

MICT ADVISORY

Official Manila International Container Terminal Partner Advisory

7/15/2020

ADVISORY NO. 2020-1236

To Our Valued MICT Customers:

We are encouraged by the positive response to our online payment initiatives since the start of ECQ with new registrants coming onboard daily. Our ACTS Online Payment system has been up and running for a few years now with no issues and more banks have expressed interest in partnering up. Reducing face to face transactions has been effective in limiting the spread of COVID-19 at our facility where strict physical distancing measures are imposed. These distancing measures and other safety precautions are a non-negotiable for us and we are committed to enforcing them for the foreseeable future.

In line with this, we would like to inform everyone that **beginning August 3, 2020, we are revising our Billing Center Operating Hours to 1000H to 1600H Monday to Friday, with Self-Service Kiosk Operating Hours of 0930H to 1530H**, to align with UnionBank's regular banking hours. Our Customer Lounge will, however, remain open from 0800H to 1700H Monday to Friday for onsite customer assistance.

Please make sure to enroll in our ACTS Online Payment system. This has been designed **to provide our customers 24/7 payment services** for **ALL** port related transactions. If you haven't already registered, please follow the simple steps outlined below:

1. Go to <https://acts.ictsi.com/Account/Register/>
2. Fill out all required fields on the page.
3. Attach your company's BIR Form 2303 and the completed ICTSI Client Registration Form.
4. Wait for the email notification of your account approval together with your user name and password.

Our Customer Care Team can provide you more information on how to fund your account and use the online payment portal. Feel free to email us at customercare@ictsi.com.

Regards,

MICT Management

NOTE: All links in this advisory shall be active for 7 days upon receipt of the email. Please download all relevant attachments immediately.