



DEPARTMENT ORDER NO. 01
Series of 2025

**GUIDELINES FOR THE PROVISION OF IMMEDIATE FINANCIAL ASSISTANCE
TO VICTIMS OF BALIKBAYAN BOX SCAM THROUGH THE AGARANG
KALINGA AT SAKLOLO PARA SA MGA OFWs NA NANGANGAILANGAN
(AKSYON) FUND**

WHEREAS, pursuant to Section 2 of Republic Act No. 11641 otherwise known as the Department of Migrant Workers (DMW) Act, the DMW is mandated to protect the rights and promote the welfare of Overseas Filipino Workers (OFWs) and their families by ensuring the provision of timely and responsive services to address their needs;

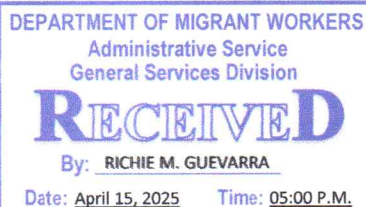
WHEREAS, Section 14 of the aforementioned Act established the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund to provide legal, medical, financial and other forms of assistance to OFWs;

WHEREAS, mechanisms to carry out the assistance to OFWs were set through Department Order No. 04, Series of 2023 or the *Guidelines on the Implementation of the Agarang Kalinga at Saklolo para sa mga OFW na Nangangailangan* (AKSYON) Fund, and Department Order No. 05, Series of 2023 or the *Enhanced Guidelines for the Provision of Humanitarian Assistance to Overseas Filipino Workers in Distressed Situations Under the Agarang Kalinga at Saklolo Para sa mga OFW Na Nangangailangan* (AKSYON) Fund;

WHEREAS, the Department has received a significant number of reports of OFWs becoming victims of balikbayan box scams, including the loss of, abandonment, or extraordinary delay in the delivery of said balikbayan boxes;

WHEREAS, DMW Administrative Order No. 47, Series of 2025 constituted a Technical Working Group to ensure the timely and responsive provision of services to the victims of the balikbayan boxes scam, including the processing and provision of assistance to the victims;

WHEREFORE, to alleviate the impact of economic and emotional distress among OFWs caused by fraudulent activities of unscrupulous international freight forwarders and their local counterparts in the shipment of balikbayan boxes, these guidelines for the provision of immediate financial assistance to affected OFWs are hereby issued with the following prescribed procedures:



I. Coverage

A. Victims' Assistance

The assistance shall be in the form of financial assistance granted to OFWs who are victims of the balikbayan box scam. The qualified recipient shall receive a one-time financial aid in the amount of Thirty Thousand Pesos (Php30,000) upon submission of complete and compliant documentary requirements.

The mode of payment of the financial assistance shall be in cash or through bank transfer, to be facilitated by the DMW Regional Office or Migrant Workers Office, at the option of the applicant-OFW. Bank charges or costs shall be charged against the AKSYON Fund.

B. Qualified OFWs

In addition to the documentary requirements, and in order to ensure qualification, applicant-OFWs shall be matched to lists provided by the Bureau of Customs, the Department of Trade and Industry, or any other government office, reporting the loss of, abandonment, or extraordinary delay of an OFW's balikbayan box(es). Abandonment, loss of, or extraordinary delay in the delivery of the balikbayan box shall be reckoned from the date of pick-up of the cargo or box.

C. Administrative Costs

Administrative costs, charged against the AKSYON Fund, shall cover expenses, if any, to support the implementation of the financial assistance to OFWs in accordance with these Guidelines.

II. Documentary Requirements

The following documents shall be submitted by the applicant-OFW to the DMW Regional Office or Migrant Workers Office:

1. Accomplished Request for Financial Assistance Form for victims of the balikbayan box scam (Annex A);
2. Sworn Statement of the balikbayan box scam victim (Annex B);
3. Copy of Passport information page;
4. Proof that the OFW is a sender or consignor of a balikbayan box(es) (e.g. bill of lading, waybill, receipt, etc.);
5. Active Account Number (if through bank transfer);



III. Processing of Requests for Assistance

DMW Regional Offices or Migrant Workers Offices shall process and evaluate applications, including the matching of applicant-OFWs to lists provided. They shall promptly recommend and facilitate the release of the financial assistance to the victims, upon submission of complete and compliant documentary requirements, subject to the approval of the Undersecretary for Foreign Employment and Welfare Services.

IV. Monitoring

The Chairperson of the Technical Working Group on the Balikbayan Boxes Scam (TWG), through the TWG OFW Victims' Assistance Committee, shall submit monthly reports on the number of beneficiaries to the Secretary, and copy furnished the Undersecretary for Foreign Employment and Welfare Services, and the Undersecretary for Finance and Internal Management.

V. Evaluation

Within a period of six (6) months after the effectivity of this Order, an evaluation of the provision of financial assistance shall be conducted by the TWG to determine the effectiveness of the assistance project, and the TWG shall recommend whether or not there is still a need to continue or discontinue the provision of financial assistance.

VI. Budgetary Requirements

Funds for implementation shall be sourced from the AKSYON Fund subject to the usual budgeting, accounting, and auditing rules and regulations.

VII. Effectivity

This Order shall take effect retroactively on the 2nd day of January 2025 and shall apply suppletorily to the provisions of Department Order Nos. 04 & 05, Series of 2023.


HANS LEO J. CACDAC
Secretary

APR 15 2025, Mandaluyong City





Republic of the Philippines
Department of Migrant Workers
 Blas F. Ople Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1501

ASSISTANCE TO NATIONALS (ATN) REQUEST FOR ASSISTANCE FORM

Date (Petsa): _____

A. IMPORMASYON NG PILIPINONG NASA IBANG BANSA AT NANGANGAILANGAN NG TULONG

Pangalan ng OFW :	
Birthdate:	
Sex (Kasarian):	_____ Male/Lalaki _____ Female/Babae
Passport No.:	
Address sa abroad:	
Contact No/s. Mobile/Phone No.:	

B. IMPORMASYON NG HUMIHINGI NG TULONG

Pangalan: _____ Relasyon sa OFW: _____

Contact/Mobile No: _____ Contact No/s. _____

Address: _____

C. KINAROROONAN NG OFW:

- ☐ Detained/Jailed ☐ Mortuary ☐ MWO Custody
☐ With Someone Other Than Employer ☐ Unknown ☐ _____

D. URI NG TULONG NA HINIHINGI (Paki-check):

LEGAL ASSISTANCE	REPATRIATION ASSISTANCE
☐ Detained OFW	☐ Airfare to the Philippines up to final destination
☐ Immigration Concern/s	☐ Medical Repatriation
☐ Legal Services of Counsel/Lawyer	☐ Exit visa and payment of immigration penalties
☐ Jail Visitation and/or Court Hearing	☐ Shipment of Remains and personal belongings
☐ Court Penalties and Charges	☐ Funeral and burial assistance
LABOR-RELATED SERVICES	WELFARE ASSISTANCE
☐ Employment-related complaints	☐ Medical referrals and hospital visitation
☐ Illegal recruitment or human trafficking	☐ Non-performance of family obligations
☐ End-of-service benefits, insurance, money claims	☐ Location of whereabouts and ascertaining condition of OFW
SHELTER ASSISTANCE	☐ Custody of run-away cases
☐ Temporary Accommodation	☐ Counseling
☐ Food and transportation assistance	☐ Compassionate visit of next of kin
☐ Counseling	EMERGENCY RESPONSE
☐ Reintegration training	☐ Rescue
OTHERS:	☐ Food, shelter, and transportation assistance
☐ Please specify below:	☐ Medical assistance
☐ BALIKBAYAN BOX SCAM	☐ Financial assistance

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears to be a standard notebook page.

(Sa pamamagitan nito, pinatutunayan ko na ang impormasyon/salaysay sa itaas ay totoo at tama sa abot ng aking kaalaman. Dagdag pa rito, pinahihintulutan ko ang Department of Migrant Workers at ang mga awtorisadong kinatawan nito na kolektahin at iproseso ang lahat ng personal na data at impormasyon, na ibinigay dito at kaugnay nito, alinsunod sa Republic Act No. 10173 (ang Data Privacy Act of 2012), at mga nauugnay na batas, tuntunin at regulasyon.).

AFFIDAVIT
(FOR BALIKBAYAN BOX SCAM VICTIM)

I, [name of consignor/sender], of legal age, single/married, Filipino citizen and currently residing at _____, after having been duly sworn to in accordance with law, do hereby depose and state:

1. That I have sent **BALIKBAYAN BOX** to [name of consignee/recipient] with delivery address at [delivery address];
2. That the **BALIKBAYAN BOX** including its contents, has an estimated value of [estimated amount], and is covered by receipt [receipt number] dated [date] issued by [name of courier/forwarder] ;
3. That my **BALIKBAYAN BOX** has not yet reached the intended destination/ delivery address;
4. That I have inquired and made demands with [name of courier/forwarder] regarding my **BALIKBAYAN BOX**, but I have not received any clear or satisfactory explanation regarding its location or delivery status;
5. That I am requesting assistance from the government of the Philippines, including the Department of Migrant Workers, the Department of Trade and Industry, the Overseas Workers Welfare Administration, the Bureau of Customs, and any other relevant government agency, in locating, delivering, and resolving the matter of my **BALIKBAYAN BOX**, pursuant to relevant provisions of law;
6. That attached to this affidavit is my Assistance to National (ATN) request for assistance form, including a Salaysay detailing the circumstances and background of my request for assistance;
7. That I am executing this affidavit to attest to the truth of the foregoing facts and for whatever legal purpose it may serve.

IN **WITNESS HEREOF**, I hereunto set my hand and affix my signature this _____ at _____.

(AFFIANT'S SIGNATURE OVER PRINTED NAME)

SUBSCRIBED AND SWORN to before me this _____ at _____, the affiant exhibiting his/her valid passport / valid proof of identification, copy of which is attached.

ADMINISTERING OFFICER