

# Do's

and

# Don'ts



# IMG Tools and Systems

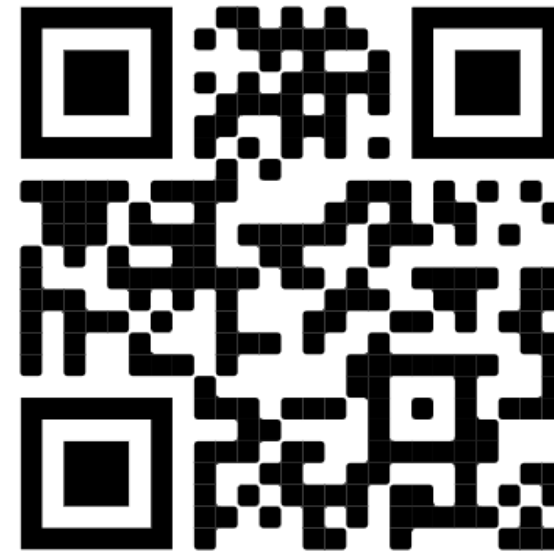
Leaders Call March 10, 2023

#Coach Bobet Prudente

<http://IPON.Club>

# #CoachBobet Prudente

- ❑ **Senior Marketing Director**  
*International Marketing Group (IMG)*
- ❑ **Associate Financial Planner**  
*Registered Financial Planners Philippines*
- ❑ **Certified Global Financial Advisor**  
*Association of Certified Global Professionals.*
- ❑ **Licensed Life Underwriter**  
*Licensed by Insurance Commission and Manila Bankers Life*
- ❑ **“Iskolar ng Bayan”, BS Math, UP Diliman**
- ❑ **Bobet Prudente 1.0 (1983 – 2014)**
  - 30+ years senior management
  - Corporate Trouble Shooter
  - Software Development
  - Business Intelligence
  - **Service Management**
  - **Call Center Operations**
- ❑ **Bobet Prudente 2.0 / #CoachBobet**  
Financial educator, planner, adviser,  
speaker and author



<https://bit.ly/coachbobet-bio>

Kaya mo bang  
mag-**T**ipid ng ₱ 33 sa araw-araw?  
**I**punin ₱ 1,000 buwan-buwan  
at **P**alaguin @12 - 18% taon-taon.

Mag-**S**aya ka dahil ito ay magiging  
₱1.0m – ₱2.3m sa 20 taon  
₱3.5m – ₱14m sa 30 taon  
₱12m – ₱86m sa 40 taon  
**Coach Bobet & Mary Ann Prudente**



# T.I.P.S.

(Tipid, Ipon, Palago, Saya)

## Pampayaman 101

**Bobet & Mary Ann Prudente**  
Financial Educators, Planners

*"Bobet and Mary Ann are on fire! They're on a mission:  
To prosper you. It's high time to make the change  
Read this book and find out how."*

**Bo Sanchez**  
Best-selling Author

*How to Grow Rich Slowly But Surely*

<https://ipon.club/tips/>

Are you part of the  
**SOLUTION?**



**Do's**

or

part of the



**Don'ts**

**PROBLEM?**

# Do Use the Happiness Formula

**+ GRATITUDE**

**+ GRACE**

**+ GENEROSITY**

**- MISTAKES**

**- MISERY / ANGER**

---

**HAPPINESS**

HAPPINESS IS A MATHEMATICAL PROBLEM.

**If you can increase the + (PLUS)**

**And decrease the - (MINUS)**

Your happiness will grow!

If the MINUSes are bigger than the PLUSes, you will lose!

# Use the System

## Do's

- Do use the happiness formula.
- Do believe in the system
- Do use portal for education
- Do use portal for execution
- Do use portal for entrepreneurship
- Do use portal for environment/community updates: news, posters
- Do use the right tools for the right problem

## Don'ts

- Do NOT fight the system
- Do NOT be negative
- Do NOT rant on social media to report problems/issues
- Do NOT use phone support for non-urgent issues

# Do Use the Portal for Education: System

**1. OWN**  
**2. KNOW THE WAY**  
**3. SHARE LIST**  
**4. ZOOM FIELD TRAINING**  
**5. EARN**  
**6. TRAINER ACADEMY**  
**7. DUPLICATION**

**YOU: FAST START TRAINER**

## FAST START 7 POWERFUL STEPS

Training Video #6 by Jaime Lorenzo - SEVC

probably the best kept financial industry. This is one of the greatest jobs you can dream of.

## How to become a Good Trainer

### PART 1

BE COACHABLE  
LEAD BY EXAMPLE

**Building.MD Factory**

Training Video #82 by Dino Estorgio - EVC-MD

STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	
1 <sup>st</sup> DIMENSION	PROSPECT LIST	APPROACH	PRESENT	FOLLOW UP	START	DUPLICATE
2 <sup>nd</sup> DIMENSION	SHARE LIST	BOOK SHARE	BOOK STUDY	CLOSING	SYSTEM	EDUCATE
3 <sup>rd</sup> DIMENSION	GUEST LIST	INVITE	MEMBERSHIP ORIENTATION	PARTNER	RUN THE SYSTEM	BUILD
4 <sup>th</sup> DIMENSION	NATURAL MARKET	E-MAIL	EVENT	JOIN	SIMPLE	EARN

## THE BUILDING TOOLS OF IMG BUSINESS

Training Video #24 by Arnel Pablo - EVC

## STEP-1 SHARE LIST

## WEALTH CREATION SYSTEM

Training Video #13 by JESSICA ESTORGIO - EVC

## The Use of 8-Speed Filter

### PART 1

**FILTER 1: ZOOM MEETING FOLLOW UP**  
 Prospects really do want to be led and supported.

**FILTER 2: CHECKLIST OR SURVEY FORM**  
 During the entire presentation, your prospect is listening to you.

**FILTER 3: QUESTION AND ANSWER**  
 During the presentation, your prospect is listening to you.

Training Video #108 by Dave Vallejos - SEVC

## THE BEST COMPENSATION PROGRAM

- Income from your personal effort
- Management Income (Overrides)
- Royalty Income (Up to 6<sup>th</sup> Generation)
- Renewal Commissions
- SMD Renewal royalty Income
- Continuing Co-ownership of your Team
- EMD Bonus Pool
- CEO Bonus Pool
- Match-up Commissions
- Global Expansion Overrides
- National & International BAP System
- Branch Office subsidy
- Investment Income

## DIFFERENT WAYS TO EARN IN IMG

by RUBEN SANTIAGO JR - SEVC

# Do Use the System for Education: Money

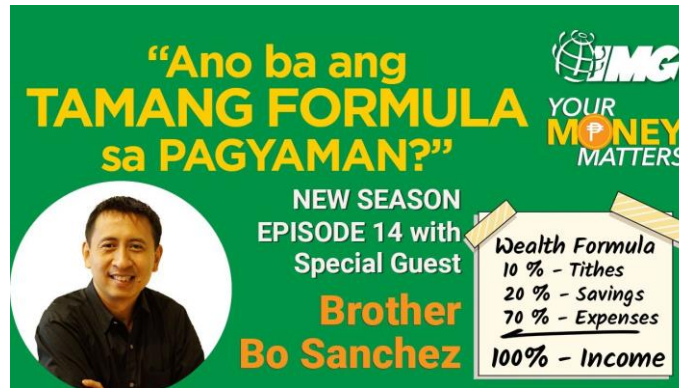


**IMG**  
FINANCIAL  
E-WORKSHOPS

Financial  
Foundation  
Educational  
Program

IMG FINANCIAL E-  
WORKSHOPS

Register



**“Ano ba ang  
TAMANG FORMULA  
sa PAGYAMAN?”**

**YOUR MONEY MATTERS**

NEW SEASON  
EPISODE 14 with  
Special Guest

**Brother  
Bo Sanchez**

**Wealth Formula**  
10 % - Tithes  
20 % - Savings  
70 % - Expenses  
100% - Income



**YOUR MONEY MATTERS SEASON 3**

**The Most Important Things About Money that  
You Never Learned in School**

Hosted by: **Rissa Singson-Kawpeng**  
with IMG's BIG THREE

**Bart Borja** **Joen De Las Peñas** **Noel Arandilla**

SUBSCRIBE AUGUST 18, 2021 - 8:00 PM <https://youtube.com/IMGofficialchannel>



**YOUR MONEY MATTERS**

Hosted by: **Rissa Singson-Kawpeng**

**SIMPLE SOLUTIONS  
TO YOUR MONEY  
PROBLEMS**

with Special Guest  
**Randell Tiongson**  
Director, Registered  
Financial Planner

SUBSCRIBE SEPT 22, 2021 - 8:00 PM <https://youtube.com/IMGofficialchannel>



**YOUR MONEY MATTERS**

Hosted by: **Rissa Singson-Kawpeng**

**MONEY LESSONS  
FOR YOUR CAREER,  
FAITH & FAMILY**

with Special Guest  
**Edric Mendoza**  
Changemaker, Entrepreneur,  
Financial Planner, Speaker,  
Family Advocate

SUBSCRIBE <https://youtube.com/IMGofficialchannel>



**YOUR MONEY MATTERS**

Hosted by: **Rissa Singson-Kawpeng**


**SUCCEED AS  
AN EMPLOYEE,  
ENTREPRENEUR,  
AND INVESTOR**

with Special Guest  
**Rex Mendoza**  
President & CEO  
Rampver Financials

SUBSCRIBE <https://youtube.com/IMGofficialchannel>



# Do Use the Portal for Execution: Investment



**MYTRADE**  
Easy Access to MyTrade Registration



# Do Use the Portal for Execution: Protection



# Do Use the Portal for Execution: Benefits



**KAISER**  
MEDICAL CENTER  
Kaagapay mo sa kalusugan.



**VISION CARE**  
MADE EASY  
Now accessible to ALL IMG members worldwide



**KAISER**  
MEDICAL CENTER



**NEURA CASH**  
An E - Wallet Exclusive for members



**New Exclusive Membership Benefit**



**LEGAL ASSISTANCE PROGRAM**  
[www.Directlawgroup.com](http://www.Directlawgroup.com)

- FREE LEGAL CONSULTATION OF 45 MINUTES PER SESSION FOR 2 SESSIONS PER YEAR  
- EXCLUSIVE MEMBER'S RATE FOR OTHER LEGAL SERVICES



**EVEREST**  
Memorial Services  
THE **1st** 24/7 MEMORIAL CONCIERGE SERVICE IN THE PHILS.



**IMG AUTO PROGRAM**

Get **HUGE** savings & personalized assistance & Enjoy a **HASSLE-FREE** car purchase experience\*



# Do Use the Portal to Learn About Entrepreneurship



**FAST START**  
7 POWERFUL STEPS

Training Video #6 by Jaime Lorenzo - SEVC

YOU: FAST START TRAINER

1. OWN
2. KNOW THE WAY
3. SHARE LIST
4. ZOOM FIELD TRAINING
5. EARN
6. TRAINER ACADEMY
7. DUPLICATION



**STEP-1**  
SHARE LIST

**WEALTH CREATION SYSTEM**

Training Video #13 by JESSICA ESTORGIO - EVC



**TOOLS TO CLOSE**

Training Video #19 by GEENA LASERNA - CEO

1. SHARE LIST
2. APPROACH
3. MEMBERSHIP BENEFITS CHECKLIST
4. SOLID FINANCIAL FOUNDATION
5. CONCEPTS OF SAVING PROGRAMS
6. HOW IT WORKS?
7. INSURANCE AND MEDICAL BENEFITS
8. PRICE LISTS



## EAPP

All electronic application and processing for IMG products.



## IMG KIOSK 2

File and pay your paper transaction online.

# Do Use the Portal eApp for Entrepreneurship: New Business



# Do Use the Portal

# Environment / Community News

## Newsletters

- 03-04-23 Reminder: Take advantage to learn more about proper financial protection in the IMG Workshop 2 this weekend!
- 03-03-23 Daily Whoosh: Start the month right by learning more about financial literacy! Qualify for Trainer Academy!
- 03-03-23 Reminder: Take advantage to learn more about proper financial protection in the IMG Workshop 2 this weekend!
- 03-03-23 Don't miss the chance to be part of the IMG 30M Campaigners Convention 2023: Taipei! Hurry and Register Now!
- 02-28-23 Daily Whoosh: Today is the last day to qualify! Invest in Your Success and be the next Trainer and Big Builder
- 02-27-23 Soar to your future and stand tall at the IMG Campaigners Convention 2023: Taipei! Register now!
- 02-27-23 Daily Whoosh: Stand Out in the Industry: Only 2 days Left to qualify for Trainer Academy
- 02-24-23 Reminder: Grab this opportunity to take your IMG WORKSHOP 1 this weekend!
- 02-24-23 Daily Whoosh: Build Your Future: Become a Big Builder in the

UPDATES ▾

REPORTS ▾

RI

EVENTS

WHAT'S NEW

TRAINING SCHEDULES

QUALIFY ME/ PROMOTE ME >

REWARDS/RECOGNITION >

# Do Use the Portal and Social Media for Environment / Community Announcements



MEMBER'S PAGE

HOME

UPDATES ▾

REPORTS ▾

RESOURCES ▾

TOOLS ▾

CONTACT US ▾



## CAMPAIGNERS BUILDER SHIRT

*Now Available!*

Let's BUILD more  
Campaigners and  
flaunt our 30M  
Campaign thru this  
meaningful Shirt!



Scan here to  
order and pay.



### Mechanics:

- MDs and up may avail at subsidized cost of P150 for XS to Large and P175 for XL to XXL

- MDs and up may award this shirt to his team, who have helped 5 people understand our financial literacy program.

\*For internal use only



HI! ROBERTO PRUDENTE

SMD: 6199KF

### MEMBER DETAILS

Forwarding Address: IMG - Marikina C/o Susana Dumagoso

Sponsor: MARY CHRISTINNE LEAÑO [2609IF]

Accreditation Valid until **2023-12-31**

AFP Valid until **April 2023** **AFP Registry**

Life License Valid until **2023-12-31**

# Do Use the Portal and Social Media for **Deadlines / Validity**


## MEMBER DETAILS

Forwarding Address: IMG - Marikina

Sponsor: MARY CHRISTINNE LEAÑO [2609IF]

Accreditation Valid until **2023-12-31**

AFP Valid until **April 2023**  **AFP Registry**

Life License Valid until **2023-12-31** 



# Do Use IMG Social Media for News / Announcements / Materials



**30M by 30**  
FINANCIAL LITERACY  
CAMPAIGN

Be part of the campaign that is revolutionizing the financial industry. Build with a system that bridges financial education and financial independence.

**20**  
CELEBRATING  
INTERNATIONAL MARKETING GROUP TO FINANCIAL LITERACY

**International Marketing Group - IMG**  
138K likes • 150K followers



<https://www.facebook.com/officialimg>



youtube.com/@IMGOfficialChannel

YouTube PH

img official

**IMG Official Channel**  
@IMGOfficialChannel  
38.3K subscribers

Subscribed

HOME VIDEOS LIVE PLAYLISTS COMMUNITY

**IMG 30M CAMPAIGNERS CONVENTION TAIPEI 2023**  
MARCH 18 - 19, 2023  
Register Now! 1:31

**EPISODE 1.3**  
26:21

**EPISODE 1.3**  
21:03



<https://www.youtube.com/@IMGOfficialChannel>

## Best Practices

# Do Use the Right Tools for the Right Problems

### Problem

- New Business
- Transactions
- Reinstatement, Amendment
- Change Payment Mode Amendment
- Questions
- Payment Issues, Followup, Inquiry
- Kaiser Services
- Manila Bankers Services
- Access Benefits
- Learning Resources

### Tool

- eApp
- Kiosk2
- Kiosk2
- OPMS
- Knowledgebase
- IMG Freshdesk
- Kaiser Freshdesk
- Manila Bankers Freshdesk
- IMG Portal
- IMG Portal, FB page, Youtube Channel

**SLOW LANE**

**FAST LANE**

**FASTEST LANE**

## **Saan ka pipila?**

- Secret #1.**  
**Pumila sa FAST o FASTEST LANE!**
- Secret #2.**  
**Kung pipila sa SLOW LANE, pumila ng maaga!**

**SLOW LANE**

**Proposal  
(if applicable)**

**Fill up  
PAPER Application**

**MANUAL Pay**

**Manual Payment  
Verification**

**Manual  
Processing**

**FAST LANE**

**ONLINE Proposal  
(if applicable)**

**Fill up ONLINE  
Application**

**BDO Palawan  
Bills Payment**

**Next-day  
Verification**

**Automated  
Processing**

**FASTEST LANE**

**ONLINE Proposal  
(if applicable)**

**Fill up ONLINE  
Application**

**Neuracash  
Bills Payment**

**Instant  
Verification**

**Automated  
Processing**

# Best Practices Payments

## Do's

- Do use fast payment methods, whenever possible
- Do keep your proofs of payment
- Do check payment history
- Do promptly report payment issues using Freshdesk
- Do be patient while waiting for issue resolution

## Don'ts

- Do NOT forget to verify payments at point of payment
- Do NOT procrastinate reporting issues
- Do NOT report issues in Social media

# Do Use Fast Payment Methods

## Use Fast Payment Methods

- NeuraCash
- BDO Bills Payment
- Palawan Bills Payment
- Cashier

## Avoid slow Payment methods

- Bank Deposit/Transfer
- Remittance
- GCash

# Neuracash Payments

## Do's

- Do use exact details in ePay instructions: biller, subscriber name, and amount
- Do save copy of proof of payment
- Do check if payment is posted or processed within one week
- Do create IMG Freshdesk ticket if not timely processed.

## Don'ts

- Do NOT use ePay reference more than once

# Two Types of BDO Bills Payment

## Kaiser Sub-Pay

- Kaiser sub-pay of ACTIVE accounts only
- No need to use Kiosk2
- Use:
  - Subscriber name: Kaiser payor name
  - Subscriber number: 17 digit Kaiser Policy number
- Use Kaiser Policy number every time
- Can be enrolled for recurring payments

## ePay Payments

- Any payment transaction.
- Use Kiosk2 or eApp to get ePay Reference number
- Use
  - Subscriber name: payor name
  - Subscriber number: ePay reference number
- Use ePay number exactly once
- Can NOT be enrolled for recurring payments



# BDO Bills payment (OTC) for Kaiser sub-pay of ACTIVE accounts only

**My Policy** OPMS Screen

**Policy Plan K-100** Copy the 17-digit policy number

AppNo: 800013410834 Policy No: **80880-1000069513-00** ULTIMATE

**BDO** Cash Transaction Slip

Deposits  
 Current  
 Savings  
 Time Deposit/  
Placement  
 For Account  
with Deposit  
Reference  
Facility

Bills Payment

**Check Bills Payment**

**Planholder name**

Account Name  
Account No.  
Payor's Name  
Reference No.  
Company Name  
Subscriber's Name  
Cardholder's Name/Contact No.

**Deposit Slip**

INTERNATIONAL MARKETING GROUP  
JUAN PEDRO DELA CRUZ

80880 10000 69513 00

Institution Code  
Product Code  
Subscriber's Account No.  
Cash Card No.

Write the policy number as 5 digits space 5 digits space 5 digits space zero zero.  
Teller will either see it as 17 digits no spaces, or with dashes.

**Do NOT use for lapsed policies!**

## Best Practices

# BDO Bills Payments Kaiser Sub-Pay

### Do's

- Do use this for ACTIVE Kaiser plans
- Do check all details before payment
- Do use Kaiser 17-digit policy number as subscriber number
- Do check confirmation message
- Do save copy of proof of payment
- Do check if payment is posted or processed after one week
- Do consider using online banking for recurring payments

### Don'ts

- Do NOT use this for LAPSED accounts
- Do NOT use BDO account number as subscriber number

# BDO Bills payment (OTC) for ePay Payments



## PAYMENT INSTRUCTIONS



Channel: BDO BILLS PAYMENT  
Company Name: INTERNATIONAL MARKETING GROUP  
Institution Code: 0693  
Subscriber Name: JUAN PEDRO DELA CRUZ  
Subscriber No: EPAYPH88KK8L  
Amount: PHP 50.00

ePay Screen

Total Due  
PHP 50.00  
Status:  
PENDING

**BDO** Cash Transaction Slip

<input type="checkbox"/> Deposits	Account Name
<input type="checkbox"/> Current	Account No.
<input type="checkbox"/> Savings	Payor's Name
<input type="checkbox"/> Time Deposit/ Placement	Reference No.
<input type="checkbox"/> For Account with Deposit Reference	Company Name
<input checked="" type="checkbox"/> Bills Payment	INTERNATIONAL MARKETING GROUP
	Institution Code
	Product Code
	Subscriber's Name
	Subscriber's Account No.
	JUAN PEDRO DELA CRUZ EPAYPH88KK8L
<input type="checkbox"/> Cash Card	Borrower's Name
<input type="checkbox"/> Sale <input type="checkbox"/> Reload	Promissory Note No. / Trade Reference No.
<input type="checkbox"/> Payment	
<input type="checkbox"/> Loan <input type="checkbox"/> Trade	

Machine Validation

Check Bills Payment

Deposit Slip

# BDO Bills payment Online – ePay Transaction

ePay Screen

## PAYMENT INSTRUCTIONS

Channel: BDO Bills Payment  
Company Name: International Marketing Group, Corp.  
Institution Code: 0693  
Subscriber Name: **Juan dela Cruz**  
Subscriber No: **EPAYPH31S7XQ3**  
Amount: PHP 1,000.00  
Description: Kiosk2 Cart  
Deadline: 8:35pm on Tuesday 29th December 202

Payment Details	
Pay from	005378 <input type="button" value="View Balance"/>
Pay this	INTERNATIONAL MARKETING GROUP
Company/Biller	<input checked="" type="checkbox"/> Pay a Company/Biller that is not yet enrolled
Amount	1,000.00
Remarks	soldivo
Subscriber Number	EPAYPH31S7XQ3
Subscriber Name	Juan dela Cruz

BDO Screen

# Best Practices

# **BDO Bills ePay Payments**

## **Do's**

- Do check all details before payment
- Do use ePay reference number as subscriber number
- Do check confirmation message
- Do save copy of proof of payment
- Do check if payment is posted or processed after one week
- Do consider using BDO Bills Payment instead of other bank over-the-counter deposits

## **Don'ts**

- Do NOT use ePay reference more than once
- Do NOT use BDO account number as subscriber number

# Two Types of Palawan Bills Payment

## Direct Payments

- Kaiser, MOST18 sub-pay and IMG Soldivo Strategic Growth Fund only.
- No need to use Kiosk2
- Sender info: person actually paying
- Receiver name must be one of the ff:
  - **KAISER** <17 digit policy no. with no dash> **IMG**
  - **MANILABANKERS** <9 digit policy no. with no dash> **IMG**
  - **IMG SOLDIVO** <IMG code with 2 letters> **IMG**
- Use Same Reference Number every time

## ePay Payments

- Any payment transaction.
- Use Kiosk2 or eApp to get ePay Reference number
- Sender info: person actually paying
- Receiver name:
  - **OTHERS** <ePay reference number> **IMG**
- Use ePay number exactly once

# Palawan Pawnshop

## How to Fill Up



### SEND MONEY FORM

Transaction Code: <b>VKM</b>	Date: Time:
------------------------------	----------------

Note **VKM** in transaction code mean bills payment transaction

#### SENDER:

Name ✓

Mobile No. ✓

Suki Card # \_\_\_\_\_

Name of the actual person paying at **Palawan Pawnshop** Branch. Mobile number to receive SMS notification of transaction

#### RECEIVER:

Name ✓  **IMG**

Mobile No. ✓ \_\_\_\_\_

Destination Branch \_\_\_\_\_

Must be one of the following formats  
**KAISER** <17 digit policy no. with no dash> **IMG**  
**MANILABANKERS** <9 digit policy no. with no dash> **IMG**  
**IMGSOLDIVO** <IMG code with 2 letters> **IMG**  
**OTHERS** <epay reference number> **IMG**

**AMOUNT** P ✓

Purpose of Transaction ✓ \_\_\_\_\_ Fee \_\_\_\_\_

Relationship to Receiver ✓ \_\_\_\_\_

Total \_\_\_\_\_

Note format  
**keyword space reference no space IMG**

By signing this form, I acknowledge that transactions under Palawan Express

# Palawan Pawnshop

## How to Check



### Your SEND MONEY FORM

Transaction Code: <b>VKM</b>	Date: _____ Time: _____
------------------------------	----------------------------

#### SENDER:

Name ✓ Juan dela Cruz

Mobile No. ✓ 0917-123-4567

Suki Card # \_\_\_\_\_

#### RECEIVER:

Name ✓ <product> <reference> IMG

Mobile No. ✓ \_\_\_\_\_

Destination Branch \_\_\_\_\_

AMOUNT ₱ ✓ \_\_\_\_\_

Purpose of Transaction ✓ \_\_\_\_\_ Fee \_\_\_\_\_

Relationship to Receiver ✓ \_\_\_\_\_

Total \_\_\_\_\_

By signing this form, I acknowledge that transactions under Palawan Express Pera Padala (PEPP) are subject to Anti-Money Laundering and Terrorist Financing Prevention (AML-TFP) laws and PEPP policies. Further, I attest that I have read, understood and accepted the terms and conditions of Palawan Express Pera Padala set out at the reverse side of this form.

CUSTOMER SERVICE: 09989621869 / 09173013868 / 09328508613



### Your Machine Validated SEND MONEY FORM

Transaction Code: XXXXXXXXXXXXXXXX- <b>VKM</b>	Date: _____ Time: _____
--	----------------------------

#### SENDER:

Name ✓ Juan dela Cruz

Mobile No. ✓ 0917-123-4567

Suki Card # \_\_\_\_\_

#### RECEIVER:

Name ✓ **VKM** <product> <reference> **IMG**

Mobile No. ✓ \_\_\_\_\_

Destination Branch \_\_\_\_\_

AMOUNT ₱ ✓ \_\_\_\_\_

Purpose of Transaction ✓ \_\_\_\_\_

Relationship to Receiver ✓ \_\_\_\_\_

Total \_\_\_\_\_

Note machine validated receipt has  
 **VKM** then  
 Original receiver name

Must be one of the following formats

- VKM KAISER** <17 digit policy no. with no dash> **IMG**
- VKM MANILABANKERS** <9 digit policy no. with no dash> **IMG**
- VKM IMGSDIVO** <IMG code with 2 letters> **IMG**
- VKM OTHERS** <epay reference number> **IMG**



## Best Practices

# Palawan Pawnshop

### Do's

- Do make sure all information are correct at all times
- Do check digits "0" and "1" versus letters "O" and "I" or small "l"
- Do pay the exact amount
- Do check the payment slip before payment
- Do check the machine validated form after payment **before leaving the cashier**

### Don'ts

- Do NOT use ePay reference number more than once for ePay *"Others"* transactions

# Bank Deposit, Transfer

- ❑ Deposit to IMG Bank Accounts
- ❑ Bank dependent fees for deposit, remittances outside Metro Manila

Account Name	IMG
Account Numbers	
BDO	0042-8001-3600
BPI	3561-0294-57
Union Bank	0020-3000-7455
Metrobank	1733-1735-10552
RCBC	0012-4995-1710
PNB	1431-1001-1370
Landbank	1781-0710-01

# Bank Deposit, Transfer

- ❑ Upload proof of payment
  - Fill in date, time, amount paid
  - Select file to upload
- ❑ Proof of payment must clearly show the following details
  1. IMG bank account number
  2. Amount paid
  3. Date / time stamp
  4. Reference numbers

Reference Number: 41W1BYY

Total Amount: PHP 1,000.00

Please enter the details of your deposit payment below. Failure to provide accurate info may delay processing. Keep your deposit slip for at least a week in case there is a need for us to validate it.

Bank Name

Account No. Deposited

Date

Time

24-hour format ex. 13:30:00

Amount Paid

+ Select file

Scan or take a picture of the deposit slip and click Upload.

Submit

# Proof of Payment



- Home
- My Accounts
- Transfer Money**
- Payments/Load
- Investments
- Account Maintenance
- Other Services

Transfer Money

Load Prepaid Card

Dollar to Peso

Step 3 of 3 - Transfer money was successful!

Transfer from:  
Joint Checking | 4030002283

↓ PHP 20,000.00

**2. Amount Paid**

📄 P20k initial payment for MOST18 Epay2P5ZOC Item MT18Z2W4Y627821

Transfer to:  
INTERNATIONAL | 3561029457

**1. IMG Bank Account.**

✓ One-Time PIN accepted

**Transfer money was successful!**

Confirmation Date & Time: Sunday, Sep 29 2019; 05:18:33 PM (GMT +8)  
Confirmation Number: 1569748659199

**3. Date and Time Stamp**

**4. Confirmation Reference Number**

# GCash Proofs of Payment

**Bank Transfer is being processed**  
We'll update you via text within the hour.  
Successful transactions will be credited instantly,  
but if SMS states pending bank validation, your  
bank may take 3-5 business days to process.

**BDO**  
BDO Unibank, Inc.

Account No.	004280013600
Account Name	IMG
Send Receipt To	bobet .prudente@gmail .com
Transfer Amount	PHP 10,000.00
Fee	PHP 15.00
<b>Total</b>	<b>PHP 10,015.00</b>

InstaPay Invoice No. 394360  
Ref No. 2005043501498  
04 July 2022 03:50:41 PM

**GCash** Bank Transfer

Ad  
Citi Philippines  
Get a Citi Credit Card **APPLY NOW**

1. IMG Bank Account

2. Amount

4. Instapay Invoice

3. Timestamp

Instapay Trace

Best to combine the 2 screenshots into  
one proof of payment

11:30 76%

< GCash

You have sent  
P10000.00 of GCash  
on 2022-Jul-04  
03:50:44 PM to  
BDO Unibank,  
Inc. account  
ending in 3600.  
Convenience fee for  
this transaction is  
P15.00. Your new  
balance is P [REDACTED]  
with GCash Ref. No.  
2005043501498 &  
InstaPay Trace No.  
409544. Thank you  
for using GCash!

3:50 PM

# Best Practices

# Uploading Proofs of Payment

## Do's

- Do ensure full page of deposit slip is visible
- Do use one proof of payment for one transaction
- Do ensure all details including machine validation, are clear and readable
- Do submit within 2 days of payment
- Do make sure to pay using the specified bank in ePay
- Do annotate the proof of payment in foreign currency with conversion rate used and exact peso equivalent.
- Do ensure *"Instapay trace number"* is visible for Gcash and remittance from other banks
- Do check if payment has been processed after 2 weeks

## Don'ts

- Do NOT upload partial, defective images
- Do NOT use one proof of payment for multiple transactions
- Do NOT submit *"Payment is being processed"* or non-final proofs as proof of payment
- Do NOT resubmit proof of payment that has been approved.
- Do NOT resubmit proof of payment that has been declined without correcting cause.
- Do NOT assume that payment is completion of transaction. For example, payment of reinstatement fee does not guarantee reinstatement

See Knowledgebase article *"Do's and Don'ts in uploading your proof of payment"*

<https://img-corp.net/membersonly/faq/IMG/dos-dont-payment.php>

# KnowledgeBase



<http://img-corp.net/membersonly/faq/>

A screenshot of a website's navigation menu. The menu items are: 'RTS', 'RESOURCES', 'TOOLS', 'CONTACT US', and a user profile icon. The 'CONTACT US' item is highlighted with a red box and a red '1'. A dropdown menu is open below it, containing: 'CREATE A SUPPORT TICKET', 'CONTACT INFO', 'KNOWLEDGE BASE / FAQ'S', and 'FOLLOW US ON FACEBOOK'. The 'KNOWLEDGE BASE / FAQ'S' item is highlighted with a red box and a red '2'. Below the menu, the text 'HI!' is visible. The main content area below the menu shows 'MEMBER DETAILS' with the following information: Forwarding Address: IMG - Marikina C/o Susana Dumagoso; Sponsor: MARY CHRISTINNE LEAÑO [26091F]; Accreditation Valid until 2023-12-31; AFP Valid until April 2023 and AFP Registry; Life License Valid until 2023-12-31. At the bottom right is the 'IMG FINANCIAL LITERACY CAMPAIGN' logo.

# KnowledgeBase

## Membership

- Member's Portal
  - How To get my password on my Portal
  - How To change my IMG portal password
  - How To change my IMG portal profile
  - How To change my beneficiaries
  - How To create a Freshdesk account
- Accreditation
- Promotions & Qualifications
  - Oline Submission of Promotion and Qualification in Member's Portal
    - Submission Process
    - Helpful Tips on your Online Submission
  - Rrequirements for Manual Verification of Claim
  - Faqs
- Bap/Ebs
- Licensing Renewal

## Other Exclusive Membership Benefits

- Neuracash
  - Frequently Asked Questions (FAQ) on NeuraCash
  - What email address should I use for NeuraCash enrollment?
  - Why do I need to submit a Bank Statement if I already submitted a Bank Certificate?
  - Is it possible to change the nominated bank account on my NeuraCash?
  - Can I transfer my staled commission checks to NeuraCash?
  - How soon will my fund transfer request going to be processed?
  - See all g articles
- IMG Soldivo Funds
  - What is the IMG Soldivo Fund?
  - How To top-up IMG Soldivo Funds
  - How To top-up IMG Soldivo Funds via Pal Pawnshop
  - How To top-up IMG Soldivo Funds using k deposit

## Members Assistance

- Where Can I Ask For An Assistance Regarding IMG...
- How Can I Ask For An Assistance Regarding IMG...
- How Can I Follow Up My Request?...
- How To Register In IMG Zoom Events
  - Do's & Don'ts in Zoom Registration
- How To Make Appointments With The Head Office
- How To Avail Free Legal Assistance
- How To Avail Discounted Medical Services For Immediate Family

## And more!

- BDO Bills payment
- Membership benefits
- Kaiser / Products/ Procedures
- Manila Bankers / Products / procedures
- etc



# Ticket Concerns

## IMG

Membership  
Promotion  
Visa Card  
Access Code / Link  
Commission  
Marketing  
BAP/EBS?FREE Agent  
Qualifications  
Convention  
Forwarding address  
Events  
Fidelity  
Neuracash  
Dominate Tool  
Accounting  
Others  
Mutual Funds  
Kaiser New Business  
Kaiser Sub-pay  
MOST18/GRP New Business  
MOST18 Sub-pay/PDF

### PLUS

- **All follow up (application, reinstatement, amendment)**
- **All payment issues (missing, unposted)**
- **General Inquiries**

## Manila Bankers

Amendment  
Claims  
PDF withdrawal  
OPMS  
MOST18  
MOST GRP  
IRA  
Everest Memorial  
Agent's concerns  
Declined applications  
Insurance coverage  
Others  
Remorse  
Cancellation  
Termination

## Kaiser

APE  
Amendment  
Reconsideration  
OR  
Request for OPMS  
Death Claims  
CFP Releasing  
Maturity Claim  
Cash Surrender Value  
Kaiser Visa Card  
Long Term Healthcare Inquiry  
Request for Full Payment  
Upgrading of plan type  
Adjustment installment and due date  
Medical Reimbursement

# Reinstatement

in Kios



## APPLICATION FOR REINSTATEMENT OF PLAN AGREEMENT

Kaiser International Health Group
+ Kaiser ULTIMATE - New Business
+ Kaiser Senior Care - New Business
+ Regular Subpay
<b>+ Reinstatement</b>
+ Amendment

- Use for **TRUE** lapsed plans
- For **FALSE** lapsed plans due to missing/unposted payments, create ticket
- In Kiosk2,
  - Fill up form
  - Fill up health declaration and authorization to furnish medical information
  - Sign
  - Upload copy of valid ID with signature

Policy Info
AppNo/Pol No.
<input type="text" value="Q Search"/>
<b>REINSTATEMENT TYPE:</b>
<input type="text" value="REDATING"/>
<b>INSTALLMENT NO:</b>
<input type="text" value="0"/>
<b>PREMIUM:</b>
<input type="text" value="PHP"/> <input type="text" value="0.00"/>
<b>POLICY FEE:</b>
<input type="text" value="0.00"/>
<b>REINSTATEMENT FEE:</b>
<input type="text" value="PHP"/> <input type="text" value="0.00"/>

# Kaiser Reinstatement Extended Form

## Health Declaration

I hereby represent and declare to the best of my knowledge that:

- I am in good health.
- I am not more than 65 years.
- I have not been confined in any hospital, sanitarium or infirmary, nor received medical or surgical treatment in the last 12 Months.

### EXCEPTIONS

I hereby represent that each of the foregoing statement is true and correct. I agree that if no exception is listed in the blank space provided for such exception, it shall have the same effect as if the word "NONE" is written therein.

I agree that the said Plan Agreement shall not be reinstated until this application is approved by the Company at its Head Office during my lifetime and good health and until all other requirements are fully satisfied. I further agree that prior to the approval of this application, any payment made shall be considered as a deposit only. If I am no

## HEALTH DECLARATION FOR REINSTATEMENT

Please provide information or explanatory notes for every question with a "YES" answer

1. Have you ever been treated for or ever had any known indication of:

a. Disorder of eyes, ears, nose or throat?

YES  NO

b. Dizziness, fainting, convulsion, headaches, speech defect paralysis or stroke, mental or nervous disorder?

YES  NO

c. Shortness of breath, persistent hoarseness or cough, blood spitting, bronchitis, pleurisy, asthma, emphysema, tuberculosis or chronic respiratory disorder?

YES  NO

d. Sugar, albumin, blood or pus in urine, venereal disease, stone or other disorder of kidney, bladder, prostate or reproductive organs?

## AUTHORIZATION TO FURNISH MEDICAL INFORMATION

I hereby authorize any person, organization or entity that has any record on or knowledge of my health conditions to give to Kaiser International Healthgroup, Inc. any and all information that the Company may desire and which is relative to any consultation, treatment or any other medical advice or examination I had. A photostat(or similar copy) of this authorization shall be as valid as the original. This information is in connection with my application for reinstatement of plan agreement.

Plan Holder Signature

Clear

2022-10-18

UPLOAD COPY OF YOUR VALID ID WITH SIGNATURE

Next

# Reinstatement Notes

- ❑ UPDATE- member will pay all overdue premiums plus a surcharge of 1.5% per month from the date of each unpaid installment.
- ❑ REDATE- member will only pay modal premium but the maturity period will be moved
- ❑ Requirements:
  - Online Reinstatement form with medical questionnaire
  - Re-instatement fee of Php 300.00
- ❑ Can be done within 2 years of the first unpaid due date, **up to age 65**
- ❑ Contract will be cancelled without need of notice to if not reinstated within the period
- ❑ Reinstated plan shall be subjected to the current price
- ❑ Member shall be considered a new applicant subject to pre-existing conditions and for purposes of contestability of insurance coverage and to any other requirements for a new applicant for membership in effect at that time
- ❑ **2 Year Contestability Period**
  - **For Reinstatement – Update, no effect on contestability**
  - **For Reinstatement – Redate, contestability will restart**
- ❑ **Reinstatement may result into NIB status**

# How to Check OPMS Payment History

INST NO	SATR NO	OR NO	<b>1</b> DATE PAID	<b>2</b> DUE DATE	<b>3</b> NEXT DUE DATE	BUSSTYPE	PAYTYPE	PREMIUM	PENDING	OR PIC
1	00247171	0000545600	05/11/2015	05/11/2015	06/11/2015	NEW BUSINESS	CASH	3,147.00	0.00	.
2	00252691	0000581589	06/11/2015	06/11/2015	07/11/2015	SUB-PAY	CASH	2,647.00	0.00	.
3	A146323	0000592577	07/03/2015	07/11/2015	08/11/2015	SUB-PAY	CASH	2,647.00	0.00	.
7	00278116	0000672794	01/05/2016	11/11/2015	12/11/2015	SUB-PAY	CASH	2,645.00	0.00	.
7	00278115	0000671830	01/05/2016	11/11/2015	12/11/2015	SUB-PAY	CASH	2.00	0.00	.
42	ECK-EBE06C	0001845978	07/04/2020	12/11/2019	01/11/2020	DEPOSIT ONLY	CASH	300.00	0.00	.

- 1. “Date Paid”.** Date the posted payment is RECEIVED
- 2. “Due Date”.** Date the posted payment is EXPECTED.
- 3. “Next Due Date”.** Date the NEXT payment is EXPECTED
- 4. Notes**
  - Best practice is pay on or before due date
  - Grace period of 30 days

Please take note that our standard turn around time to process and post your payment is within 30 to 60 days for transactions from March 1 onwards.

Rest assured that though your payment is not yet posted in your OPMS, you have the protection and coverage of your policy and you will continue to enjoy its full benefits for as long as you have paid your premiums on time and you will keep the copy of your proof/s of payment available for presentation whenever necessary.

# How to Check for TRUE Lapse

INST NO	SATR NO	OR NO	DATE PAID	DUE DATE	NEXT DUE DATE	BUSSTYPE	PAYTYPE	PREMIUM	PENDING	OR PIC
1	00247171	0000545600	05/11/2015	05/11/2015	06/11/2015	NEW BUSINESS	CASH	3,147.00	0.00	.
2	00252691	0000581589	06/11/2015	06/11/2015	07/11/2015	SUB-PAY	CASH	2,647.00	0.00	.
3	A146323	0000592577	07/03/2015	07/11/2015	08/11/2015	SUB-PAY	CASH	2,647.00	0.00	.

41	ECK-E1B449	0001627391	12/28/2019	11/11/2019	12/11/2019	<b><i>“Next Due Date” is 12/11/2019</i></b>				
42	ECK-EBE06C	0001845979	07/04/2020	12/11/2019	<b><i>Payment on “Date Paid” 07/04/2020 more than 30 days late after “Due Date” 12/11/2019</i></b>					
42	ECK-EBE06C	0001845978	07/04/2020	12/11/2019						
42	ECK-995A06	0001889178	08/10/2020	12/11/2019	01/11/2020	DEPOSIT ONLY	CASH	2,647.00	0.00	.
42	ECK-FC75E4	0001921810	09/10/2020	12/11/2019	01/11/2020	DEPOSIT ONLY	CASH	267.00	0.00	.
42	ECK-8F00C9	0001921809	09/10/2020	12/11/2019	01/11/2020	DEPOSIT ONLY	CASH	2,380.00	0.00	.

- ❑ If missing or unposted payments caused the 30 days late record (i.e. there were missing/unposted and timely payments for December 2019 to June 2020)
  - plan is FALSE lapsed.
  - Create Freshdesk ticket to report missing/unposted payment.
- ❑ If any payment is more than 30 days late
  - plan is TRUE lapsed
  - Use Kiosk2 to reinstate



# Freshdesk

---

- Who can use IMG Freshdesk?
- Sign-up / Create IMG Freshdesk account
- Login to IMG Freshdesk
- Create tickets
- Followup
- Escalation

# Sign-up / Create IMG FreshDesk Account



<https://imgcorp.freshdesk.com>



International Marketing Group

Welcome

LOGIN

SIGN UP

Home

Solutions

## Login to the support portal

Enter the details below

Your e-mail address

Password

Remember me on this computer

[Forgot your password?](#)

LOGIN

## ...or login using

 GOOGLE

 FACEBOOK

 TWITTER

## Sign up

SIGN UP WITH US

Once you sign up, you will have complete access to our self service portal and you can use your account to raise support tickets and track their status.



# Creating a ticket

← → ↻ 🏠 🔒 imgcorp.freshdesk.com/support/home 🔗 ☆ 🖨 ⚙ 📱 👤

Welcome **Juan dela Cruz**

[Edit profile](#) | [Sign out](#)



International Marketing Group

Home

Solutions

Tickets

How can we help you today?

Enter your search term here...



**+** [New Support Ticket](#)

**↕** [Check Ticket Status](#)

**☎** [+63917-5008388](#)

## Knowledge base

INTERNATIONAL MARKETING GROUP

**Step 1. Click on "New Support Ticket"**

# Creating a Ticket

## Submit a ticket

Your Email Address \*

juan.delacruz@gmail.com

I. Input **“YOUR email address”**

Name of Member \*

Juan dela Cruz

II. Input **“Name of Member”** (affected)

Agent Code (if Member)

123456PH

III. Input **“Agent Code of Member”** (affected)

Concern \*

KAISER - SUB PAY / PDF

IV. Choose **“Concern” / “Issue” / “Issue Type”**

Subject \*

Issue \*

UNPOSTED  
MISPOSTING  
REINSTATEMENT  
AMENDMENT  
UNVERIFIED PAYMENTS  
VERIFIED PAYMENTS

Details \*

+ Attach a file



I'm not a robot



reCAPTCHA  
Privacy - Terms

SUBMIT

CANCEL

**Step 2. Fill out Details in “Submit a ticket”**

Membership



Issue \*

Unprocessed



- Membership Upgrade
- Double Membership
- Accreditation
- System Error
- Basic Inquiry
- Unverified Payments
- Verified Payments

Mutual Fund



Issue \*

Unposted / Unbooked



- Redemption
- Request for SOA
- Unverified Payments
- Verified Payments

Promotion



Issue \*

Follow up on Promotion



- RE-QUALIFICATION
- IMPLEMENTATION

VISA CARD



Issue \*

STATUS



- SUBMISSION OF REQUIREMENTS
- REPLACEMENT

COMMISSION



Issue \*

UNRELEASED



- MISSING COMMISSION
- REQUEST FOR PICK UP
- STALE CHECK

ACCESS CODE/LINK



Issue \*

SYSTEM ERROR



Issue Type \*

IMG PORTAL



KAISER OPMS

MOST18 OPMS

MOST18 PROPOSAL

DOMINATE TOOL

TRAINER ACADEMY

LEADERS CALL

VIRTUAL CONVENTION

ONLINE PTP COURSE

MARKETING



Issue \*

PLAQUE



TROPHIES

OFFICE RENTAL / PLUGIN

CERTIFICATION

FORM 2307

BAP/EBS/FREE AGENT



Issue \*

STATUS



SUBMISSION OF REQUIREMENTS

QUALIFICATIONS



Issue \*

STATUS



SUBMISSION OF REQUIREMENTS

FIDELITY



Issue \*

REGISTRATION



Dominate Tool



Issue \*

Affiliate Links



Funnel Questions  
Email Sending Problems  
Login Issues  
Others

NEURACASH



Issue \*

Log-issue



Commission  
Redemption  
Bank verification  
NEURACASH LOAD  
Bills Payment

OTHERS



Issue \*

IT CONCERNS



Issue Type \*

SYSTEM INACCESSIBLE



FORWARDING ADDRESS



Issue \*

CREATION



IMPLEMENTATION

STALE CHECK



Issue \*

REPLACEMENT



TRAININGS & EVENTS



Issue \*

TRAINER ACADEMY



DACC/CCCC  
PTP/IIAP  
WORKSHOP  
AFP  
COC

KAISER - NEW BUSINESS



Issue \*

UNPROCESSED



APPLICATION STATUS

UNVERIFIED PAYMENTS

VERIFIED PAYMENTS

KAISER - SUB PAY / PDF



Issue \*

UNPOSTED



MISPOSTING

REINSTATEMENT

AMENDMENT

UNVERIFIED PAYMENTS

VERIFIED PAYMENTS

MOST18 NEW BUSINESS



Issue \*

UNPROCESSED



APPLICATION STATUS

UNVERIFIED PAYMENTS

VERIFIED PAYMENTS

MOST 18 SUB PAY



Issue \*

UNPOSTED



REINSTATEMENT

UNVERIFIED PAYMENTS

VERIFIED PAYMENTS

MOST18



Issue \*

Redemption



Accounting



Issue \*

BIR 2307



# Choosing Concern / Issue / Issue Type

Concern \*

KAISER - SUB PAY / PDF

- ACCESS CODE/LINK
- COMMISSION
- MARKETING
- BAP/EBS/FREE AGENT
- QUALIFICATIONS
- FIDELITY
- KAISER - NEW BUSINESS
- KAISER - SUB PAY / PDF**
- MOST 18 SUB PAY
- MOST18 NEW BUSINESS
- MOST18



Concern \*

KAISER - SUB PAY / PDF

Issue \*

UNPOSTED

- UNPOSTED**
- MISPOSTING
- REINSTATEMENT
- AMENDMENT
- UNVERIFIED PAYMENTS
- VERIFIED PAYMENTS



Concern \*

KAISER - SUB PAY / PDF

Issue \*

UNPOSTED

Issue Type \*

REMITTANCE

- BANK DEPOSIT/FUND TRANSFER
- REMITTANCE**
- PALAWAN
- BILLS PAYMENT/ BDORIB/ BANCNET
- PAYPAL

Concern \*

KAISER - SUB PAY / PDF

- ACCESS CODE/LINK
- COMMISSION
- MARKETING
- BAP/EBS/FREE AGENT
- QUALIFICATIONS
- FIDELITY
- KAISER - NEW BUSINESS
- KAISER - SUB PAY / PDF**
- MOST 18 SUB PAY
- MOST18 NEW BUSINESS
- MOST18

# Choosing Concern / Issue Then Subject

Concern \*

KAISER - SUB PAY / PDF

Issue \*

MISPOSTING

- UNPOSTED
- MISPOSTING**
- REINSTATEMENT
- AMENDMENT
- UNVERIFIED PAYMENTS
- VERIFIED PAYMENTS

Concern \*

KAISER - SUB PAY / PDF

Issue \*

MISPOSTING

Subject \*



# Completing Details

Concern \*

Issue \*

Subject \*

Details \*

**B** *I* U | ☰ ☷ | **A** **A** | ☰ ☷ | 🖼️ ✖

My bills payment was dated March 23, 2022, but it appears an an unposted payment in OPMS dated May 31, 2022.

See attached proof of payment.

|

2

+ Attach a file

IV. Choose “Concern” / “Issue” / “Issue Type”

V. Input descriptive “Subject” for issue

VI. Add “Details” as necessary (include attachments)

# Submitting a Ticket

## Submit a ticket

Your Email Address \*

juan.delacruz@gmail.com

I. Input **“YOUR email address”**

Name of Member \*

Juan dela Cruz

II. Input **“Name of Member”** (affected)

Agent Code (if Member)

123456PH

III. Input **“Agent Code if Member”** (affected)

Concern \*

KAISER - SUB PAY / PDF

IV. Choose **“Concern” / “Issue” / “Issue Type”**

Subject \*

Issue \*

UNPOSTED  
MISPOSTING  
REINSTATEMENT  
AMENDMENT  
UNVERIFIED PAYMENTS  
VERIFIED PAYMENTS

V. Input descriptive **“Subject”** for issue

Details \*

My bills payment was dated March 23, 2022, but it a payment in OPMS dated May 31, 2022.

VI. Add **“Details”** as necessary

See attached proof of payment.

VII. Check CAPTCHA

+ Attach a file



I'm not a robot



reCAPTCHA  
Privacy - Terms

SUBMIT

CANCEL

VIII. Click **“SUBMIT”**

# Find Confirmation eMail

Hi Juan dela Cruz,

Greetings from the International Marketing Group!

Thank you for submitting a Customer Support Ticket. Assisting you with your concern is our priority to proceed, we would like to ask for additional information that would help us in addressing but to be able your concern:

MEMBER NAME:

POLICY NUMBER:

DATE OF PAYMENT:                      TIME OF DEPOSIT: \_ / / \_

BANK NAME:

BANK ACCOUNT NO:

AMOUNT:

**Please be informed that your failure to provide the requested information within 72 hours, will cause the ticket to automatically close in our system.**

Thank you and we look forward to receiving the requested information.

Sincerely,  
IMG Customer Support Team

**Step 3. Find confirmation email from IMG Support to registered email address**

# Respond to eMail

Hi IMG support,

Here are the details requested

MEMBER NAME: Juan dela Cruz  
POLICY NUMBER: 80880-12345-67890-00  
DATE OF PAYMENT: March 28, 2022  
TIME OF DEPOSIT: 10:32:02  
BANK NAME: BANK OF THE PHILIPPINE ISLANDS  
BANK ACCOUNT NO: 4030-1234-56  
AMOUNT: P2,647.00

Thank you for your early attention and prompt action.

Sincerely,  
Juan dela Cruz

**Step 4. Reply with requested details within 72 hours.**



How can we help you today?

+ New Support Ticket

**↻ Check Ticket Status**

+63917-5008388

## Knowledge base

INTERNATIONAL MARKETING GROUP

### IMG Knowledge Base (1)

📖 Available at <https://img-corp.net/membersonly/faq>

**Step 5. Check Ticket Status**



Home

Solutions

**Tickets**

🔍 Enter your search term here...

+ New Support Ticket

📄 Check Ticket Status

☎ +63917-5008388

[Open or Pending.](#) ▾

[Export tickets](#)

Sorted by **Date Created** ▾



**BDO Bills Payment paid March 23,2022 , listed as unposted on May 31, 2022 #3569882**

Created on Fri, Jun 17 at 3:37 PM Agent: Finance Support

On Process



**Missing Commission - followup to ticket #613866 #3235482**

Created on Fri, Jun 3 at 5:02 PM Agent: Support Agent 2

Awaiting for review



**Confusing Policy Summary 80880-10001-23475-00 #1350863**

Created on Mon, Feb 14 at 2:51 PM Agent: Support Agent 3

On Process

Awaiting for review | a few seconds ago

## #3569882 BDO Bills Payment paid March 23,2022 , listed as unposted on May 31, 2022



**Roberto Prudente**, reported a few seconds ago



My bills payment was dated March 23, 2022, but it appears an an unposted payment in OPMS dated May 31, 2022.

See attached proof of payment.

# Followup / Update / Reply

[Home](#) / [Tickets list](#)

On Process | a month ago

#1038677 Upload Reference No: N1GEQ05



**Juan dela Cruz** reported 5 days ago



**Juan dela Cruz**

**B** *I* U | | |

Any updates, please?



[+ Attach a file](#)

REPLY

CANCEL



# But if you must call...

## Understanding IMG Support

- Use published contact numbers,  
e.g +63-917-500-8388
- Use the “Click to Call” button in Portal
- Provide ticket number
- Make sure references are readily  
available
  - *If possible, have ticket open in Freshdesk*



# Escalation

**☐ Escalate to SMD/CEO after 15 days**

**Write to CEO and provide details**

- Forward email thread as escalation email
- Ticket number, and date created
- Last update and date of last update
- Summary of progress (if any)

# Freshdesk Summary

## ☐ Use Freshdesk to open, followup tickets

- Best for Opening tickets, even if not IMG member!
- Best for follow-up
- Close ticket when resolved

## ☐ Phone Support

- Phone support is “most expensive” support channel
- Use phone support **only if urgent, e.g. claims**

## ☐ Escalation

- After 14 days: open ticket
- After 30 days: “Click to Verify”
- After 60 days, ,escalate to CEO

# Best Practices

# Inquiries, Procedures and Support

## Do's

- Do check Knowledgebase first for inquiries and procedures
- Do use IMG Freshdesk to report most problems and issues
- Do create IMG Freshdesk account using IMG email address
- Do create Freshdesk tickets with the correct concern, issue, issue type
- Do reply to auto-email requesting more details
- Do follow up at least once a week
- Do escalate to CEO If issue is not resolved after 15 days
- Do Close tickets when resolved.

## Don'ts

- Do NOT use social media to report problems
- Do NOT use wrong Freshdesk
- Do NOT use phone support unless necessary

# Gusto mo ba ng matuto from #CoachBobet?

## 1. Subscribe to Coach Bobet's YouTube Channel

<https://www.youtube.com/c/CoachBobet>

A horizontal row of five video thumbnails from Coach Bobet's YouTube channel. Each thumbnail includes a video title, the channel name 'Coach Bobet', and the upload date. The thumbnails are: 1. 'Tula ni Chinkee Tan - Ang Utang, Bow!' (6 days ago), 2. 'My Life Insurance Mistakes' (2 weeks ago), 3. 'Paano mag-invest sa stock market ang hindi marunong...' (3 months ago), 4. 'Kaiser Long Term Healthcare' (3 months ago), and 5. 'Stock Market Investing For Beginners' (1 month ago).

Tula ni Chinkee Tan - Ang Utang, Bow!  
Coach Bobet  
6 days ago •

My Life Insurance Mistakes  
Coach Bobet  
2 weeks ago •

Paano mag-invest sa stock market ang hindi marunong...  
Coach Bobet  
3 months ago •

Kaiser Long Term Healthcare  
Coach Bobet  
3 months ago •

Stock Market Investing For Beginners  
Coach Bobet  
1 month ago •



**WISDOM FROM BIG 3**

**Do-it-Yourself  
Do-it-Right  
Do-it-Fast**

Best Practices for IMG Transactions

Training Video #56

**Do-it-Yourself  
Do-it-Right  
Do-it-Fast**

Best Practices for IMG Transactions

**PART 1**

Training Video #54 by Roberto "Bobet" Prudente - SMD

**Do-it-Yourself  
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Best Practices for IMG Transactions

**PART 2**

Training Video #55 by Roberto "Bobet" Prudente - SMD

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  - Do's and Don't for System Tools
  - Do's and Don't for Payments
  - Do's and Don't for Inquiries, Questions and Problemsk
- **Finding Solutions to Your Problems**
  - Leaders Call Oct 19, 2022
  - Prevention
  - Problems and Solutions
  - IMG Freshdesk
- **Best Practices - ePay Payment Options**
  - Leaders Call Oct 17, 2022
  - How to Pay: Neuracash
  - How to Pay: BDO Bills Payment
  - How to Pay: Palawan
  - How to Pay: Others
- **Do-it-Yourself - Best Practices**
  - Leaders call Apr 27, 2022
  - Do-It-Yourself
  - Do-It-Right
  - Do-It-Fast



**Maraming salamat po!**



***To God be the Glory!***



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