



*Embassy of the Philippines*

*Embassy of the Philippines*

*Bern*

18 November 2008

CIRCULAR LETTER No. -31-2008

TO ALL FILIPINO COMMUNITY ORGANIZATIONS, GROUPS, LEADERS

SUBJECT: Enrollment by Pensioners under the GSIS  
GVAPS Program

The Embassy is pleased to announce that the Government Service Insurance System (GSIS) has launched the GSIS Voice Activated Processing System or GVAPS to activate a pensioner's status. The program, which is a web-based network called Skype, is designed to allow the GSIS to reach out and at the same time improve its services to the pensioners, particularly those based overseas.

You may wish to disseminate the information to members and other interested persons in your area. Attached, is the Instructional Guide to using GVAPS which will help you to:

1. Enroll for the eCard Plus and/or enroll your voice to the GVAPS via Skype.com
2. Activate your eCard Plus via the GVAPS hotline
3. Renew your active status as pensioner via the GVAPS hotline

  
Edsel P. Barba  
Chargé d'Affaires, a.i.

Enclosures: as stated.

# Instructional Guide to Using GVAPS

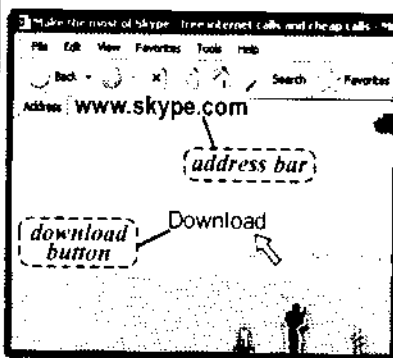
This is your instruction guide to help you do the following:

1. Enroll for the eCard Plus and/or enroll your voice to the GVAPS via Skype.com\*
2. Activate your eCard Plus via the GVAPS hotline
3. Renew your active status as pensioner via the GVAPS hotline

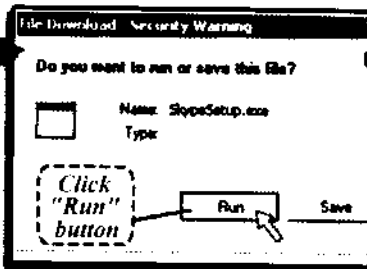
## eCard Plus and/or GVAPS Enrollment via Skype.com

Once you are enrolled to the GVAPS, there is no need for you to go to the G-W@PS kiosks

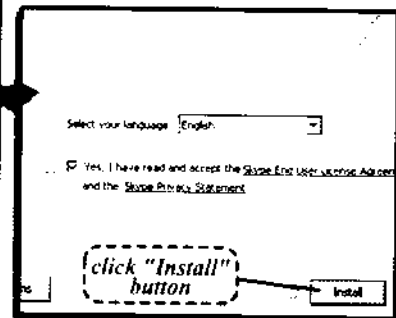
Open an Internet browser (such as Internet Explorer). On the address bar, type: [www.skype.com](http://www.skype.com). Click the "Download" button.



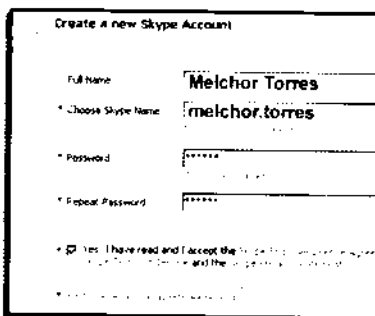
Click "Run" when a window opens asking you what to do with the file SkypeSetup.exe. If another dialog box appears, click the "Run" button to continue downloading.



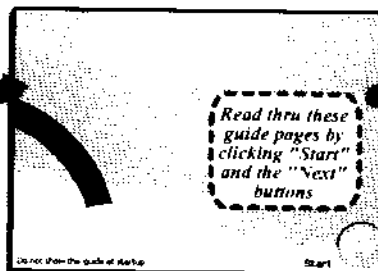
Once download is complete, the screen below will appear. Select your desired language and accept the End User License Agreement. Click "Install" button.



Once installation is complete, you can now create your Skype account by typing your full name, Skype name, and password. Click "Next" to fill out other required fields.



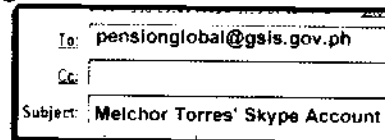
Sign in after you create your Skype account. On your first sign-in, you will see a "Getting Started" screen. This will guide you on how to check your web cam, sound, and how you can find other friends using Skype.



Once you have a Skype account, please email:

[pensionglobal@gsis.gov.ph](mailto:pensionglobal@gsis.gov.ph)

In your email, write your full name and your Skype username. GSIS will reply with an email stating the schedule of your Skype video call enrollment.



On the scheduled video call, make sure that your computer is turned on, including the webcam, microphone, and speakers (or headset) and is positioned in a well-lit area. Log on to [www.skype.com](http://www.skype.com) and wait for the video call. Have your passport and two (2) valid IDs (eCard Plus, state ID, license) ready.

A GSIS representative will call you on your scheduled date and time of video call. Right there and then, the GSIS representative will enroll you for the eCard Plus and GVAPS, automatically letting you enjoy **GSIS service – anytime and anywhere in the world.**

\* Skype.com, logos, and trademarks are properties of Skype Technologies SA. Use of Skype services is subject to Skype's terms and conditions. Skype is not affiliated with the GSIS.

# GVAPS Hotline >> (632) 976-0860 or 884-7400

## Activating your eCard Plus

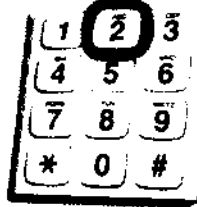
you need to activate your eCard Plus after receiving it, so GSIS can begin sending your pension

After dialing the GVAPS hotline, the voice prompt will ask you to dial your 11-digit GSIS ID number. This number is in your eCard Plus, below your name.

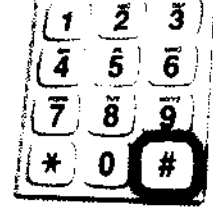


This is your GSIS ID number

You will then be given options for the type of GSIS service you need. Press "2" for eCard Plus Activation.

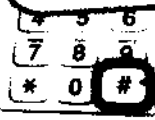


Again, using the phone key pad, dial your 11-digit GSIS ID number, followed by the number (#) sign.



The voice prompt then asks you to SAY the numbers "0, 1, 2, 3, 4, 5, 6, 7, 8, 9..." then press the number (#) sign again.

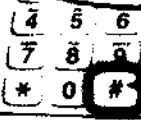
0, 1, 2, 3, 4,  
5, 6, 7, 8, 9...



Say the numbers then press this number # sign

To further confirm your identity, the voice prompt will ask you to state a four-digit number. Say these numbers then press the number (#) sign.

4..6..1..3...



Say the numbers then press this number # sign

Wait for the voice prompt confirming you have successfully activated your eCard Plus.

Your eCard Plus will now be activated

## Renewing your Active Status as GSIS Pensioner

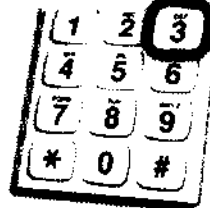
do this once a year, on your birthmonth, to ensure the continuous receipt of your monthly pension

After dialing the GVAPS hotline, the voice prompt will ask you to dial your 11-digit GSIS ID number. This number is in your eCard Plus, below your name.

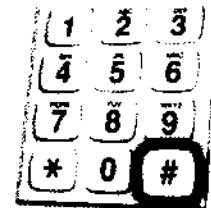


This is your GSIS ID number

You will then be given options for the type of GSIS service you need. Press "3" for Annual Renewal of Active Status.

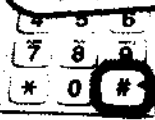


Again, using the phone key pad, dial your 11-digit GSIS ID number, followed by the number (#) sign.



The voice prompt then asks you to SAY the numbers "0, 1, 2, 3, 4, 5, 6, 7, 8, 9..." then press the number (#) sign again.

0, 1, 2, 3, 4,  
5, 6, 7, 8, 9...



Say the numbers then press this number # sign

To further confirm your identity, the voice prompt will ask you to state a four-digit number. Say these numbers then press the number (#) sign.

4..6..1..3...



Say the numbers then press this number # sign

Wait for the voice prompt confirming you have successfully renewed your active status as pensioner.

Your active status is now renewed...

## Dear GSIS Pensioner:

Here's good news from your Government Service Insurance System!

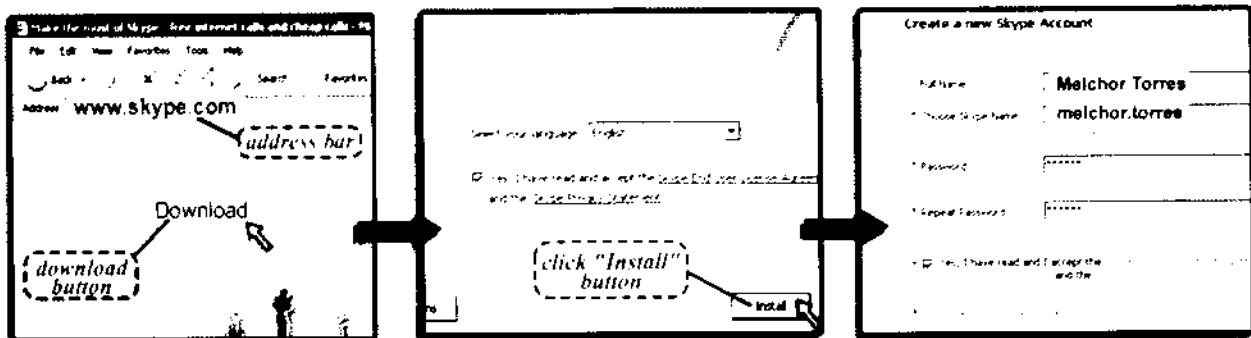
We understand that you have not yet enrolled for the GSIS eCard Plus and probably, the reason for this is your difficulty in visiting your nearest Philippine Consular Office where our enrollment kiosks are located. Don't worry now, the GSIS has made it easy and convenient for you to get your eCard Plus.

**Introducing the eCard Plus Enrollment via video call.** We are giving you this convenience of enrolling yourself to the eCard Plus and your voice to the GSIS Voice Activated Processing System or GVAPS via **www.skype.com\***. Skype is an internet facility that allows users to make video telephone calls from their computers to other Skype users, like the GSIS, free of charge.

To proceed with the enrollment, we will request you to access [www.skype.com](http://www.skype.com) so you can get a Skype account under your name. After having done this, you need to email us and provide us with your Skype account and other required information, so we can, in turn, schedule our video call for your eCard Plus enrollment. On the scheduled video call, a GSIS representative will call you through your computer using your registered Skype account and guide you through your enrollment for the eCard and GVAPS. Please have your passport and other valid IDs ready for identification purposes.

### eCard Plus and GVAPS enrollment thru Skype

Registering your Skype account is easy. You will need a computer with internet access, a webcam, microphone, and speakers ( or headset). Simply log on to [www.skype.com](http://www.skype.com) and click the "Download" button. Once download is complete, click "Install" button. After installing the skype software, create your Skype account by typing your full name, Skype name, and password, as well as the other required fields.



Once you have a Skype account, please email:

**[pensionglobal@gsis.gov.ph](mailto:pensionglobal@gsis.gov.ph)**

Include your full name and Skype username in your email. GSIS will reply with an email stating the schedule of your Skype video call enrollment.

On the scheduled video call, make sure that your computer is turned on, including the webcam, microphone, and speakers (or headset) and is positioned in a well-lit area. Log on to [www.skype.com](http://www.skype.com) and wait for the video call. Don't forget to have your passport and two (2) valid IDs (eCard Plus, state ID, license) ready.

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next page please

A GSIS representative will call you on the scheduled date and time of your video call through your registered Skype account. During the video call, the GSIS representative will request you to present your passport and other valid IDs. You will also be asked some security questions sourced from your membership data with the GSIS. After these verifications, your picture will be taken, and your voice will be recorded in the GVAPS. Enclosed is the Instructional Guide to eCard Plus Enrollment and to Using the GVAPS for your easy reference.

You will receive your eCard Plus via the mails in two (2) weeks from date of your enrollment, together with a PIN mailer, and instruction guide on card activation. Upon receipt of your eCard Plus,

please activate it immediately so your suspended status as a pensioner can be lifted. Once lifted, your accrued pensions and subsequent monthly pension can now be credited to your account, which you can withdraw, using your eCard Plus, in any ATM with the Visa logo or Plus sign and in the currency of the country where you are currently residing.



*Look for the VISA logo or Plus sign displayed on the ATM when making your withdrawals*

With your eCard Plus and using your voice to authenticate your existence, you can also renew your active status as a pensioner every year without visiting the Consular Office. As you are aware, you have to renew your active status on your birth month annually to forestall another suspension of your monthly pension.

Enrolling to the eCard Plus and GVAPS through Skype is fast and simple. Just in case, you still encounter problems or if you have more questions, please email us at

**[pensionglobal@gsis.gov.ph](mailto:pensionglobal@gsis.gov.ph)** and we will be happy to assist you.

With your GVAPS enrollment, you can now access GSIS services using practically any phone, right in the comfort of your home, or wherever you are in the world. And because there is no need for you to go to the G-W@PS kiosks in the consular offices, GSIS has started the pull out of the G-W@PS machines from the Philippine Consular Offices.

Enrolling to the GVAPS through Skype is fast and simple. But if you should encounter problems, please email us at the above email address and we will be happy to assist you.

**So enroll now for your eCard Plus using Skype and experience this newest brand of GSIS service.**



**Government Service Insurance System**  
[www.gsis.gov.ph](http://www.gsis.gov.ph)

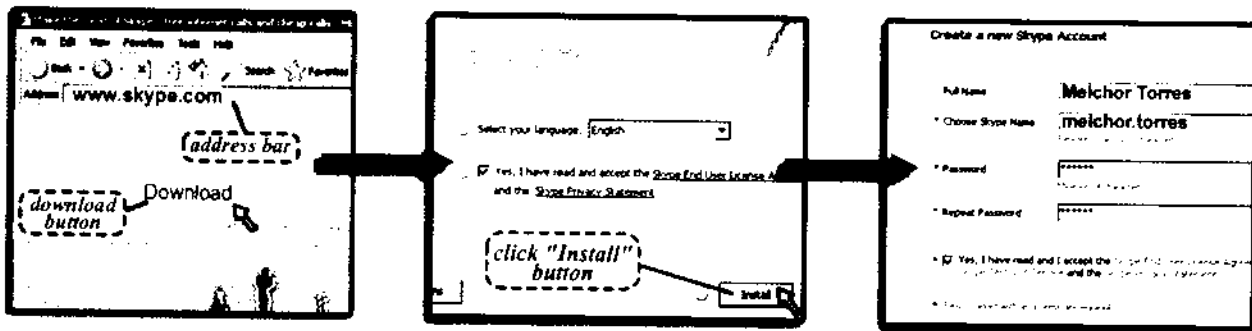
## Dear GSIS Pensioner:

Our records show that you are now a holder of GSIS eCard Plus and one among the thousands who are presently experiencing the convenience that this versatile GSIS membership card provides.

**Now, here is another great news from the GSIS.** You can now enroll to the GSIS Voice Activated Processing System or GVAPS to renew your active status as a pensioner yearly via **www.skype.com\***, a website that offers free video call service. Your voice, once enrolled to the GVAPS and authenticated by our system, will ensure the uninterrupted receipt of your monthly pension without having to visit a Philippine Consular Office. Make sure, however, that you do this before your birth month every year; otherwise, your monthly pension will be suspended.

### Accessing **www.skype.com** and enrolling your voice thru **GVAPS**

Registering your Skype account is easy. You will need a computer with internet access, a webcam, microphone, and speakers ( or headset). Simply log on to **www.skype.com** and click the "Download" button. Once download is complete, click "Install" button. After installing the Skype software, create your Skype account by typing your full name, Skype name, and password, as well as the other required fields.



Once you have a Skype account, please email:

**pensionglobal@gsis.gov.ph**

Include your full name and Skype username in your email. GSIS will reply with an email stating the schedule of your Skype video call enrollment.

On the scheduled video call, make sure that your computer is turned on, including the webcam, microphone, and speakers (or headset) and is positioned in a well-lit area. Log on **skype.com** and wait for the video call. Don't forget to have your passport and two (2) valid IDs (eCard Plus, state ID, license) ready.

A GSIS representative will call you on the scheduled date and time of your video call through your registered Skype account. After some verification procedures, the GSIS representative will then enroll your voice to the GVAPS following a step by step process. For your better understanding, enclosed is an Instructional Guide on how to enroll your voice to the GVAPS via **Skype.com**

**Renewing your pensioner's  
active status through GVAPS**

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## Renewing your pensioner's active status through GVAPS

As soon as you register your voice with us, you may already use GVAPS to renew your active status as a pensioner. To do this, simply call:

**(632) 976 0860 or 884 7400**

A voice prompt will guide you through the renewal process and advise you, accordingly, of the successful renewal of your active status as a pensioner. Remember to have your eCard Plus always ready whenever you access GVAPS.

Enclosed with this letter is an Instructional Guide, for your reference.

With your GVAPS enrollment, you can now access GSIS services using practically any phone, right in the comfort of your home, or wherever you are in the world. And because there is no need for you to go to the G-W@PS kiosks in the consular offices, GSIS has started the pull out of the G-W@PS machines from the Philippine Consular Offices.

Enrolling to the GVAPS through Skype is fast and simple. But if you will still encounter problems, please email us at **pensionglobal@gsis.gov.ph** and we will be happy to assist you.

**So enroll now for your eCard Plus using Skype and experience this newest brand of GSIS service.**

Thank you.



**Government Service Insurance System**  
*www.gsis.gov.ph*

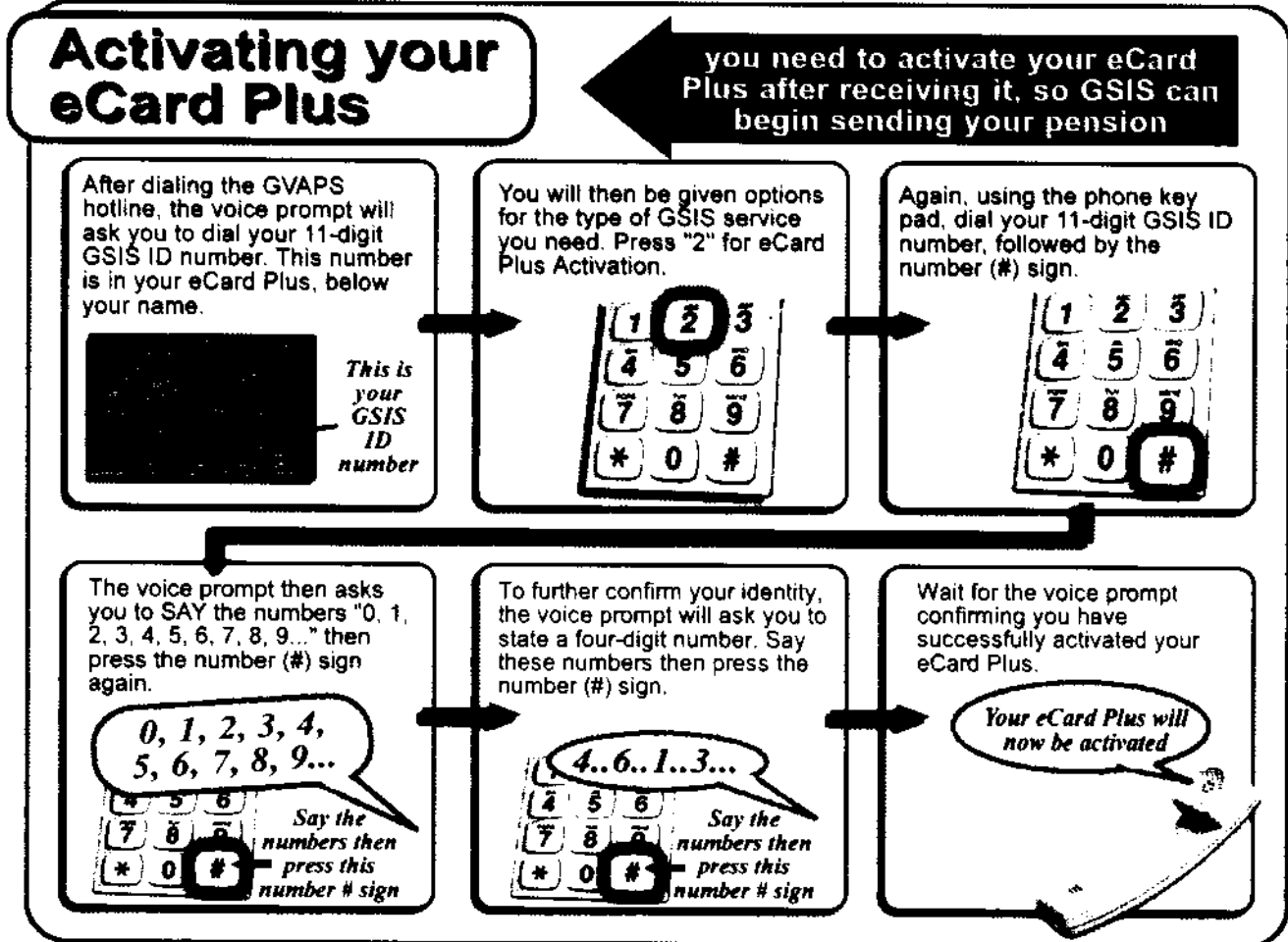
**Dear GSIS Pensioner:**

Our records show that although you already have your eCard Plus, you have yet to activate it. As you know, unless you activate your eCard, we would not be able to send to you your monthly pension benefit.

But do you know that since your voice is already registered to the GSIS Voice Activated Processing System or GVAPS, you may activate your eCard Plus using any phone? That's true.

In fact, right now, wherever you may be, you can already activate your eCard Plus. All you need to do is call up any of the following numbers and follow this guide:

**GVAPS Hotline (632) 976 0860 or 884 7400**



After your eCard Plus is activated, please allow seven (7) workdays processing for your accrued pensions to be credited to your account. Your regular pension will be credited to your account beginning the month following your card's activation. You may also call up the GVAPS hotline for your yearly renewal of active status as pensioner, letting you enjoy the uninterrupted receipt of your pension benefits. If you still encounter any problem or if you have more questions, please email us

at **[pensionglobal@gsis.gov.ph](mailto:pensionglobal@gsis.gov.ph)** and we will be happy to assist you.

Now, you can access GSIS services using practically any phone, right in the comfort of your home, or wherever you are in the world. And because there is no need for you to go to the G-W@PS kiosks in the consular offices, GSIS has started the pull out of the G-W@PS machines from the Philippine Consular Offices.

Thank you.



**Government Service Insurance System**  
[www.gsis.gov.ph](http://www.gsis.gov.ph)



**Dear GSIS Pensioner:**

Now that you have your eCard Plus and now that you are enrolled to the GSIS Voice Activated Processing System, or GVAPS, your Government Service Insurance System is making sure that you continue to enjoy your monthly pension, without the hassle of going every year to the G-W@PS kiosks in Philippine Consular Offices yearly to renew your active status as GSIS pensioner.

In fact, we have started pulling out the G-W@PS kiosks in the consular offices. Why? Because there is no need for them anymore. Because now you conduct your yearly renewal of active status using any phone – right in the comforts of your home or wherever you are in the world.

It is so easy. On your birth month, simply call up the GVAPS hotline and follow these steps:

**GVAPS Hotline (632) 976 0860 or 884 7400**

**Renewing your Active Status as GSIS Pensioner**

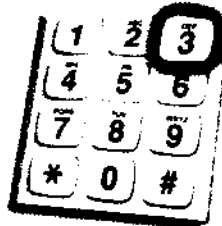
do this once a year, on your birthmonth, to ensure the continuous receipt of your monthly pension

After dialing the GVAPS hotline, the voice prompt will ask you to dial your 11-digit GSIS ID number. This number is in your eCard Plus, below your name.

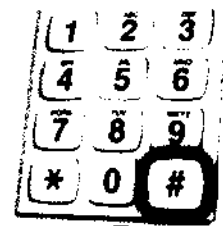


*This is your GSIS ID number*

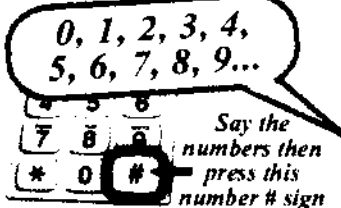
You will then be given options for the type of GSIS service you need. Press "3" for Annual Renewal of Active Status.



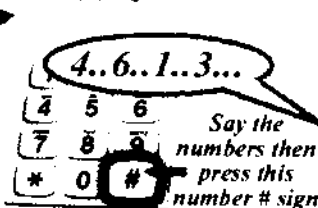
Again, using the phone keypad, dial your 11-digit GSIS ID number, followed by the number (#) sign.



The voice prompt then asks you to SAY the numbers "0, 1, 2, 3, 4, 5, 6, 7, 8, 9..." then press the number (#) sign again.



To further confirm your identity, the voice prompt will ask you to state a four-digit number. Say these numbers then press the number (#) sign.



Wait for the voice prompt confirming you have successfully renewed your active status as pensioner.

*Your active status is now renewed...*

That's all there is to it. Now, you are assured that there will be no disruption in your monthly GSIS pension.

Thank you for trusting your GSIS.



**Government Service Insurance System**  
[www.gsis.gov.ph](http://www.gsis.gov.ph)