

Alqwyn A. Salazar

Customer Service Representative

Billing Department

iPloy

October 1, 2025

Dear Ron Lagnason,

I am writing to formally submit my resignation from my position as Customer Service Representative in the Billing Department of iPloy, effective immediately on October 1, 2025.

What happened on September 30, 2025, at 9:59 in the evening was not just an earthquake. I witnessed how each company in Ayala Center Cebu Towers managed their employees. I witnessed how other companies assured their employees, continuously checked on them emotionally and mentally, and prioritized their well-being.

For me, the trauma did not come from the earthquake itself, but from how iPloy management handled the situation.

The incident occurred on the 9th floor of Ayala Center Cebu Towers. We were taking calls as on any usual day when the earthquake struck. As it sank in it was indeed an earthquake, we immediately went under the tables, prayed, and tried to calm ourselves as much as possible while still trembling. An STL approached us, tried to calm us down, and asked if anyone needed medical attention. After that, we were rushed down to exit the building.

Once outside, we immediately checked for others, accounted for headcounts, and stood by for further updates. It was at this moment that I noticed how poorly the situation was handled by management. Even during the evacuation, there was no reminder to cover our heads, something always emphasized during earthquake drills. I covered mine, but I also knew that the basic procedure was neglected.

As I stood in the crowd, I witnessed employees of other companies being reached out to by their leads. They were checked on repeatedly, cleared out from the grounds within an hour, and provided vans to take them home. Their management personally retrieved their belongings to ensure their employees' safety and insisted they go home to rest.

In contrast, iPloy employees were left on the ground with no updates. We kept seeking updates from our leads, but they themselves had no notice from the higher-ups and kept telling us to wait. After more than an hour, we were still left outside. Then the rain started, and we were caught in it. With no guidance, we ran for cover — some under the building itself, which was dangerous due

to possible aftershocks, some under the parking lot shed beside Metrobank, and others inside Metrobank. Still, there were no updates or instructions.

We eventually moved to the building near BPI, where some of us sat down. Some approached some leads and asked for updates, but they had none. Soon after, I saw coworkers rushing, panting, and out of breath. They admitted they went inside the building to get their things at their own risk. I asked if it was allowed or if we could go home, but all I heard was: *“go inside at your own risk.”*

Worried for my family’s situation and health, I decided to go inside as well. As I rushed to the 9th floor to get my things from the locker area, I felt unsafe, there had been no announcement declaring the building secure, and I knew aftershocks could still happen. As I headed back toward the exit, I saw my teammate attempt to leave, but Doc Camarillo, the director of iPloy, stood in front of the door, refusing to let us go. My teammate was too stunned to speak, and I heard Doc say: *“sino nag sabi?”* I do not know what was answered, but what I clearly witnessed was Doc repeatedly saying straight to our faces: *“business as usual,” “back to business,” “sinong nagsabi lalabas kayo?”*

That was the moment I realized I was no longer safe, not from the earthquake, but from the management itself. The quake did not frighten me because I knew what to do, but witnessing the director’s attitude terrified me. Smiling while telling us *“business as usual”* with no explanation or assurance only deepened my fear.

I went into the recreational room to check on my family and called my mother. She was crying, her voice shaking as she asked if I was okay. Hearing her broke me. That was when I gave up waiting for updates from management. I cried, wanting someone to pick me up, desperate to leave because I no longer felt safe.

I calmly walked out of the recreational room, still crying. People stared, and I heard someone ask, *“naunsa ka miss?”* but I ignored it and continued to walk toward Doc Camarillo. Crying, I pleaded: *“Please pagawsa ko, mosabot ko ninyo, kasabot ko nimo, but I don’t feel safe here. I want to go home, mo resign nalang ko para inyo ko pagawson.”*

His response shook me even more: *“Lalabas ka? Hindi pa nag-ooperate elevator, kaya mo?”* and *“Mag-teresign ka? Nagpaalam ka na ba sa TL mo? Saan TL mo?”*

I kept crying until my TL came to escort me outside. He tried to calm me down, telling me everything would be fine and asking me not to resign. I said nothing but assured him I would be okay since my family was coming for me. As we reached the ground floor, I told him how happy I was to have been assigned under him after the company’s reduction. I reminded him to always take care, said my goodbye, and we parted ways.

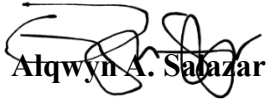
This entire experience is the reason for my resignation:

- I do not feel safe under iPloy’s management.
- I do not feel valued as an employee.

I understand the confidentiality of this resignation letter, but I emphasize that this is my personal experience. No one has the right to dictate how I should feel or react. Experiencing an earthquake during work and not being taken care of by management is no joke. Each person has their own way of coping and handling such situations. I ask only that my experience be respected.

With this, I respectfully tender my resignation.

Sincerely,


Atqwyn A. Sabazar