



**ADVISORY**  
**FOR ALL HOLDERS OF THE SPECIAL RESIDENT RETIREE VISA (SRRV)**  
**LIVING IN THE CENTRAL LUZON AREA**

The Philippine Retirement Authority (PRA) is currently implementing a series of comprehensive institutional reforms in servicing our retirees residing within Central Luzon area. Accordingly, the following reforms shall take effect immediately:

**1. Temporary Closure of the Satellite Office Based in Clark**

The PRA Central Luzon Satellite Office will be temporarily closed effective April 15, 2026, until further advised.

**2. Service Continuity at the Makati Head Office**

The PRA officially reaffirms its commitment to the continuity of service for all SRRV holders residing in Central Luzon. To ensure the highest standards of administrative efficiency and document integrity, all frontline services, visa processing, and membership renewals for this region have been centralized at the Makati Head Office.

**3. SRRV Service Caravan effective May 1, 2026**

To maintain uninterrupted service for our retirees and stakeholders during the reform period, the PRA shall commence the SRRV Service Caravan effective May 1, 2026. This initiative features a four-day pop-up service in malls and identified location in various provinces of Central Luzon. Specific venues and schedules are currently being finalized and will be released in a subsequent advisory.

**4. SRRV Services Offered During the Caravan**

Services available during the 4-day pop-up service are as follows:

- a) SRRV application initial evaluation
- b) Issuance of Letter of Introduction (LOI) to interested SRRV applicant
- c) SRRV ID renewal and ID printing
- d) Acceptance of application for Visa restamping
- e) Acceptance of application for Visa cancellation
- f) Issuance of Certificate of Membership
- g) Consultations on Visa Conversion

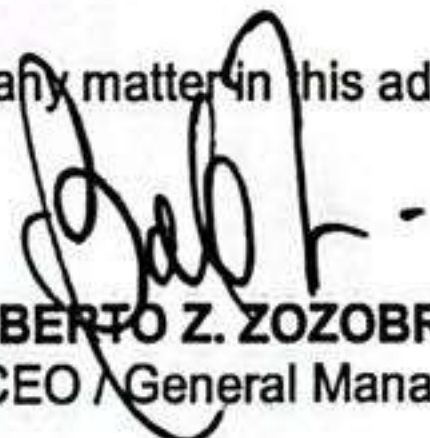
**5. Notice of Non-Affiliation – Ms. Scarlet Lachica and Mr. Carlos Zialcita**

Ms. Scarlet Lachica and Mr. Carlos Zialcita are no longer affiliated with this Authority, effective February 6, 2026 and January 30, 2014, respectively. Any transactions, agreements, or engagements entered into with any of them after the aforementioned dates shall be considered non-binding and unofficial. Both are not authorized to process SRRV related documents or represent the Authority in any capacity, nationwide.

**6. Vigilance Against Fraudulent SRRV Documents**

The public is hereby warned of fraudulent SRRV stickers and identification cards coming from the Central Luzon region. Thus, we reiterate that only documents processed through official PRA channels are recognized as valid. We urge all retirees to transact solely with our Makati Head Office, regional Satellite Offices, or the SRRV Service Caravan. Contact details of these offices can be found at [www.pra.gov.ph](http://www.pra.gov.ph)

For concerns and clarification regarding any matter in this advisory, email us at [wecare@pra.gov.ph](mailto:wecare@pra.gov.ph).

  
**ROBERTO Z. ZOZABRADO**  
CEO / General Manager