



Circular Letter (CL) No.:	2026-11
Date:	13 May 2026
Supersedes:	

### CIRCULAR LETTER

**TO : ALL INSURANCE COMPANIES, MUTUAL BENEFIT ASSOCIATIONS, PRE-NEED COMPANIES, AND HEALTH MAINTENANCE ORGANIZATIONS, AND AGENTS**

**SUBJECT : GUIDELINES REGARDING THE PROVISION OF RELIEF TO POLICYHOLDERS, PLANHOLDERS, MEMBERS, AND THE PUBLIC DURING THE STATE OF NATIONAL ENERGY EMERGENCY**

**WHEREAS**, the Office of the President issued Executive Order (EO) No. 110 on 24 March 2026, declaring a state of national energy emergency due to recent hostilities in the Middle East, which have disrupted global energy markets, strained supply chains, and caused significant volatility and upward pressure on international oil prices;

**WHEREAS**, EO No. 110 authorizes government agencies to implement responsive and coordinated measures to address the risks arising from constrains in the global energy supply and their impact on the domestic economy;

**WHEREAS**, the increase in oil prices has adversely affected the livelihood of the public and led to a rise in the prices not only of oil but also of other commodities;

**WHEREAS**, given the gravity of the consequences of the Middle East crisis on the lives and livelihood of the policyholders, plan holders, and the general public, the Commission finds the need to urge its regulated entities (ICREs) to adopt more lenient policies on the payment of premiums, contributions, and other obligations to prevent unintended policy lapses and ensure continuity of coverage, especially for life and health policies;

**WHEREAS**, insurance agents, as the primary link between ICREs and the insuring public, play a vital role in ensuring that policyholders are duly informed of available temporary regulatory relief measures under this Circular;

**WHEREAS**, in the interest of the public and pursuant to the authority of the undersigned under Section 437 of the Insurance Code of the Philippines, as amended by Republic Act (R.A.) No. 10607, the following are promulgated as follows:

**Section 1. Applicability.** The Circular shall be applicable to all insurance companies, mutual benefit associations, pre-need companies, and health maintenance

organizations (HMOs), and their respective agents for the duration of the state of national energy emergency.

Any reference to “policyholders” shall be construed to include policyowners of life and non-life insurance policies, plan holders of pre-need plans, and members of HMOs.

**Section 2. Relief Measures.** The Commission directs ICREs to adopt the following relief measures:

- (a) **Extension of Grace Period.** All ICREs shall extend the grace period for the payment of insurance premiums/contributions, installment amounts, and/or membership fees of any amount that remain unpaid during the period of **15 April 2026 to 31 May 2026 or up to a later date, as may be deemed appropriate by the ICRE, for at least 90 days**, without interest or penalty.
- (b) **Extension of Coverage or Issuance of Hold Cover.** Policies or agreements about to lapse or expire, or are the subject of confirmed renewal applications, within the period of **15 April 2026 to 31 May 2026, or on a later date as may be determined by the ICRE**, shall be extended or continue to covered through hold-cover arrangements **for at least 90 days**.

Any extension of coverage or issuance of hold-cover arrangements shall be subject to the following conditions:

- (1) The hold-cover arrangement shall be subject to the terms and conditions agreed upon for the renewal of the policy;
- (2) The policyholder pays the corresponding premium not later than the 90<sup>th</sup> day from the scheduled lapse or expiry date;
- (3) The said premiums shall be paid first before any claim during the above period is made; and
- (4) The issuance of a hold cover or temporary cover shall be subject to the written request or consent of the policyholder or their authorized representative.

(c) **Temporary Grace Period for Loan Payments.** To support policyholders, ICREs shall grant a temporary grace period of **at least 90 days**, without penalties or interest, for the payment of loans.

(d) **Other Initiatives.** All ICREs are likewise allowed to implement additional initiatives or relief measures not specifically enumerated herein, provided that such measures are appropriate and consistent with applicable regulations.

**Section 3. Temporary Relaxation of Exposure Limits and Extended Grace Period for the Payment of Loans of Sales Associates and Employees of Insurance Companies.** The threshold of aggregate amount of loans extended to officers, employees, and sales associates of insurance companies, as provided in Circular Letter No. 2014-20, is hereby adjusted from 6% to 20% of the net worth of the company, as shown in is latest approved synopsis.

Loans to employees shall also be granted a temporary grace period of at least three (3) months without penalties or interest.

**Section 4. Monitoring and Evaluation of Relief Measures.** All ICREs shall submit an initial report to the Commission on all relief measures adopted **on or before 31 May 2026**.

ICREs shall also ensure that their agents are informed of and comply with this Circular, establish monitoring mechanisms for agent performance during the state of national energy emergency, and submit periodic reports to the Commission on the relief measures.

**Section 5. Role of Agents in Assisting the Insuring Public.** During the state of national energy emergency, all licensed agents are reminded to safeguard the interests of policyholders and the general public. In doing so, they are enjoined to:

**(a) Provide Proactive Assistance to their Clients.** Agents must proactively reach out to policyholders to provide accurate and timely information on policy coverage and any relief measures available pursuant to this Circular.

Agents shall support policyholders in managing financial constraints by informing them of available grace periods or extensions, advising on suitable policy options, and coordinating with insurers regarding applicable relief measures.

They should maximize the use of digital platforms for client communication and servicing, assist clients in the submission of claims and required documents, and ensure compliance with applicable data privacy regulations.

**(b) Provide Fair Advice and Coverage Guidance.** Agents must clearly explain policy benefits, exclusions, and claims eligibility, and avoid providing misleading, speculative, or incomplete advice. They should assist clients in understanding their policy status, including applicable grace periods, potential lapses, and options for reinstatement.

**(c) Facilitate Claims Processing.** Agents should assist in the preparation, documentation, and submission of claims, coordinate with their principals to help expedite processing, and guide beneficiaries, particularly in cases involving death or disability claims.

**(d) Support Regulatory and Industry Initiatives.** Agents shall disseminate official advisories and circulars issued by the Commission, assist in the implementation of microinsurance and disaster response programs, and support government-led initiatives.

As such, all ICREs are likewise strongly encouraged to formulate and implement appropriate relief and assistance programs, including incentives to support their respective sales agents, in order to enable them to effectively carry out their responsibilities.

**Section 6. Separability Clause.** If any provision of this Circular shall be held unconstitutional or invalid, the other provisions not otherwise affected shall remain in full force and effect.

**Section 7. Effectivity.** This Circular shall take effect immediately.



**REYNALDO A. REGALADO**  
Insurance Commissioner

