

CUSTOMER WELFARE POLICY

It is PhilLife's privilege to serve a broad range of customers for individual and group life insurance products. PhilLife also strives to remain competitive in the DepEd Automatic Payroll Deduction System financing market through better and faster service, harnessing the power of information technology to satisfy its customers' requirements and expectations regarding innovative products and services, quality of service, pricing, application process, service provisioning process, and the billing and collection process.

We continuously engage with our customers through various touchpoints with the end in view of knowing and understanding their products and service needs, promptly addressing their concerns and identifying areas where we could further enhance customer experience.

We strive to increase customer value and enhance customer experience; empower more customers including those with limited access to essential goods and services.

Our business puts the customers first, aiming to provide superior end-to-end customer experience within a corporate culture of genuine service and care. Feedback are regularly analyzed and addressed to continually raise the bar of customer service and engagement.