



WAREHOUSE MANAGEMENT | WORKFORCE SOLUTIONS

<b>To: All Expedise Workforce Employees</b>	<b>Date: 7 - July - 2025</b>
<b>From: Customer Care Department</b>	<b>Memo No: Customer Care 02-2025</b>
<b>Subject: Partnership with Integrated Management Services Inc. (IMS)</b>	

In line with Expedise PH's mission to deliver exceptional customer experience and uphold employee well-being, we are pleased to formally announce our partnership with IMS, a trusted healthcare provider, to offer Health Maintenance Organization (HMO) benefits to all eligible employees. This initiative reflects our strong commitment to safeguarding the health, safety, and productivity of our workforce.

**Key Benefits of Availment:**

- Comprehensive outpatient and inpatient care
- Annual Physical Examination (APE)
- Emergency care and hospitalization
- Specialist consultations
- Access to a wide network of accredited hospitals and clinics nationwide

**Eligibility:**

- All active employees of Expedise PH with two (2) months tenure, are eligible for HMO coverage application. Optional dependent coverage is also available upon request and approval.

**STEPS TO AVAIL HMO COVERAGE:**

**1. Orientation and Acknowledgment**

IMS will conduct a brief orientation on the HMO plan, benefits, and procedures. Attendance is required as acknowledgment of the coverage terms.

**2. Submit Authority to Deduct Form (ATD)**

Employees opting for additional benefits or dependent coverage must complete the Authority to Deduct form, allowing bi-monthly salary deductions to cover applicable HMO contributions.

**3. Submission to HMO Provider**

After verification of ATDs, Customer Care will consolidate and forward all completed forms to IMS for processing.

**4. Confirmation of HMO Activation**

Once approved and processed, HMO cards or digital credentials will be released to enrolled employees.



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### **AUTHORITY TO DEDUCT GUIDELINES**

As provided under *Article 113 of the Labor Code of the Philippines*, salary deductions may only be made:

- With the employee's written consent
- When for the benefit of the employee (e.g., insurance, healthcare)

Therefore, Authority to Deduct form serves as legal consent for Expedise PH to deduct HMO-related charges for voluntary or dependent coverage.

### **PROMOTION OF SAFETY AND EMERGENCY READINESS**

While we encourage the proactive use of this HMO coverage for regular health maintenance, we also emphasize its critical importance during emergency situations. Whether at work or outside, unexpected medical emergencies can arise, and having reliable HMO access ensures swift and proper care.

In support of this, we urge everyone to stay vigilant and mindful of their safety; both within the workplace and beyond. Follow all health and safety protocols in the workplace through; participation in emergency drills and immediately report unsafe conditions to your respective supervisors or Customer Care Team.

Your health and safety are essential to our collective success. Let's continue working together in fostering a safe and resilient work environment.

Should you have any questions or need assistance with the forms, please contact your assigned Customer Care Officer. We highly encourage all eligible employees to take advantage of this healthcare benefit for your peace of mind and long-term wellness.

Thank you.

A handwritten signature in black ink, appearing to read "K. Ocampo".

**Karlo Angelo S. Ocampo, CHRA, SO2**  
Customer Care Strategist