



Philippine  
Overseas  
Employment  
Administration

Republic of the Philippines  
Department of Labor and Employment  
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## News Release

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# Better, more responsive welfare assistance to OFWs

The Philippine Overseas Employment Administration (POEA) has scrapped its multiple email addresses in receiving requests for welfare assistance and repatriation of overseas Filipino workers (OFWs) as part of its continuous efforts of streamlining its key frontline services.

Starting November 15, 2021, the POEA will only use one official email address ([repatriation\\_awd@poea.gov.ph](mailto:repatriation_awd@poea.gov.ph)) for all related OFW welfare assistance requests to further attune to their needs and concerns, as well as to avoid duplication of efforts in the service provision.

The previous email addresses, such as the [repatriation@poea.gov.ph](mailto:repatriation@poea.gov.ph), [concilitaion@poea.gov.ph](mailto:concilitaion@poea.gov.ph), [awd@poea.gov.ph](mailto:awd@poea.gov.ph), [wsb@poea.gov.ph](mailto:wsb@poea.gov.ph), and [poea\\_repat@yahoo.com](mailto:poea_repat@yahoo.com) will be deactivated and can no longer be used in receiving requests for assistance.

The POEA through its Assistance and Welfare Division of Welfare and Employment Office (WEO) will acknowledge Requests for Assistance (RFA) received through the said official email address, with complete information of the OFW, which is duly validated by the OFW's next of kin.

On the other hand, if the OFW is a Balik Manggagawa with renewed employment contract, the request for assistance should be addressed to OWWA through [owwa\\_opcenter247@yahoo.com](mailto:owwa_opcenter247@yahoo.com) and [OWWAcares@owwa.gov.ph](mailto:OWWAcares@owwa.gov.ph), while OFWs who are directly hired or undocumented workers, must seek assistance from the Department of Foreign Affairs through the Office of the Undersecretary for Migrant Workers Affairs at [oumwa@dfa.gov.ph](mailto:oumwa@dfa.gov.ph).

The Philippine Overseas Labor Office, meanwhile, shall render assistance to the OFWs for any contract employment violations, such as maltreatment, unauthorized transfer, confiscation of travel documents, as well as the verified Settlement Agreement.

After repatriation, OFWs with unresolved complaints and unsettled claims may seek assistance with the POEA Legal Assistance Division, who will refer the complaint to the AWD for mandatory conciliation if necessary. ###