

February 23, 2026
Ref. No. MMPC SD 2026-001-C

CIRCULAR

To : **ALL AUTHORIZED MMPC DEALERS**
Attention : **Dealer Principals, Operation Heads, Branch Heads, After Sales Heads and Managers**
Subject : **Warranty Officers Workshop**

MMPC Service Department will be holding a workshop for dealer warranty officers on the following dates and venue:

Region	Dates	Location
Metro Manila and Luzon	17-18 March 2026	MMPC Training Center, Santa Rosa City, Laguna
Visayas and Mindanao	24-25 March 2026	Big Hotel (Cebu City)

The workshop aims to:

1. Orient the newly hired warranty officers on MMPC's vehicle warranty service claims handling and processing
2. Refresh the knowledge of the current warranty officers on MMPC's warranty service claims handling standards
3. Improve the overall campaigns capture rate

We will also announce the following:

1. Warranty officers who successfully qualified as "Warranty Experts" following the FY '25 evaluation period
2. Warranty officers who are eligible to receive the incentive for having no campaign slip-outs within the set period

We hereby encourage all dealers to have their warranty officers, especially the newly hired, attend the workshop.

For your cooperation and compliance.



Geraldine Y. Almoneda
Section Head - PQM

Noted by:



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Department Head - Service



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