

C1 - Public



# FWD Life Insurance Corporation

## Digital Commerce Service Level Agreement

Document ID	PH-DC-24-01	Document Type	Service Level Agreement
Issued by	Digital Commerce	Approved By	Chief Marketing and Digital Business Officer Chief Agency Officer Chief Partnerships Officer Chief Life Operations Officer
Target Audience	All functional Units		
Documents Status	In Force	Effective Date	February 12, 2024

## Digital Commerce Service Level Agreement (SLA)

This is to ensure that queries & concerns are attended to, on time and monitored.

This Service Level Agreement will help in managing issues as they occur on a regular basis, serve as a reference to record and identify the actions needed to resolve it and close the concern as soon as possible with the help of the business units involved, namely the following:

1. Retagging
2. Tagged to Digital
3. Lost Application
4. Policy number not Reflected to Cube
5. Non-recipient of Reward(s)
6. Failed Payment
7. Dragonpay/GCash Issue
8. Website issue/error
9. The One and BIG 3 Bulk inquiry
10. Policy issuance inquiry

Controller: Digital Commerce Support (Joana Marice Velasquez and Johdel Ocampo)

- Tier 1 – Digital Commerce Support Lead – Joana Velasquez
- Tier 2 – Digital Commerce Head – Johdel Ocampo

### SME for Class 1:

- DC escalations and support
- Retagging approval
- DC Banca and DC Agency Structure
- Data Support

### SMEs for Class 2 and 3 cases:

- Partnerships Support
- Agency Support
- Agency Auto-Appeals
- Incentives
- Rewards
- Life operations (name screening, KYC, and company requirements checking)
- Payment posting inquiry
- Life Asia
- Customer Connect
- IRIS
- Website error/payment error
- Application error/Suspected name screening hit

### Protocols

1. Cut-off: 5pm (beyond 5 pm is counted at D+1). Cases received on weekends & holidays will be acknowledged & processed the following business day.
2. All replies and query validation communicated in writing to ensure alignment with business rules and clarity of solutioning.
3. Schedule a conference call with stakeholders for complex cases.

## SERVICE LEVEL AGREEMENT

**SLA: Class 1 Cases (Within 2 hours) – Cases can be solved within DC and IT**

- Payment Error

**Within 12 hours**

- Total sum at risk (TSAR)
- Bulk Inquiry

**SLA: Class 2 cases (Within 24 hours) – This includes approval and investigation**

- Retagging approval (DC only)
- Application Error
- Name screening hit

**SLA: Class 3 cases (Within 48 hours) – First response resolution**

- Auto-appeals collection and submission to Agency
- Bulk Escalations
- Payment posting inquiry
- Rewards escalations

Single gateway for escalation & resolution: **[digitalcommerce.ph@fwd.com](mailto:digitalcommerce.ph@fwd.com)**.



FWP/FSC



AFWO &  
FWO/ASH



FWM/ASD &  
FWD