



Reference No. 24-PRO-FGD-04-291

14 May 2024

PUBLIC ADVISORY

The Philippine Statistics Authority (PSA) encourages the registrants to the National ID system to track the delivery status of their physical card through the tracking website of the Philippine Postal Corporation (PHLPost) at <https://tracking.phlpost.gov.ph/>.

While waiting for the delivery of the physical card, registrants may already claim their ePhilID by visiting any registration center. The location of registration centers can be viewed at <https://philsys.gov.ph/registration-center/>. The ePhilID is accepted for transactions requiring proof of identity and age.

Meanwhile, the public may reach out to the PSA through the following channels for any other queries or concerns on the National ID:

- Email: info@philsys.gov.ph
- Facebook: [facebook.com/PSAPhilSysOfficial](https://www.facebook.com/PSAPhilSysOfficial)
- Hotline: **1388** (fees may apply)

For the efficient processing of concerns, the PSA requires the submission of the following information through the feedback channel availed:

Type of Concern	Required Information for Processing
1. Card delivery and ePhilID availability	a. Transaction Reference Number (TRN)
2. Lost TRN slip	a. Complete name of the registrant <ul style="list-style-type: none">i. First Nameii. Middle Name (if applicable)iii. Last Nameiv. Suffix (if applicable) b. Date of Birth (Month/Day/Year) c. Sex (Male/Female)



3. Non-acceptance of National ID or ePhilID in transactions	a. Name of establishment b. Address of establishment c. Reasons for non-acceptance d. Type of transaction e. Date of incident f. Name of registrant and contact details (optional)
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The PSA emphasizes that without the required information, a concern may not be processed further and is held incomplete until updated by the public.


In compliance with the Data Privacy Act of 2012, all information provided will remain confidential and solely be used for the processing of the concern received. The Data Privacy Policy of the PhilSys Registry Office (PRO) of the PSA can be viewed at <https://philsys.gov.ph/data-privacy/>.



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Undersecretary

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FSS/HFP/NDEN