

ZANDRICK M. VILLALBA



FINAL PAY: IMPORTANT REMINDERS (CVG-TGU)

1. Final Pay processing turn-around time is about **2 MONTHS**.
2. Kindly wait for an email notification to be sent to your personal email address indicated in the clearance form, for the check availability and other reminders.
3. For any further inquiries or **if you have not received any email update after 45 days**, you may contact the numbers below.
THURSDAYS and FRIDAYS 1 – 5 PM (except for holidays)
April Arias/May Ann Espinosa (Final pay POC) – 411 -9217
Reception Area (I2-11th floor) – 411 -9201
For HR Concern you may email HROperationsCPSTGU@convergys.com
4. Final Pay release is every **Monday (except for holidays), 2PM – 5pm @ 11th floor, i2 Bldg., Cebu IT Park**. If Monday is a Holiday, releasing schedule will be moved to the next working day.
5. Upon claiming your Final Pay, you have to present the following requirements:
 - Community Tax Certificate - CEDULA (for the current year, original and photocopy)
 - 2 Government IDs (unexpired, original and photocopy)
 - ✓ SSS ID/UMID
 - ✓ PRC ID
 - ✓ Voter's ID
 - ✓ Postal ID
 - ✓ Driver's License
 - ✓ Passport with signature
 - ✓ BIR/TIN ID
 - ✓ Philhealth ID (New)
 - ✓ Company ID with Signature
 - ✓ Police clearance
 - ✓ NBI clearance
6. Check is for DEPOSIT ONLY to any of your existing personal bank account
7. Check is valid for 1 year from the issue date. For unclaimed/ stale checks, kindly send an email to request for check re-issuance.
8. Proper dress code is observed in the building premises. Wearing shorts, slippers and sandals are not allowed.
9. If representative will claim the check, the requirements are:
 - Original Quit Claim and Waiver Form (with wet signature of the resigned employee) - you may get the form to your site HR upon exit interview
 - Notarized Special Power of Attorney (original)
 - 2 Valid IDs of representative (original & photocopy)
 - Latest Community Tax Certificate/Cedula of both parties (original & photocopy)
 - 2 Valid IDs of the employee (photocopy)
 - Ballpen (Black/Blue)
10. You will receive the following documents together with your final pay check:
 - ITR or BIR 2316
 - Certificate of Clearance
 - Final Pay Computation