



MINUTES OF THE ANNUAL GENERAL MEMBERSHIP MEETING

Meeting Details

Date and Time:	31 May 2017 at 2:00 pm
Location:	Engr. Padilla Hall, TSPI Building, 2363 Antipolo Street, Guadalupe Nuevo, Makati City
Present:	<i>Board of Trustees</i> Ms. Ma. Luz A. Planas (Chairman) Atty. Cornelio C. Gison (Vice Chairman) Mr. Eduardo A. Mendoza (President & CEO) Mr. Rene E. Cristobal (Member) Mr. Ramil M. Mendoza (TSPI Staff Representative) Ms. Erlinda L. Ponce (Client Representative, North Sector) Ms. Marieta D. Puente (Client Representative, South Sector) Ms. Yolanda U. Barrientos (Client Representative, Central Sector) Ms. Juanita D. Amatong (Advisory Council Member)
Not Present	Ms. Florencia G. Tarriela (Treasurer)
Members in Attendance:	321, 563 (293 in person & 321,270 in proxy)

Call to Order, Proof of Notice & Certification of Quorum

The Chairman called the meeting to order. Atty. Leonarda D. Banasen was appointed as Secretary of the meeting, and recorded minutes, thereof.

The Secretary certified that Notice has been given to all 321, 563 members of record, as of April 30, 2017, pursuant to the requirements of the Bylaws.

The Secretary further certified that there were present during the meeting, in person or by proxy, 321, 563 members, or one hundred percent (100%) of the total membership. Therefore, a quorum was present for the transaction of business at the meeting.

Approval of the Minutes of the Annual General Membership Meeting dated May 4, 2016

The Corporate Secretary attested that members were given a copy of the Minutes dated May 4, 2016, through all the branches of Tulay Sa Pag-unlad, Inc. A copy of the same is also made available in the Association's webpage.

On motion which was duly seconded, the Membership dispensed the reading of the Minutes, and approved the same.

TMBAI AGM
17-01

"ON MOTION DULY SECONDED, the Membership approved the Minutes of the Annual General Membership Meeting dated May 4, 2016."

Approval of the Amendment of Bylaws

**The Membership
approved**

The Chairman informed the Membership of the proposal to amend the By-laws of the Association, more particularly Section II on Qualifications of Membership and Section III on Membership Book of Article II which the Board approved during its regular meeting last March 25, 2017.

After deliberation, the Membership approved the amendments of the By-laws.

TMBAI AGM
17-02

"ON MOTION DULY SECONDED, the Membership approved the amendments of the provisions in the Association's Bylaws, to wit:

Section I, Article II on Qualifications for Membership

The following shall be eligible for membership:

1. *At least 18 years of age and up to 60 years of age*
2. *Clients of Tulay Sa Pag-unlad, Inc. and other organized groups and their respective families*
3. *Only those applicants who meet all requirements stated in the prescribed application form shall be eligible for membership.*
4. *Board of Trustees and employees of Tulay Sa Pag-unlad, Inc. and TSPI Mutual Benefit Association Inc. and their respective families."*

Section III, Article II on Membership Book

The Secretary of the Association shall keep a book to be known as "Membership Book" containing the names of the members of the association, their postal address, birth date, membership certificate number and date of admission."

President's Report and Ratification of the Audited Financial Statement for the Year Ended December 31, 2016

The Membership Approved and Ratified

The President proceeded with his report on the ten-year performance highlights of the Association, which the Members thereafter approved. (Please refer to the attached presentation).

The Corporate Secretary further attested that the Audited Financial Statements were made available for examination during office hours at the TSPI MBAI office at the third floor, TSPI Building, 2363 Antipolo Street, Guadalupe Nuevo, Makati City.

On motion duly seconded, the Audited Financial Statements for the year ended December 31, 2016, was ratified by the Membership.

**TMBAI AGM
17-03**

"ON MOTION DULY SECONDED, the Membership approved the President's Report and ratified the Audited Financial Statements for the year ended December 31, 2016."

Ratification of All Acts of the Board of Trustees, of the Executive Committee and of Management

The Membership Ratified

On motion duly seconded, all the actions taken by the Board of Trustees of TSPI Mutual Benefit Association, Inc., the Executive Committee, and the Management, for CY 2016 were ratified by the Membership.

**TMBAI AGM
17-04**

"ON MOTION DULY SECONDED, the Membership ratified all the actions, decisions and resolutions of the Board of Trustees of TSPI Mutual Benefit Association, Inc., the Executive Committee, and the Management for the CY 2016."

Election of the Members of the Board of Trustees and Introduction of the Advisory Council

The Nomination Committee, through Ms. Planas, opened the floor for nominations to the Board of Trustees. The following were nominated as Members of the Board of Trustees:

1. Ms. Ma. Luz A. Planas
2. Atty. Cornelio C. Gison
3. Ms. Florencia G. Tarriela
4. Rene E. Cristobal
5. Eduardo A. Mendoza
6. Sherry Lou A. Salazar (TSPI Staff Representative)
7. Julita B. Pascual (Client Representative – North)
8. Virginia G. Gime (Client Representative – Central)
9. Matilde T. Vejerano (Client Representative – South)

The Secretary certified that there were no other nominations made pursuant to the period provided in the Bylaws. On motion duly seconded, the nominations were closed.

The Chairman instructed the Secretary to cast all votes in favor of all those nominated, and declared the following Nominees as elected Members of the Board of Trustees of the Association, for a term of one (1) year, until their successors have been duly elected and qualified.

**TMBAI AGM
17-05**

“The Membership elected the following as members of the Board of Trustees of the Association for the year 2016-2017, until their successors have been duly elected and qualified:

1. Ms. Ma. Luz A. Planas
2. Atty. Cornelio C. Gison
3. Ms. Florencia G. Tarriela
4. Rene E. Cristobal
5. Eduardo A. Mendoza
6. Sherry Lou A. Salazar (TSPI Staff Representative)
7. Julita B. Pascual (Client Representative – North)
8. Virginia G. Gime (Client Representative – Central)
9. Matilde T. Vejerano (Client Representative – South)”

Awarding of Plaques of Appreciation to Outgoing Trustees

The Chairman awarded Plaques of Appreciation to the outgoing trustees: Ramil M. Mendoza, Staff Representative, Erlinda L. Ponce,

Client Representative - North Sector, Marietta D. Puente, Client Representative – South Sector and Yolanda U. Barrientos, Client Representative – Central Sector.

Members Forum

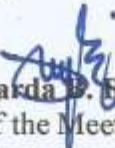
See attached transcript.

There being no questions or issues raised by the Membership, the meeting was adjourned, upon motion duly seconded.

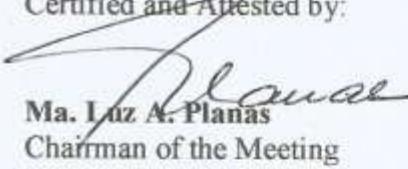
(4:00pm, approximately, the meeting closed.)

Confirmation of Minutes

Prepared by:


Atty. Leonarda B. Diaz-Banasen
Secretary of the Meeting

Certified and Attested by:


Ma. Luz A. Planas
Chairman of the Meeting

Members Forum

31 May 2017, 2:00-4:00 PM

Engr. Padilla Hall

Member 1:	Good afternoon po Madame Chair. Ma'am regarding the insurance program. Ang uso kasi ngayon, may mga insurances programs na galing sa ibang mga companies na nag-ooffer sila ng after ten years, maybe of being a member, and then merong pong duration, may timeslot na wala sa aming nangyari. Nag-ooffer sila ng fifty percent money back. Tayo kaya walang possibility? Fifty percent money back. Ma'am if you're familiar with Caritas.
Mr. Mendoza:	Ang madaling sagot diyan ay wala ngayon. Pero alam namin yung ganung produkto at pagaaralan namin yan. Ngayon, meron kayong equity dito ha. Maliit lang, pero meron. And that one you can claim if you leave the program. But I think ang sinasabi mo ay kahit na miyembro ka pa more than 10 years, may money back na bumabalik sayo? Pero yung benepisyo mo ay pareho pa rin. So sa ngayon wala kaming feature na ganun. Pag-aaralan namin yan, maganda yan.
Member 2:	Sana nga po magkaroon nga kasi tama rin naman po na halimbawa na if ten years nasa program tapos tuloy-tuloy din nga po yung aming premium. Tama rin nga po na magkaroon ng ganung programa, money-back guarantee.
Mr. Mendoza:	Hindi naman guarantee pero usually pagka-ganyan, malaki masyado yung premium, so pwede ng bawasan, pero sa 240 na premium na binabayad natin, may 120 ang equity niyo so talagang 120 lang sa kumpanya yung nagagamit. ... baka wala na kaming pambayad sa inyo pag nag-claim kayo. Kung mag-offer tayo ng ganyan, handa kayong magbayad ng mas malaki.
Member 3:	Dahil po yung ating kaagapay, tayo po ay meron sa patay, kailangan naman po ngayon ay sa ospital. Kailangan sa buhay naman po. Hindi lang po accident.
Ms. Aguinaldo:	Okay. Meron po tayong hospitalization, benefit. Sampung araw po yon, 300 pesos per day, pero dapat due to accident. Ngayon po, wala po tayong hospitalization para po sa natural cause, ibig sabihin sakit.
Mr. Mendoza:	Noong iniisip namin kung ano ang ilalagay namin dito sa kaagapay plan, lahat yan ay pinag-isipan din. Pero bawat isang benepisyo na ibibigay ninyo diyan, bubunot kayo sa bulsa. So binabalanse namin kung ano ang kakayanin ng mga karamihan sa inyo. Ang naging kumpromiso nga lang namin ay o sige basic 240, kung gusto niyong mas malaki pa eto. Kung gusto niyo isa pang mas Malaki, ito. Kaya gumawa kami ng iba-ibang plano. Ngayon, kung meron pa kayong mga features na meron idagdag eh di pwede naman kami gumawa ng isa pang produkto. Ang problema lang namin diyan, pag kinocompute ng mga marurunong, okay malulugi kayo, magsasara kayo o hindi. Iisipin lang eh, ilan ba silang kukuha nito? Kung gumawa kami ng produkto pero kayo lang ang kumuha nito, although marami kayo, konti lang ito.
Member 3:	Pero sir kung sino lang po ang kasali, yun lang po and insured. Possible kaya meron hospital income benefit para sa aming dependents?
Mr. Mendoza:	Tama naman po. Kung sino lang ang naka-insure, siya lang ang may hospitalization income benefit, pero may gastos din yon. So pwede natin idagdag ang feature na yan as optional feature. Gusto ko lang malaman at aalamin namin, pag dinagdag namin yan ay marami sa atin ang makakakuha niyan.
Member 3:	Babayaran po iyon Sir

Mr. Mendoza: Opo. Ngayon, kung konti lang ang kukuha niyan at magbabayad baka hindi sapat yung *collection* sa nagbayad kesa sa ibabayad natin. Bibigyan ko po kayo ng example po ha. Sino sa atin ang may asawang magsasaka. Halimbawa, ibang insurance ito ha, crop insurance. Pag nagtanim ang mga magsasaka, pinautang namin, kailangan mag-insure sila sa PCIC. At kung nasalanta sila, binagyo, binaha o napeste, pwede mag-claim. Salamat sa Diyos na ang PCIC ay gobyerno. Kasi kung private company yon, magsasara na yon. Alam niyo kung bakit? Dahil mas maraming nagke-claim kaysa sa binabayad nating premium. So yun ang gusto nating iwasan dito sa kumpanyang ito. Na magbigay tayo ng benepisyo na sa mababang halaga, maraming magke-claim, lugi. At yun ang ayaw natin mangyari sa kumpanyang ito, lugi, alam mo kung bakit? Kasi pagka lugi 'tong kumpanyang ito pano yung mga insurance niyo hangga't buhay pa kayo? Pag-namatay kayo, pag nag-claim kayo, ay sarado yung kumpanya. So, maingat tayong nagdedesiyon ng mga ganyan. Maganda yung produkto na iyon pero babalansihin natin yun sa ilan ba talaga ang kukuha nito.

Member 4: Magandang araw po. Regarding po doon sa hospitalization, asan po ba yung Starcare? Kasi miyembro po kami dati ng Starcare, bigla pong nawala. Ano na po ang nangyari kasi yun po yung maganda po sana eh kasi health benefit po namin sana. Kasama po din kasi doon yung pamilya namin eh. In-enroll din po kasi namin sila sa Starcare, tsaka yung dental ano. Ano na po yung status noon?

Mr. Mendoza: Yan isa pang example na yan. Yung Starcare na yan na inumpisahan natin nung 2014 or 2013, after a few years hindi na namin tinuloy. Alam mo kung bakit? Kasi ganito sana karami ang kukuha sabi nung nag-ooffer sa atin, ito ang presyo. Kung ganito ka-konti lang ang kukuha, tataasan natin. Kung ganitong ka-konti lang, mas mahal. Eh kokonti lang kumuha, sa presyong marami. Sabi nila teka muna Mr. Mendoza, kami lugi diyan ha. Dahil mas marami nag-claim kesa sa binayad natin. Although hindi ka kasama don, yung mga ibang kasama mo nag-claim eh yung mga iba, nabahing lang pupunta na agad sa ospital eh. Nag-claim na eh so hindi sanay, so okay hindi pa ready yung market para dito. Si StarCare mismo umatras na.

Member 5: Good afternoon po sa inyong lahat. Kasi napag-usapan na po natin yung tungkol sa insurance, mga dagdag po ano. Tatanungin ko po kung mga loyalty po ng mga member kung madadagdagan? Yung mga 10 years above, 15, 17, 18, 20, ganun. Mga benefit po nga mga 15 years above.

Ms. Aguinaldo: Nanay ang binibigyan po ng loyalty, yung 10 years na po na member. Tapos po yung namatay.
For now po, yun po yung, meron na po tayong GLIP. Pag binili po yung GLIP, madadagdagan po yung kanyang benefit. As is pa rin po ngayon, 10,000 pa din po siya. Tapos pag bibili po si client ng GLIP, meron pong dagdag na benefit.

Member 6: Good afternoon po. Yung tanong kasi dito pinatatanong po kung ano yung difference ng accidental with exclusion, falling to natural death benefit versus pre-existing. Kasi yung sa branch namin, parang may nangyari doon na na-accident yung client tapos namatay, parang finafall lang sa natural death kasi wala daw pong mga helmet, walang lisensya, walang driver's license, parang ganun. During ng pag nago-orient sa client, hindi naman iniisa isa na kailangan pag nagdrive ka ganito, ganito. Eh kung accident nga po.

Ms. Aguinaldo: Yung tanong po ni nanay, anong difference po ng pre-existing sa accident. Yun pong pre-existing condition, ibig sabihin health condition po iyon, may sakit na si member

bago pa siya maging member. Pre-existing, bago. Nag-exist na yung sakit po niya bago siya maging member. So kapag namatay po si member ng unang taon, hindi po siya nakakakuha ng buong benepisyo kasi nage-exist na nga po ang sakit niya bago pa man.

Yun naman pong accidental na meron pong exclusion. Hindi po siya naco-consider na accidental death kapag po merong mga certain situations. Halimbawa po ng sinabi ninyo, may violations sa law. Nag-drive si member wala po siyang helmet, pwera po sa mga lugar na hindi kailangan ng helmet. Meron po ata sa ibang lugar. Pero baligtad ano po, huhulihin ka pag naka-helmet ka. Pero dito po kapag wala kang helmet at yun po ang naging cause ng pagkamatay, hindi po siya talaga ico-consider na accidental death kung hindi natural death lang po. Meron pa pong iba, namatay due to, wala siyang lisensya, nagda-drive. That's a violation din po ng law, hindi rin po siya considered na accidental death. Parang may helmet, hindi lang dala-dala, nasa bahay. Hindi naman po gagamit yung bahay ng helmet.

Member 7:	Good afternoon po sa inyong lahat. <i>Dagdag po sa tanong ung accidental exclusion</i> sa sinabi ni Member 6 na cause na ganun sa death niya kasi naman po talaga ang aksidente ay hindi natin inaasahan. Let's say nga po nagpunta lang po kunwari may binili lang, wala siyang helmet, so dapat po sana iconsider na din po nila sana na accidental death. Kasi hindi naman po siguro napakalayo ng pinuntahan nung tao. Maaari ngang pupunta lang sa palengke. So kailangan pa bang magsuot siya ng proteksyon, ng helmet?
Mr. Mendoza:	Tama po yon. Naiintindihan ko po. Nakakaawa nga naman yun ha pero dalawa lang masasabi ko diyan. Kung ako masusunod gagawin ko yan. Pero tayo ay regulated ng batas. Sasabihin ng insurance commission, teka teka teka, nagiinsure kayo ng ganyan, delikado yan, magsasara kayo niyan. Kailangan ilagay mo 'to. Kung hindi, hindi ko apprubahan itong inyong produkto na ito. So wala tayong magagawa doon. Pangalawa, maawa naman kayo sa sarili ninyo. Hindi naman namimili ng distansya ang aksidente. Lumabas ka lang ng pintuan mo may mangyayari na sayo so mag-ingat tayo. Kung mahal natin ang sarili natin at pamilya natin, sabihin natin sa mga kasama natin, sa pamilya natin, nasaan ang helmet ninyo? Nako meron po kaming empleyado kamamatay lang itong nakaraang linggo dahil, hindi ko alam ang kwento eh pero nakasakay na siya, paalis na sila. Hindi pa niya nasusuot ang helmet niya at dala na niya. Nag-aayos pa lang siya, umandar na sila, boom, tinamaan. Wala sa distansya yan, namatay po. Comatosed for a few days then she passed away. 24 years old.
Ms. Planas:	Just to add to our management reply. We just want to make it clear, yung desisyon na to pay or not to pay, hindi lang MBA ang nag-decide niyan. Covered tayo ng rules and regulations by the IC, by the law, by the ano, ang dami. Hindi lang sila. Their hands are tied also, kahit gusto na nila na bigyan kayo, sila naman ang mapaparusahan, kawawa naman sila. Magsasara tayo.