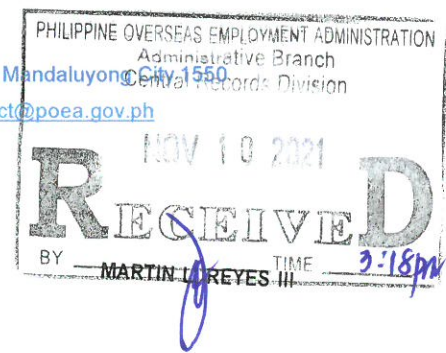




Philippine  
Overseas  
Employment  
Administration

Republic of the Philippines  
Department of Labor and Employment  
BFO Building, Ortigas Avenue cor. EDSA, Mandaluyong City, 1550  
Website: [www.poea.gov.ph](http://www.poea.gov.ph) E-mail: [connect@poea.gov.ph](mailto:connect@poea.gov.ph)  
Hotlines: 8722-1144, 8722-1155



## ADVISORY No. 150

In line with the Administration's continuous effort to streamline processes and avoid duplication of efforts to provide improved service to its stakeholders, please be informed that the following POEA email accounts will no longer be available effective close of office hours of November 15, 2021:

[repatriation@poea.gov.ph](mailto:repatriation@poea.gov.ph)  
[conciliation@poea.gov.ph](mailto:conciliation@poea.gov.ph)  
[awd@poea.gov.ph](mailto:awd@poea.gov.ph)  
[wsb@poea.gov.ph](mailto:wsb@poea.gov.ph)  
[poea\\_repat@yahoo.com](mailto:poea_repat@yahoo.com)

Our new official email for all related OFW Welfare Assistance Requests shall be:

[repatriation\\_awd@poea.gov.ph](mailto:repatriation_awd@poea.gov.ph)

Further, please be reminded of the following:

1. The Administration through its Assistance and Welfare Division (AWD) under the Welfare and Employment Office (WEO) will acknowledge Requests for Assistance (RFA), received through its official email, with the following complete information, duly validated by the Overseas Filipino Worker's (OFW's) Next of Kin (NOKs)

I.

- Full Name of OFW: (Last Name, First Name, Middle Name)
- Job Position
- Contact Information: (email, social media account)
- Full Name of Employer
- Address (location of OFW)
- Location (Country)
- Deploying Agency (Complete Name)
- Deployment Date

II.

- Next of Kin (Complete Name)
- Relationship with OFW
- Contact Information (email, cellphone numbers, landline numbers)
- NOKs signed written salaysay or letter to the POEA
- NOKs valid ID

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2. If the OFW is a returning worker (Balik Manggagawa) who renewed his/her employment contract with employer on his/her own ), there is no Private Recruitment Agency which can be required by the POEA to provide assistance . Request for Assistance (RFA) for Returning Workers should be addressed to the Overseas Worker's Welfare Administration. "OWWA Opcenter" <owwa\_opcenter247@yahoo.com> "OWWAcares" [OWWAcares@owwa.gov.ph](mailto:OWWAcares@owwa.gov.ph)
3. If the OFW is a Direct Hire or an undocumented worker, there is no Private Recruitment Agency which can be required by the POEA to provide assistance. Request for Assistance (RFA) for Direct Hire or undocumented worker should be addressed to the Department of Foreign Affairs Office of the Undersecretary for Migrant Workers Affairs "OUMWA" [oumwa@dfa.gov.ph](mailto:oumwa@dfa.gov.ph)
4. RFAs with complete information (refer to item 1) will be acted upon by the POEA AWD by issuing a Notice to Repatriate / Assist to the deploying Agency on record.
5. The Philippine Overseas Labor Office shall render assistance to OFWs for contract employment violations e.g. maltreatment, unauthorized transfer, poor /lack of accommodation, lack of / improper food provision, unpaid salary, confiscation of travel documents/ means of communication, return ticket after completion of contract, Settlement Agreement must be duly verified by the POLO.
6. The Agency and the OFW or his/her NOK should inform the POEA AWD of the date of arrival of the OFW to the Philippines in order to properly close the RFA.
7. After repatriation, (arrival of the OFW to the Philippines) the OFW may email the POEA Legal Assistance Division (LAD) "POEA Legal Assistance" [legalassistance@poea.gov.ph](mailto:legalassistance@poea.gov.ph) for any remaining, unresolved complaints/ unsettled claims against the employer / deploying Agency. The POEA LAD will refer the complaint to the AWD for mandatory conciliation if necessary.

For reference and guidance.

  
**BERNARD P. OLALIA**  
Administrator

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