

7. REQUEST FOR SENIOR CITIZEN DISCOUNT (5 %)

Who May Avail of the Service?

1. PWD Registered Senior Citizen Concessionaires

Schedule of Availability of Service

- Monday - Friday (Excluding Holidays)
8:00 AM - 5:00 PM (NO NOONBREAK)

What is the requirement?

1. Senior Citizen ID

HOW TO AVAIL OF THE SERVICE

STEP	CLIENT	SERVICE PROVIDER	FEES	DURATION	PERSON RESPONSIBLE
1.	Approach the Customer Service Assistant for the services needed.	Provide a copy of Application Form for client to accomplish. Request client to present the original Senior Citizen ID.		2 Minutes	GENEBEB P. SARCOL
2.	Fill-out Application Form completely and submit to Customer Service Assistant including the original Senior Citizen ID.	Review completeness of the filled-up application form including verification of authenticity of submitted Senior Citizen ID. Forward the Request form and ID to the Billing Section.		2 Minutes	GENEBEB P. SARCOL
3.		Verify in the billing system if Account Name and the applicant is the same person. Encode the senior citizen's discount of 5% on the client's account.		2 Minutes	MARIA GEN T. FERNANDEZ
END OF TRANSACTION					