

News Release

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POEA boosts online legal assistance amid pandemic

The Philippine Overseas Employment Administration (POEA) continues to provide legal assistance to further ensure effective delivery of legal services and safeguard the health and safety of its clients during the continued imposition of community quarantine due to pandemic COVID-19 and its variants.

The POEA reiterated that overseas jobseekers, overseas Filipino workers' (OFWs) and their immediate families who are seeking legal advice and counseling need not go personally to the POEA office. Instead, they can avail the free legal services through the POEA Legal Assistance Online Portal (<http://legalassistance.poea.gov.ph/>).

The provision of online legal assistance started in 2020 with the issuance of Memorandum Circular No. 12, Series of 2020, outlining the guidelines for an intensified offering of legal assistance during the state of public health emergency.

Through the online platform, clients can request for legal advice and counseling; for the assistance in the preparation of complaints for illegal recruitment violations and against licensed agencies and employers for recruitment violations; and in the referral of cases to the Conciliation Unit and other welfare services.

All reports on illegal recruitment and recruitment violations will be handled and endorsed for proper investigation.

Further, the personal appearance of clients shall only be allowed upon lifting of the community quarantines and in instances where the requesting party is required to personally appear before a legal officer.

Aside from convenience for the clients, the provision of online legal services is aligned with the stay at home and community quarantine requirements, and as part of preventive measures of the POEA against COVID-19.

For inquiries related to the provision of online legal assistance, clients may email the Legal Assistance Division at legalassistance.poea@gmail.com or through the POEA Anti-Illegal Recruitment Branch Facebook page at www.facebook.com/airbranch. ###