Gmail **Mary Gonzalez <gonzalezmaryrose@gmail.com>**

We received your claim request. Here are the next steps | 6389697000204751590

13 messages

Moneymax Customer Support Team <don.don@moneyherogroup.com> Tue, Apr 7, 2026 at 2:44 PM
To: gonzalezmaryrose@gmail.com
Cc: zenytan.sici@yahoo.com, rickp.stronghold@gmail.com, obc.claims@gmail.com, dmsdeguzman@strongholdinsurance.com.ph, eosubalisid@strongholdinsurance.com.ph, claims@moneymax.ph



Car Insurance | Credit Cards | Personal Loans | Blog Articles

Hi Mary Rose Gonzalez,

We recently received your claim request for the policy below:
Insurance Provider: **Stronghold Insurance**
Policy Number: **PC-BC01-5693117**
Reference ID: **6389697000204751590**
Date of Incident: **4/2/2026**

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- Police Report/Incident Report or Notarized Affidavit of Accident (This should indicate the Date and Time of the incident, Where and How the Incident happened and Point of impacts/Damaged portion)
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- Clear copy of Driver's License with OR
- Repair estimate from an accredited shop (please see attachment for the complete list)
- Pictures (showing damaged portions, whole vehicle on the damaged side, and one showing your vehicle with plate number)
- Contact number and schedule for actual inspection
- Copy of your previous policy

As soon as all requirements are submitted, your insurance provider will process your request and conduct further investigation if needed.

For additional questions and follow ups, you can call your provider directly at 0917 153 2547 and look for Mr. Gildrick T. Pante or you can send an email on this thread.

IMPORTANT REMINDERS:

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You can also refer to the articles below:
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All the best, Moneymax
Customer Service Team

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Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

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---

4 attachments



Photo Template.png
495K



Photo Template2.png
490K

STRONGHOLD ACCREDITED SHOPS AND DEALERSHIPS - ALL.xlsx
38K

Stronghold Insurance Co. Inc Roadside Assistance and Claims Guidelines.pdf
1775K

---

gildrick pante <rickp.stronghold@gmail.com> Tue, Apr 7, 2026 at 3:02 PM
To: Moneymax Customer Support Team <don.don@moneyherogroup.com>
Cc: gonzalezmaryrose@gmail.com, zenytan.sici@yahoo.com, obc.claims@gmail.com, dmsdeguzman@strongholdinsurance.com.ph, eosubalisid@strongholdinsurance.com.ph, claims@moneymax.ph, LOUISE IVANA HERNANDEZ <linhernandez@strongholdinsurance.com.ph>

Hi Moneymax,

Acknowledging receipt of your email.

Kindly send us the following documents for us to process the claim.

- Police report/notarized incident report
- repair estimate
- photo of damages '
- OR/CR Car
- DL with OR
- Policy

Thank you, Regards

LOUISE

On Tue, Apr 7, 2026 at 2:44 PM Moneymax Customer Support Team <don.don@moneyherogroup.com> wrote:

Moneymax

Car Insurance | Credit Cards | Personal Loans | Blog Articles

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Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

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--
Best Regards,

GILDRICK PANTE
OBC Claims Adjuster
STRONGHOLD INSURANCE CO., INC.
Ortigas Business Center
27/F Unit 2712 AIC Burgundy
Empire Tower ADB Ave.
Ortigas, Pasig City
Landline no. **8283-9102**
Mobile no: 09171532547
E-mail: **rickp.stronghold@gmail.com**

Aera (MoneyMax Team) <claims@moneymax.ph> Wed, Apr 8, 2026 at 9:20 AM
Reply-To: MoneyMax Team <claims@moneymax.ph>
To: Moneymax Customer Support Team <don.don@moneyherogroup.com>
Cc: Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, Mary Gonzalez <gonzalezmaryrose@gmail.com>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>

Hi Mary Rose,

Kindly submit the required documents as requested by Stronghold Insurance so we can move forward with your claim.

Thank you!

On 7 April 2026 at 06:44:39 UTC, Moneymax Customer Support Team don.don@moneyherogroup.com wrote:

Moneymax

Car Insurance | Credit Cards | Personal Loans | Blog Articles

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Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

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[WMW2PG-JR933]

Mary Gonzalez <gonzalezmaryrose@gmail.com> Thu, Apr 9, 2026 at 2:40 PM
To: MoneyMax Team <claims@moneymax.ph>
Cc: Moneymax Customer Support Team <don.don@moneyherogroup.com>, Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>

Dear All,

Apologies for this late response. I've been in a conference meeting since Monday.
Please see the attached documents for reference.

Contact Numbers: +639175485074 and +639177152534
For the inspection schedule, please refer below, or call us, as we report to the office two to three times a week
1. Apr 13, 16 and 17, 2026
2. Apr 21 and 23, 2026

Thank you.

On Wed, Apr 8, 2026 at 9:20 AM Aera (MoneyMax Team) <claims@moneymax.ph> wrote:

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>
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>
> Moneymax
>
> Car Insurance | Credit Cards | Personal Loans | Blog Articles

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Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

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[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

14 attachments



5. Driver's License - Receipt.jpg
350K



1. Police Report.jpg
504K



4. Driver's License.jpg
410K



2. Certificate of Registration.jpg
452K



3. Official Receipt.jpg
375K



6. Estimate from Mitsubishi.jpg
574K



Picture 1.jpg
605K



Picture 4.jpg
347K



Picture 2.jpg
239K



Picture 3.jpg
274K



Picture 5.jpg
284K



Picture 7.jpg
324K



Picture 6.jpg
351K



7. Previous Policy.jpg
336K

Mail Delivery Subsystem <mailer-daemon@googlemail.com> Thu, Apr 9, 2026 at 2:41 PM
To: gonzalezmaryrose@gmail.com

Address not found

Your message wasn't delivered to **dmsdeguzman@strongholdinsurance.com.ph** because the address couldn't be found, or is unable to receive mail.

LEARN MORE

The response was:

```
550 5.1.1 The email account that you tried to reach does not exist. Please try double-checking
the recipient's email address for typos or unnecessary spaces. For more information, go to
https://support.google.com/mail/?p=NoSuchUser ffacd0b85a97d-43d1e4c541fsor2431997f8f.17 - gsmtp
```

Final-Recipient: rfc822; dmsdeguzman@strongholdinsurance.com.ph
Action: failed
Status: 5.1.1
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try
550-5.1.1 double-checking the recipient's email address for typos or
550-5.1.1 unnecessary spaces. For more information, go to
550 5.1.1 https://support.google.com/mail/?p=NoSuchUser ffacd0b85a97d-43d1e4c541fsor2431997f8f.17 - gsmtp

Last-Attempt-Date: Wed, 08 Apr 2026 23:41:03 -0700 (PDT)

noname
5K

Mary Gonzalez <gonzalezmaryrose@gmail.com> Wed, Apr 15, 2026 at 10:52 PM
To: MoneyMax Team <claims@moneymax.ph>
Cc: Moneymax Customer Support Team <don.don@moneyherogroup.com>, Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>

Dear All,

May I follow-up on this claim, please.

Thank you

On Thu, Apr 9, 2026 at 2:40 PM Mary Gonzalez <gonzalezmaryrose@gmail.com> wrote:

> Dear All,
>
> Apologies for this late response. I've been in a conference meeting since Monday.
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>
> Contact Numbers: +639175485074 and +639177152534
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> Thank you.
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> >
> > 
> >
> >
> > Car Insurance | Credit Cards | Personal Loans | Blog Articles

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Policy Number: **PC-BC01-5693117**
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[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

--
Respectfully yours,
Mary

Mary Rose Gonzalez
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LEARN MORE

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```

Final-Recipient: rfc822; dmsdeguzman@strongholdinsurance.com.ph
Action: failed
Status: 5.1.1
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try
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550 5.1.1 https://support.google.com/mail/?p=NoSuchUser ffacd0b85a97d-43ead412790sor340175f8f.19 - gsmtp
Last-Attempt-Date: Wed, 15 Apr 2026 07:53:07 -0700 (PDT)

noname
5K

Aera (MoneyMax Team) <claims@moneymax.ph> Thu, Apr 16, 2026 at 9:58 AM
Reply-To: MoneyMax Team <claims@moneymax.ph>
To: Moneymax Customer Support Team <don.don@moneyherogroup.com>
Cc: Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, Mary Gonzalez <gonzalezmaryrose@gmail.com>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>

Hi Stronghold,

Could you please provide us with an update on this matter?

We would appreciate any information you can share regarding this claim.

Thank you!

On 15 April 2026 at 14:53:17 UTC, Mary Gonzalez gonzalezmaryrose@gmail.com wrote:

> Dear All,
>
> May I follow-up on this claim, please.
>
> Thank you
>
> On Thu, Apr 9, 2026 at 2:40 PM Mary Gonzalez <gonzalezmaryrose@gmail.com> wrote:
>
> > Dear All,
> >
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> > Please see the attached documents for reference.
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> > Contact Numbers: +639175485074 and +639177152534

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Car Insurance | Credit Cards | Personal Loans | Blog Articles

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[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

--
Respectfully yours,

> Mary
>
> Mary Rose Gonzalez
> Clinical Research Professional
> [WMW2PG-JR933]

Mary Gonzalez <gonzalezmaryrose@gmail.com> Fri, Apr 17, 2026 at 10:07 AM
To: MoneyMax Team <claims@moneymax.ph>
Cc: Moneymax Customer Support Team <don.don@moneyherogroup.com>, Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>

Dear ALL,

May I follow-up on your feedback?
I submitted the requested documents on April 8, 2026. It has been 8 days.

There is NO response, NO feedback and the number provided is unreachable.
dmsdeguzman@strongholdinsurance.com.ph - This email address is bouncing back.

May I know the expected timeline here? This insurance expires on April 20, 2026. Is Stronghold waiting for the expiry?

Let me know.

Thank you

On Thu, Apr 16, 2026 at 9:58 AM Aera (MoneyMax Team) <claims@moneymax.ph> wrote:

> Hi Stronghold,
>
> Could you please provide us with an update on this matter?
>
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- Clear and updated copies of your OR and CR
- Clear copy of Driver's License with OR
- Repair estimate from an accredited shop (please see attachment for the complete list)
- Pictures (showing damaged portions, whole vehicle on the damaged side, and one showing y vehicle with plate number)
- Contact number and schedule for actual inspection
- Copy of your previous policy

As soon as all requirements are submitted, your insurance provider will process your request and conduct further investigation if needed.

For additional questions and follow ups, you can call your provider directly at 0917 153 2547 look for Mr. Gildrick T. Pante or you can send an email on this thread.

IMPORTANT REMINDERS:

1. We reserve all the rights of the insurance provider to request any additional documents neces for our request.
2. Premium payment should be paid in full before processing the claim request.
3. The acknowledgment of the claim request and any documentation are not an acceptance of liability.
4. Approval of claim will be reviewed and evaluated by our mutual Insurance Provider.
5. Repair of the vehicle should start after the issuance of approval.
6. No acceptance of Amicable settlement/any amount from the adverse party.
7. The insurance provider will only start the review and evaluation of your claim upon the comple of claim requirements.

You can also refer to the articles below:
Filing a Car Insurance Claim: A Guide for Policyholders
What You Need to Know About Car Insurance Participation Fee

All the best, Moneymax
Customer Service Team



Connect with us online!

6th Floor - Units D and E, Uptown Bonifacio Tower 1, 36th Street corner 11th Avenue , Uptown Bonifacio, Tag
Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

Visit Us Privacy Policy Terms of Conditions

[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional
[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

Mail Delivery Subsystem <mailer-daemon@googlemail.com> Fri, Apr 17, 2026 at 10:07 AM
To: gonzalezmaryrose@gmail.com

Address not found

Your message wasn't delivered to **dmsdeguzman@strongholdinsurance.com.ph** because the address couldn't be found, or is unable to receive mail.

LEARN MORE

The response was:

```
550 5.1.1 The email account that you tried to reach does not exist. Please try double-checking
the recipient's email address for typos or unnecessary spaces. For more information, go to
https://support.google.com/mail/?p=NoSuchUser 5b1f17b1804b1-488fc0fb5f5sor332085e9.2 - gsmtp
```

Final-Recipient: rfc822; dmsdeguzman@strongholdinsurance.com.ph
Action: failed
Status: 5.1.1
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try
 550-5.1.1 double-checking the recipient's email address for typos or
 550-5.1.1 unnecessary spaces. For more information, go to
 550 5.1.1 https://support.google.com/mail/?p=NoSuchUser 5b1f17b1804b1-488fc0fb5f5sor332085e9.2 - gsmtp
Last-Attempt-Date: Thu, 16 Apr 2026 19:07:59 -0700 (PDT)

---

noname
6K

Mary Gonzalez <gonzalezmaryrose@gmail.com> Tue, Apr 21, 2026 at 11:23 AM
To: George Samodio <george.samodiojr@gmail.com>

Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

---------- Forwarded message ---------
From: **Mail Delivery Subsystem** <mailer-daemon@googlemail.com>
Date: Fri, 17 Apr 2026, 10:07 am
Subject: Delivery Status Notification (Failure)
To: <gonzalezmaryrose@gmail.com>

Address not found

Your message wasn't delivered to **dmsdeguzman@strongholdinsurance.com.ph** because the address couldn't be found, or is unable to receive mail.

LEARN MORE

The response was:

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550 5.1.1 The email account that you tried to reach does not exist. Please try double-checking
the recipient's email address for typos or unnecessary spaces. For more information, go to
https://support.google.com/mail/?p=NoSuchUser 5b1f17b1804b1-488fc0fb5f5sor332085e9.2 - gsmtp
```

icon.png
2K

Mary Gonzalez <gonzalezmaryrose@gmail.com> Tue, Apr 21, 2026 at 12:32 PM
To: MoneyMax Team <claims@moneymax.ph>, Moneymax Customer Support Team <don.don@moneyherogroup.com>, MoneyMax Team <max@moneymax.ph>
Cc: Moneymax Customer Support Team <don.don@moneyherogroup.com>, Zenytan Sici <zenytan.sici@yahoo.com>, Eosubalisid <eosubalisid@strongholdinsurance.com.ph>, "dmsdeguzman@strongholdinsurance.com.ph" <dmsdeguzman@strongholdinsurance.com.ph>, George Samodio <george.samodiojr@gmail.com>

Dear All,

There is no response until now. May I follow-up on this claims, please?

Thank you.

Regards,
Mary

On Fri, Apr 17, 2026 at 10:07 AM Mary Gonzalez <gonzalezmaryrose@gmail.com> wrote:

> Dear ALL,
>
> May I follow-up on your feedback?
> I submitted the requested documents on April 8, 2026. It has been 8 days.
>
> There is NO response, NO feedback and the number provided is unreachable.
> *dmsdeguzman@strongholdinsurance.com.ph - This email address is bouncing back.*
>
> May I know the expected timeline here? This insurance expires on April 20, 2026. Is Stronghold waiting for the expiry?
>
> Let me know.
>
> Thank you
>
> On Thu, Apr 16, 2026 at 9:58 AM Aera (MoneyMax Team) <claims@moneymax.ph> wrote:
>
> > Hi Stronghold,
> >
> > Could you please provide us with an update on this matter?
> >
> > We would appreciate any information you can share regarding this claim.
> >
> > Thank you!
> >
> >
> >
> > On 15 April 2026 at 14:53:17 UTC, Mary Gonzalez gonzalezmaryrose@gmail.com wrote:
> >
> > > Dear All,
> > >
> > > May I follow-up on this claim, please.
> > >
> > > Thank you
> > >
> > > On Thu, Apr 9, 2026 at 2:40 PM Mary Gonzalez <gonzalezmaryrose@gmail.com> wrote:
> > >
> > > > Dear All,
> > > >
> > > > Apologies for this late response. I've been in a conference meeting since Monday.
> > > > Please see the attached documents for reference.
> > > >
> > > > Contact Numbers: +639175485074 and +639177152534
> > > > For the inspection schedule, please refer below, or call us, as we report to the office two to three times a week
> > > > 1. Apr 13, 16 and 17, 2026

2. Apr 21 and 23, 2026

Thank you.

On Wed, Apr 8, 2026 at 9:20 AM Aera (MoneyMax Team) <claims@moneymax.ph> wrote:

Hi Mary Rose,

Kindly submit the required documents as requested by Stronghold Insurance so we can move forward with your claim.

Thank you!

On 7 April 2026 at 06:44:39 UTC, Moneymax Customer Support Team don.don@moneyherogroup.com wrote:

Moneymax

Car Insurance | Credit Cards | Personal Loans | Blog Artic

Hi Mary Rose Gonzalez,

We recently received your claim request for the policy below:
Insurance Provider: **Stronghold Insurance**
Policy Number: **PC-BC01-5693117**
Reference ID: **6389697000204751590**
Date of Incident: **4/2/2026**

To officially start your claim process, please submit the following documents in this email thread. We stror recommend that you submit your documents in one sending for quicker monitoring.

- Police Report/Incident Report or Notarized Affidavit of Accident (This should indicate the Da Time of the incident, Where and How the Incident happened and Point of impacts/Damage portion)
- Clear and updated copies of your OR and CR
- Clear copy of Driver's License with OR
- Repair estimate from an accredited shop (please see attachment for the complete list)
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- Contact number and schedule for actual inspection
- Copy of your previous policy

As soon as all requirements are submitted, your insurance provider will process your request and conduct further investigation if needed.

For additional questions and follow ups, you can call your provider directly at 0917 153 254 look for Mr. Gildrick T. Pante or you can send an email on this thread.

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All the best, Moneymax
Customer Service Team



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6th Floor - Units D and E, Uptown Bonifacio Tower 1, 36th Street corner 11th Avenue , Uptown Bonifacio, T
Email us: max@moneymax.ph | **Call us:** (02) 8236 6481

Visit Us Privacy Policy Terms of Conditions

[WMW2PG-JR933]

--
Respectfully yours,
Mary

Mary Rose Gonzalez
Clinical Research Professional

--
Respectfully yours,
Mary

Mary Rose Gonzalez

> > Clinical Research Professional
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>
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> Respectfully yours,
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the recipient's email address for typos or unnecessary spaces. For more information, go to
https://support.google.com/mail/?p=NoSuchUser ffacd0b85a97d-43fe4cb11a9sor1377321f8f.7 - gsmtp
```

Final-Recipient: rfc822; dmsdeguzman@strongholdinsurance.com.ph
Action: failed
Status: 5.1.1
Diagnostic-Code: smtp; 550-5.1.1 The email account that you tried to reach does not exist. Please try
 550-5.1.1 double-checking the recipient's email address for typos or
 550-5.1.1 unnecessary spaces. For more information, go to
 550 5.1.1 https://support.google.com/mail/?p=NoSuchUser ffacd0b85a97d-43fe4cb11a9sor1377321f8f.7 - gsmtp
Last-Attempt-Date: Mon, 20 Apr 2026 21:32:39 -0700 (PDT)



noname
6K