



ADVISORY

To all our valued clients,






In line of service, please be informed that the Servicing Division has implemented changes to its official email addresses.

We respectfully request that you update your records and for all future correspondence, please use the new/updated email address(es) as indicated below:

SRRV Holders/PRA Members

Services/ Transactions	Description	Email Address
ID Services	<ul style="list-style-type: none"> • ID Renewal, ID Reprinting/Replacement • Payment of Annual Fees • Updating of Retiree Information <ul style="list-style-type: none"> - Updating of Contact Information and Personal Status - Biometrics / Fingerprint Compliance 	idservices@pra.gov.ph
Visa Restamping	<ul style="list-style-type: none"> • Stamping of SRRV on new passport 	restamping@pra.gov.ph
Member Records	<ul style="list-style-type: none"> • Membership-related Certifications • Request for copies of submitted documents • Verification of Member Status 	memberrecords@pra.gov.ph
Investment	<ul style="list-style-type: none"> • Conversion of visa deposit into allowable investment • Substitution of active investment • Redeposit 	investment@pra.gov.ph



 29/F BDO Towers Valero Condominium Corporation
 Paseo de Roxas, Makati City 1209 Metro Manila, Philippines
 +632.8848.1412- 16  +632.8848.1421
 inquiry@pra.gov.ph  www.pra.gov.ph




	<ul style="list-style-type: none"> • Annotation/cancellation of PRA restriction on property title 	
Bank Transactions	<ul style="list-style-type: none"> • Bank Transfer (of visa deposit) • Issuance/Inquiry on Visa Deposit Certifications • Withdrawal of Interest Earned (DBP only) • Withdrawal of excess visa deposit (except reclassification) • Refund of fees 	financialtransactions@pra.gov.ph
Reclassification	<ul style="list-style-type: none"> • SRRV Migration (Reclassification of SRRV Scheme from Classic without pension to Classic with pension) • Subrogation other than due to death of principal (Reclassification of membership) 	reclassification@pra.gov.ph
Membership Termination	<ul style="list-style-type: none"> • SRRV Cancellation • Subrogation due to death of principal • Withdrawal of visa deposit due to SRRV cancellation 	cancellation@pra.gov.ph
WeCARE (Create an Amazing Retirement Experience)	<ul style="list-style-type: none"> • Member Activities & Social Integration • Special Concerns 	wecare@pra.gov.ph
Retiree Inter-Agency Resource Connection and Assistance (RIARCA)	<ul style="list-style-type: none"> • Assistance with other Government Agencies: <ul style="list-style-type: none"> - Alien Employment Permit (AEP) at DOLE - Driver's License at LTO - Tax Identification Number (TIN) at BIR 	retireeassistance@pra.gov.ph

	- Tax-Free Importation at DOF	
--	----------------------------------	--

We appreciate your understanding and cooperation as we make this update, and we look forward to continuing our communication with you without interruption.

Thank you.


ROBERTO Z. ZOZOBRADO
CEO/General Manager

8

09 February 2026