



**MANUAL
ISSUANCE NO. 2**

ISO 9001:2015

QUALITY MANUAL

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Section 8.0 **OPERATION**
8.4 **CONTROL OF EXTERNALLY PROVIDED
PRODUCTS AND SERVICES**

Effectivity Date:
June 1, 2019

Subsection: 8.4.3
INFORMATION FOR EXTERNAL PROVIDERS

Revision No.
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I. POLICY

All purchasing documents shall contain data clearly describing the services to be rendered to **CORPORATE GUARANTEE (CG)** by its suppliers, and shall be reviewed and approved for adequacy to specified service requirements.

For agents, CG shall execute a Memorandum of Agreement which shall contain the basic terms and conditions, including the agreed commissions for the agents.

For brokers and reinsurers (facultative), CG shall forward a Placement Slip for confirmation, and based on this execute an Insurance Binder which shall basically stipulate the risks covered, retention, amount to be ceded, commissions and premium agreements. For automatic reinsurers, CG shall effect a Treaty per year which covers the agreed maximum retention per risk, number of lines to be ceded, commissions, terms of payment, and other reportorial requirements.

In the event of actual claims, CG shall forward a Preliminary Loss Advice and Final Loss Advice to the reinsurers.

Based on motor repair estimates, the Repair Shops shall be given a Letter of Authority (LOA) to clearly establish the limit of liability of CG.

Office suppliers (i.e. printing press) and spare parts suppliers shall be issued a Purchase Order (PO) to describe the items to be purchased, including the agreed costs.

For the Support Group Services (Laus Group of Companies), a Service Request Form shall be accomplished and submitted to the Information and Communications Technology Department (ICTD), and a Manpower Requisition Form to the Human Resources Management Division for any required services or assistance. The LGC Officers' Meeting shall also serve as a venue where CG can discuss service issues or concerns with the support services.

Person-in-charge ICT Coordinator for service requests to ICTD shall monitor if said service request has been attended to by the Support Group Services by maintaining a logbook which shall be used in following-up service Request not yet addressed. Result of monitoring shall then be used as one of the basis in evaluating the said Support Group's Performance.

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II. APPLICATION

All Departments

III. REFERENCES

Documented Procedure Manual:
UND-7.2.1-008 Arrangement of Facultative Reinsurance

CG-7.4.1-003 Processing Service Request
CG-7.4.1-004 Purchasing Control
CG-7.4.1-005 Receiving of Purchased Item

Memorandum of Agreement (MOA)
Placement Slip
Insurance Binders
Treaty Agreements
Preliminary Loss Advice (PLA)
Final Loss Advice (FLA)
Letter of Authority (LOA)
Service Request Form
Purchase Order Form
Purchase Requisition Form
Office Supplies Requisition Slip
Fixed Asset Request Form
Service Agreement

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