PAYMENT INSTRUCTIONS FOR KAISER SUBPAY

Step 1
Prepare the cash for the premiums due and the Kaiser policy number to be paid then go to the nearest Palawan branch.

Step 2
Fill up the Send Money Form available in the Palawan Express branch.

The following are the sections and fields to be filled up:

TRANSACTION CODE - VKM

VKM – is the unique IMG’s assigned code. Make sure this is correct otherwise your payment will not be reported by Palawan as part of IMG transactions for the day.

SENDER NAME AND OTHER INFORMATION

- This field is the information of the person personally transacting the payment in PALAWAN EXPRESS branch. This is Palawan Express’ required information.

RECEIVER INFORMATION

- This is the information that Palawan Express will send to IMG that will identify the account being paid.

NAME

- This is the important field that you need to fill up correctly for your payment to be credited by IMG to the correct Kaiser policyholder’s account. This is the correct order of information that you will write on the NAME Field:

KAISER – for payment to a Kaiser policy

Policy number – the correct 17-digit numeric policy number of Kaiser to be paid (no dash, no space)

IMG – this will follow the policy number. All Name field should end with IMG to signify that you are an IMG member.

PAYMENT DETAILS

AMOUNT: Put here the amount you will remit to IMG for the Kaiser subpay. This should be the exact premium amount to avoid posting problem in the Kaiser account being paid. Please refer to the Important Reminders #1 on the next page.

Transaction: PAYMENTS

Relationship to Receiver: Member or Client (whichever is applicable)

SIGNATURE OF THE PERSON REMITTING

Step 3
You will receive a Confirmation from IMG once your remittance is received from Palawan and uploaded in our system. Wait for 3 to 5 working days from our receipt of remittance for IMG to process and transmit your payment to Kaiser.

Step 4
Wait for 5 to 10 working days from your remittance date for Kaiser to post your payment in your OPMS.
PAYMENT INSTRUCTIONS FOR KAIER SUBPAY

IMPORTANT REMINDERS

1) Pay the exact Kaiser premium amount. Payment for other fees like amendment fee, reinstatement/redating fee, policy fee, surcharge cannot be transacted using Kaiser Subpay payment instruction. There is a different instruction for these kinds of transactions.

2) If you are paying for more than 1 premium installment or for multiple policies, please pay separately for each. Do not combine in one Palawan Express payment transaction.

3) It is important that you write the policy number correctly at all times. This will be the unique identifier that will be uploaded in the IMG system and the payment will be posted in the policy or account that this policy number will match in our system.

4) There is NO need for you to upload your proof of remittance in our portal / kiosk as the report coming from Palawan will be simply uploaded in our system and the payments will be auto posted, as long as you follow correctly the instructions and you provided the correct policy number. The moment you upload the proof of remittance, this will just complicate IMG processing so please DO NOT upload unless you are requested by IMG office.

5) In case you made a mistake in transacting your payment and Palawan Express had already completely processed it, please contact us immediately so we can give you the instruction/s on what to do next to correct it. Palawan Express cannot do anything to correct it when this happens.

6) For any question regarding your Kaiser policy or for unposted payment if any please email us at support@img-corp.com