglilingkod

Philippine Crop Insurance Corporation Katulong sa pagsulong ng Bayan

Kasangga ng mga magsasaka Kasangga ng mga naghahayupan at mangingisda

Na siyang tumutugon sa pagkain ng Bansa Kung peste man ay sumalakay Kung tagtuyot at kalamidad ay dumating Narito ang PCIC, kaagapay sa pagbangon

Philippine Crop Insurance Corporation Hatid ay tapat na paglilingkod

Philippine Crop Insurance Corporation Katulong sa pagsulong ng Bayan

Kasangga ng mga magsasaka Kasangga ng mga naghahayupan at mangingisda Na siyang tumutugon sa pagkain ng Bansa Kung peste man ay sumalakay Kung tagtuyot at kalamidad ay dumating

Narito ang PCIC, kaagapay sa pagbangon Philippine Crop Insurance Corporation Hatid ay tapat na paglilingkod

Philippine Crop Insurance Corporation Katulong sa pagsulong ng Bayan

Philippine Crop Insurance Corporation Katulong sa pagsulong ng Bayan

## Page 74 | Annual Report 2019

#### MANDATE

As the implementing agency of the agricultural insurance program of the government under P.D. 1467, as amended by R.A. 8175, PCIC is mandated to provide insurance protection to the country's agricultural producers particularly the subsistence farmers, against loss of their crops and/or non-crop agricultural assets on account of natural calamities, such as typhoons, floods, droughts, earthquakes and volcanic eruptions, plant pests and diseases, and/or other perils.

#### MISSION

PCIC, as an agricultural insurer, is committed to help stabilize the income of agricultural producers and promote the flow of credit in the countryside by:

- Providing insurance protection to qualified farmers and other agricultural stakeholders against losses of their crops and produce, including their livestock, farm machineries and equipment, transport facilities and other related infrastructure arising from natural calamities, pests and diseases, and other perils beyond their effective control;
- Extending innovative and client-responsive insurance packages and other services thru
  people's organization including farmers' cooperatives, agricultural lenders and service
  providers.

#### VISION

By 2020, the PCIC will have broadened the availability and increased the effectiveness of its crop insurance programs for managing farm losses while at same time ensuring their visibility and sustainability.

#### QUALITY POLICY STATEMENT

The Clients' highest satisfaction with our agricultural insurance service is our commitment. To achieve this, we shall:

- Provide comprehensive, innovative and client-responsive agricultural insurance protection service to subsistence farmers and other agricultural stakeholders;
- 2. Work with a strong network of insurance and agricultural intermediaries in the spirit of partnership and oneness of purpose;
- 3. Consistently adhere to local and international quality standards and continually improve the established quality management system;
- Sustain the Corporation's commitment through the promotion and empowerment of a competent and strongly motivated workforce and the provision of appropriate resources.

#### EDITORIAL TEAM

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The **Philippine Crop Insurance Corporation** promotes awareness for and understanding of the work of the agency and the benefits of agricultural insurance, and encourages the sharing and dissemination of this material and its contents. However, we request users, particularly those who produce knowledge products in both paper and electronic forms, to make the necessary referencing and attribution.