

# **FREQUENTLY ASKED QUESTIONS**

Updated as of July 03, 2023

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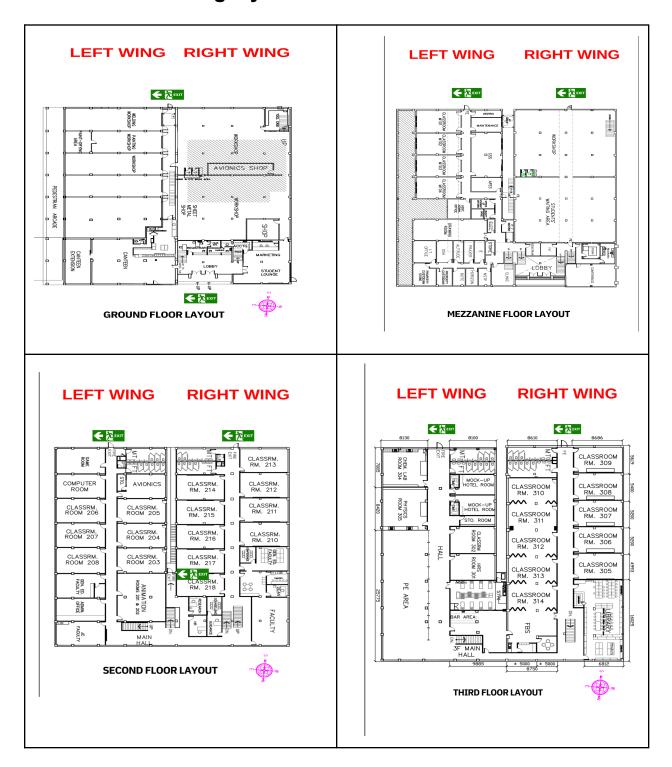
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## **ACADEMICS:**

## What is the building layout and where are the fire exits?



The AISAT building has a left and right wing layout. The emergency exit locations are indicated above.



## How do I know my assigned classroom and schedule?

Classrooms will be assigned per section and will be posted at <a href="https://aisat.edu.ph/subject-scheduling/">https://aisat.edu.ph/subject-scheduling/</a> during the start of the semester. It will be also posted in the second floor lobby area in the registrar's bulletin board.

The assigned year level, section, and class schedule will also be posted at the door of the classroom it is associated with.

## Where do I get my Certificate of Registration?

After completing the enrollment process, the registrar's office will email you a copy of your COR (Certificate of Registration) via your personal email (for **NEW** students) and AISAT assigned email (for **OLD** students). Please make sure you have your own copy to serve as proof that you are enrolled in that subject and schedule.

#### What should I know about examinations?

Examination schedules will be emailed to all students a week before the examination week. It will also be posted in your virtual Google Classrooms. The registrar's office will also be posting it in their bulletin board. This consists of the time for each subject and room assignment per section.

Exams will be conducted on site, at the set schedules, and each for a duration of 2 hours, unless a longer period is required by the instructor. Please inform your instructors at least 7 days in advance for exam conflict of schedule or at least 24 hours in advance (except extreme emergencies) in case of emergencies.

Only students wearing the appropriate uniform based on the day of the schedule will be allowed to take the examination.

## When is my instructor available for consultation?

All regular instructors are available for consultation during scheduled class hours or online on weekdays from 1pm to 5pm. Part time instructors have their weekly consultation times scheduled. Students may directly chat with the faculty in the classroom, google chat or by email. Outside consultation time, instructors will reply to communications within office hours. If instructors are unresponsive, students may request for assistance from the program head or from the OSA.



## Who are the heads of the various programs?

These are the heads of the various programs. You may contact them for any academic related concerns.

Aviation OIC: Ed Vincent Ybanez avi@aisat.edu.ph

AvM OIC: Karina Ingrid Therese R. Kahulugan avm@aisat.edu.ph

IDT: Leslei Kaye Lodia-Bernaldez idt@aisat.edu.ph

## Is there an evaluation process for my instructors?

Yes, an evaluation form from the OSA will be made available after midterms for you to fill out. These will be used as a basis for feedback to your instructors after each semester. Your positive and negative feedback is valuable for continuous improvement, and you may choose to remain anonymous when submitting your response.

## When is the period for examinations?

#### First Semester

A copy of the school calendar is posted in the AISAT website (<a href="http://aisat.edu.ph/school-calendar/">http://aisat.edu.ph/school-calendar/</a>) as well as on AISAT's FB page. In it are important dates as well as the examination dates for college in the first semester of SY 2022-2023.

Prelim Exam : August 29 - September 1, 2023

Midterm Exam : September 25 - September 29, 2023

Semi-Final Exam : October 23 - October 27, 2023

Final Exam : November 28 - December 1, 2023

#### Second Semester

Prelim Exam : January 29 - February 2, 2024 Midterm Exam : February 26 - March 1, 2024

Semi-Final Exam : April 1- April 5, 2024 Final Exam : May 6 - April 10, 2024

The specific exam schedule for each subject will be announced by your instructors and posted in the classroom for proof of payments.



## **REGISTRAR:**

#### First Semester

#### When is enrollment?

First Year College Students : January 18, 2023 to July 21, 2023 For Old Students : June 26, 2023 to July 21, 2023

Late registration is from July 22, 2023 to August 4, 2023.

Late fee of P500 will apply.

NOTE: Students with lacking requirements will be notified and all required credentials should already be submitted by **November 10**, **2023**.

#### When is adding and dropping?

Adding and dropping may be done only from **August 1-4, 2023**. This must be done in person at the Registrar's office.

#### When is the start of class?

Classes will start on August 1, 2023.

#### **Second Semester**

#### When is enrollment?

Early Enrollment (New/Old) : November 20, 2023 to December 14, 2023 Regular Enrollment (New/Old) : December 27, 2023 to January 5, 2024

Late enrollment is from January 6, 2024 to January 12, 2024.

Late fee of P500 will apply.

#### When is adding and dropping?

Adding and dropping may be done only from **January 8 - 12, 2024**. This must be done in person at the Registrar's office.

#### When is the start of class?

Classes will start on January 8, 2024.



## How do I check my grades and account balance?

Once available, your semester grades will be posted online at <a href="http://aisatportal.com">http://aisatportal.com</a>.

Username: Your Student ID Number

(if your AISAT email address is 54321@aisat.edu.ph, your Student ID Number is 54321

Password : Birthdate (YYYY-MM-DD)

(if your birthdate is May 9, 2000, your password is 2000-05-09



## How do I apply for graduation?

Once you are enrolled in your final semester, fill out the graduation application form at: <a href="https://docs.google.com/forms/d/e/1FAIpQLSeR5HcpyRNI4jTz5Z6HOVzf-Zmd6ZwdmJfVSzTeaOaS5TyYVA/viewform">https://docs.google.com/forms/d/e/1FAIpQLSeR5HcpyRNI4jTz5Z6HOVzf-Zmd6ZwdmJfVSzTeaOaS5TyYVA/viewform</a>.

Your records will be evaluated as part of the screening process for the FINAL LIST of graduating students, which is done after the final grades have been checked and encoded. Thereafter, a confirmation email will be sent to you by the registrar's office.

## What is AISAT's Data Privacy Policy?

You may read AISAT's Data Privacy Policy in the student handbook available for download from the AISAT website (http://aisat.edu.ph/student-handbook/).



## **CASHIER:**

## **First Semester Fees**

How much is the fee for the first semester SY 2023-2024?

	Full Tuition & Misc Fees							
								H =
	Α	В	С	D	Ε	F	G	(C+D+E+F+G)
		1st sem No.						
	Fee/unit	Unit	<b>Tuition Fee</b>	Lab Fee	Misc	Intramurals	Bridging	Total Fee
BSAMT								
1st Year	893.26	28.5	25,457.91	8,000.00	10,544.90	650.00		44,652.81
2nd Year	842.70	29	24,438.30	10,000.00	9,841.40	650.00		44,929.70
3rd Year	795.00	17	13,515.00	2,000.00	9,461.00	650.00		25,626.00
3rd Year								
w/OJT	795.00	11	8,745.00	2,000.00	9,461.00	650.00		20,856.00
4th Year	773.25	17	13,145.25	2,000.00	9,226.11	650.00		25,021.36
BSAET								
1st Year	893.26	28.5	25,457.91	8,000.00	10,544.90	650.00		44,652.81
2nd Year	842.70	22	18,539.40	8,000.00	9,841.40	650.00		37,030.80
3rd Year	795.00	13	10,335.00		9,461.00	650.00		20,446.00
4th Year	773.25	17	13,145.25	2,000.00	9,226.11	650.00		25,021.36
	(Animation)							
1st Year	893.26	21.5	19,205.09	3,750.00	10,544.90	650.00		34,149.99
2nd Year	842.70	20	16,854.00	5,000.00	9,841.40	650.00		32,345.40
3rd Year	795.00	21	16,695.00	8,750.00	9,461.00	650.00		35,556.00
4th Year	773.25	12	9,279.00	5,000.00	9,226.11	650.00		24,155.11
BSEMC	(Game Progr							
1st Year	893.26	21.5	19,205.09	3,750.00	10,544.90	650.00		34,149.99
2nd Year	842.70	23	19,382.10	5,000.00	9,841.40	650.00		34,873.50
3rd Year	795.00	18	14,310.00	7,500.00	9,461.00	650.00		31,921.00
4th Year	773.25	12	9,279.00	5,000.00	9,226.11	650.00		24,155.11
DDA								
2nd Year	842.70	23	19,382.10	8,750.00	9,841.40	650.00		38,623.50
BS AvM								
1st Year	893.26	24.5	21,884.87	0.00	10,544.90	650.00	2,000.00	35,079.77
2nd Year	842.70	23	19,382.10	0.00	9,841.40	650.00		29,873.50
3rd Year	795.00	15	11,925.00	0.00	9,461.00	650.00		22,036.00
4th Year	773.25	6	4,639.50	0.00	6,919.58	650.00		12,209.08



### ASIAN INTERNATIONAL SCHOOL OF AERONAUTICS AND TECHNOLOGY

#### Details of Fees for School Year 2023-2024 1st Semester

School Year	1st Year	2nd Year	3rd Year	4th Year
Tuition Fee Per Unit	893.26	842.70	795.00	773.25
Laboratory Fee per subject (BSAMT & BSAET)	2,000.00	2,000.00	2,000.00	2,000.00
Laboratory Fee per subject (BSEMC)	1,250.00	1,250.00	1,250.00	1,250.00
Miscellaneous Fees				
Registration	774.16	730.34	689.00	670.15
Library Fee	530.00	530.00	530.00	515.50
Medical Fee	714.61	674.16	636.00	618.60
Athletics Fee	595.51	561.80	530.00	515.50
Guidance Fee	595.51	561.80	530.00	515.50
Energy Fee	2,382.03	2,247.20	2,120.00	2,062.00
Internet Fee	500.00	500.00	500.00	500.00
Audio Visual	300.00	300.00	300.00	300.00
Testing Materials	595.51	561.80	530.00	515.50
Student Services	874.50	874.50	874.50	850.58
Maintenance Fee	874.50	874.50	874.50	850.58
Student Insurance	238.20	224.72	212.00	206.20
Student Handbook	237.44	224.00	212.00	206.20
School ID	297.75			
School Publication (Altitude)	285.84	269.66	254.40	247.44
Student Body Organization Membership Fee	71.47	67.42	63.60	61.86
Drug Test/X-ray	593.60	560.00	530.00	515.50
Community Extension	84.27	79.50	75.00	75.00
Total	10,544.90	9,841.40	9,461.00	9,226.11

NOTE: This DOES NOT INCLUDE uniforms and team funds for activities.



## **Second Semester Fees**

How much is the fee for the second semester SY 2023-2024?

Full Tuition & Misc Fees							
	Α	В	С	D	Е	F	G = (C+D+E+F)
		2nd sem					
	Fee/unit	No. Unit	Tuition Fee	Lab Fee	Misc	Pasundayag	Total Fee
BSAMT							
1st Year	893.26	27.50	24,564.65	8,000.00	9,177.90	220.00	41,962.55
2nd Year	842.70	26.00	21,910.20	6,000.00	8,832.68	220.00	36,962.88
3rd Year	795.00	16.00	12,720.00	2,000.00	8,507.00	220.00	23,447.00
4th Year	773.25	14.00	10,825.50	2,000.00	8,298.21	220.00	21,343.71
BSAeT							
1st Year	893.26	24.50	21,884.87	8,000.00	9,177.90	220.00	39,282.77
2nd Year	842.70	24.00	20,224.80	6,000.00	8,832.68	220.00	35,277.48
3rd Year	795.00	12.00	9,540.00		8,507.00	220.00	18,267.00
4th Year	773.25	17.00	13,145.25	2,000.00	8,298.21	220.00	23,663.46
<b>BSEMC</b>	(Animation)						
1st Year	893.26	21.50	19,205.09	5,000.00	9,177.90	220.00	33,602.99
2nd Year	842.70	20.00	16,854.00	6,250.00	8,832.68	220.00	32,156.68
3rd Year	795.00	21.00	16,695.00	6,250.00	8,507.00	220.00	31,672.00
4th Year	773.25	9.00	6,959.25		6,223.66	220.00	13,402.91
<b>BSEMC</b>	(Game Progra	aming)					
1st Year	893.26	21.50	19,205.09	5,000.00	9,177.90	220.00	33,602.99
2nd Year	842.70	20.00	16,854.00	6,250.00	8,832.68	220.00	32,156.68
3rd Year	795.00	21.00	16,695.00	6,250.00	8,507.00	220.00	31,672.00
4th Year	773.25	9.00	6,959.25		6,223.66	220.00	13,402.91
DDA							
2nd Year	842.70	11.00	9,269.70	1,250.00	8,832.68	220.00	19,572.38
BS AvM							
1st Year	893.26	24.50	21,884.87	0.00	9,177.90	220.00	31,282.77
2nd Year	842.70	20.00	16,854.00	0.00	8,832.68	220.00	25,906.68
3rd Year	795.00	13.00	10,335.00	0.00	8,507.00	220.00	19,062.00
4th Year	773.25	6.00	4,639.50	0.00	6,223.66	220.00	11,083.16



### ASIAN INTERNATIONAL SCHOOL OF AERONAUTICS AND TECHNOLOGY

#### Details of Fees for School Year 2023-2024 2ndSemester

School Year	1st Year	2nd Year	3rd Year	4th Year
Tuition Fee Per Unit	893.26	842.70	795.00	773.25
Laboratory Fee per subject (BSAMT & BSAET)	2,000.00	2,000.00	2,000.00	2,000.00
Laboratory Fee per subject (BSEMC)	1,250.00	1,250.00	1,250.00	1,250.00
Miscellaneous Fees				
Registration	774.16	730.34	689.00	670.15
Library Fee	530.00	530.00	530.00	515.50
Medical Fee	714.61	674.16	636.00	618.60
Athletics Fee	595.51	561.80	530.00	515.50
Guidance Fee	595.51	561.80	530.00	515.50
Energy Fee	2,382.03	2,247.20	2,120.00	2,062.00
Internet Fee	500.00	500.00	500.00	500.00
Audio Visual	300.00	300.00	300.00	300.00
Testing Materials	595.51	561.80	530.00	515.50
Student Services	874.50	874.50	874.50	850.58
Maintenance Fee	874.50	874.50	874.50	850.58
Student Insurance				
Student Handbook				
School ID				
School Publication (Altitude)	285.84	269.66	254.40	247.44
Student Body Organization Membership Fee	71.47	67.42	63.60	61.86
Drug Test/X-ray				
Community Extension	84.27	79.50	75.00	75.00
Total	9,177.90	8,832.68	8,507.00	8,298.21

NOTE: This DOES NOT INCLUDE uniforms and team funds for activities.



## When is my balance payable?

After payment of your down payment upon enrollment per semester, your fees are payable in 4 equal installments with the following payment schedule:

#### First Semester

Prelim Exam : August 25, 2023
Midterm Exam : September 22, 2023
Semi-Final Exam : October 20, 2023
Final Exam : November 24, 2023

#### Second Semester

Prelim Exam : January 26, 2024
Midterm Exam : February 23, 2024
Semi-Final Exam : March 27, 2024
Final Exam : May 3, 2024

Students who are unable to pay the installment amount on these dates should approach the OSA 3 days before the due date to explain their situation. Students who are delinquent without any reason and who do not inform the OSA 3 days before the due date will be charged a late **fee of 500 per late payment**. Please pay your fees on time, otherwise, you may not be able to complete the semester.

## How do I compute my payables?

Sample Computation for 1st Year 1st Semester BS AMT student:

Total Fee payable : 44,652.81 Less: Downpayment\*\* : 6,000.00 Balance after Down Payment : 38,652.81

Payable Amounts (Balance divided by 4) before

Aug 25, 2023: 9,663.21Sept 22, 2023: 9,663.21October 20, 2023: 9,663.21November 24, 2023: 9,663.21

Avoid late payment charges by paying your fees ON time.

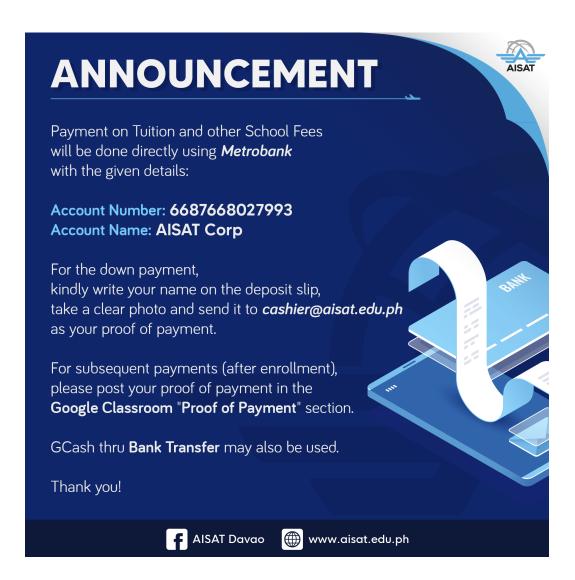
<sup>\*\*</sup> Downpayment for 1st and 2nd year is P6,000.

<sup>\*\*</sup> Downpayment for 3rd and 4th year is P5,000.



## How do I pay for my fees?

AISAT will only accept online payments. For payment through Palawan Express and ML Kwarta Padala, please visit <a href="http://aisat.edu.ph/online-payment-procedure/">http://aisat.edu.ph/online-payment-procedure/</a>, otherwise, please use the information below.



## How do I inform the school of my payments?

Your initial down payment should be uploaded on the online enrollment form. All proof of payments subsequent to the down payment must be submitted to the online classroom named as "Proof of Payment. You will be invited to join the classroom via email.



# What is the cost of Uniforms?

STUDENT'S UNIFORM PRICES				
SY 2023-2024				
GENERAL UNIFORI	MS/OTHERS	PRICE		
ROTC/CWTS Uniform		280.00		
AISAT Jacket		1,200.00		
Wednesday Uniform (Polo				
Shirt)		650.00		
PE Uniform		700.00		
	Jogging Pants	420.00		
	PE Shirt	280.00		
Shoulder Board		100.00		
ID Sling (replacement)		138.00		
Student ID (replacement)		160.00		
BSAMT & BS	SAET			
Type A (2 sets)		3,810.00		
	Polo (2 pcs.)	1,300.00		
	Pants (2 pcs.)	1,300.00		
	Nameplate	450.00		
	Collar Pin	350.00		
	Buckle	360.00		
	Belt	50.00		
Laboratory Uniform (over-all)		1,500.00		
PPE		450.00		
	Googles			
	Respiratory Mask			
	Ear Plug			
	Arm Sleeves			
	Gloves			
BSEMC				
Type A (2 sets)		3,300.00		
	Polo/Blouse (2 pcs.)	1,300.00		
	Skirt / Pants (2 pcs.)	1,300.00		
	Nameplate	350.00		
	Collar Pin	350.00		



BSAvM (Female)					
Type A (2 sets & 1 vest)	,	4,600.00			
	Blouse (2 pcs.)	1,450.00			
	Skirt (2 pcs.)	1,300.00			
	Vest	750.00			
	Nameplate	450.00			
	Collar Pin	350.00			
	Scarf	300.00			
Type A (2 sets & 1 vest)		4,750.00			
	Blouse (2 pcs.)	1,450.00			
	Trousers/Pants (2 pcs.)	1,450.00			
	Vest	750.00			
	Nameplate	450.00			
	Collar Pin	350.00			
	Scarf	300.00			
BSAVM (M	Male)				
Type A (2 sets & 1 Blazer)		5,000.00			
	Long Sleeves (2 pcs.)	1,450.00			
	Pants (2 pcs.)	1,450.00			
	Blazer	1,000.00			
	Nameplate	450.00			
	Collar Pin	350.00			
	Necktie	300.00			

For questions please email <a href="mailto:cashier@aisat.edu.ph">cashier@aisat.edu.ph</a>

# What is included in the Type A sets?

BSAMT & BSAET	2 POLOS, 2 PANTS, NAMEPLATE, COLLAR PIN, BELT & BUCKLE
BSEMC	2 POLO/BLOUSE, 2 PANTS, NAMEPLATE & COLLAR PIN
BSAvM - Female	2 BLOUSE, 2 SKIRTS, 1 VEST, NAMEPLATE, COLLAR PIN & SCARF
BSAvM - Male	2 LONG SLEEVES, 2 PANTS, 1 BLAZER, NAMEPLATE, COLLAR PIN ( NECKTIE)



## How do I check my account balance and grades?

Please use the online access at <a href="http://aisatportal.com">http://aisatportal.com</a>.

Username :Your Student ID Number

(if your AISAT email address is 54321@aisat.edu.ph,

your Student ID Number is 54321

Password :Birthdate (YYYY-MM-DD)

(if your birthdate is May 9, 2000, your password is **2000-05-09** 

For your payment and tuition fee concerns please don't hesitate to email our accounting office at <a href="mailto:cashier@aisat.edu.ph">cashier@aisat.edu.ph</a>



# Will I be able to enroll if I have a pending balance from the previous semester?

No. All outstanding balances must be cleared before enrolling for the next semester. However, if you have valid reasons, you may apply for a payment extension at least 3 days before the last day (not counting late enrollment days) of enrollment by filling out the form at <a href="https://forms.gle/VYGdWbuWTRrHEE2X7">https://forms.gle/VYGdWbuWTRrHEE2X7</a> You will then be informed of the status of your application by the Office of the Student Affairs.



## OSA:

## When will the orientation be?

#### First Semester

Orientation will be conducted on July 31, 2023.

#### Second Semester

Orientation will be conducted on **January 8, 2024**.

## What scholarships are available?

- A. Student Assistance Scholarship (SAS) See Student Handbook for details
- B. Academic Scholarships See Student Handbook for details
- C. CHED SCHOLARSHIP
  - 1. **TES** We don't have any TES grantees as of yet. Given the fact that these grantees are from the poorest of the poor and are part of the LISTAHANAN 2.0 from DSWD (4ps).
  - 2. TDP-TES Since this is a congressional scholarship, you can apply directly to your LGU /District where you belong. They will provide a list of requirements for you to comply with, once complied with, your district will then forward your name to CHED, and CHED will evaluate your application. Once approved, your name will be posted at CHED Davao FB page. CHED will then notify the school for other requirements and the billing process.



## What information can I find on the AISAT website?

- A. School Calendar
- B. Student handbook
- C. Contact details of all personnel (email)
- D. Events and News write-ups
- E. Altitude Student Publication

## How are school announcements made?

Announcements are made through AISAT's Facebook account at "<u>Aisat Davao</u>" please be alert for such announcements. You may also receive announcements through your AISAT email account, or through the Google Classroom named "Proof of Payment.



## **FORMS:**

## **Order Forms**

Please use the following links to order the corresponding items. Please refer to the recommended uniform set or individual price tables above.

Order Forms	Links	Follow Up With	Processing Time	Releasing
ID Replacement	https://forms.gle/6YYPG1idp3UWHbKy5	it@aisat.edu.ph	7 working days	M - W - F 9am to noon
Uniform Order	https://forms.gle/rtowZNrE3pvf5c4b7	procurement@aisat.edu.ph	3 working days if in stock. For order basis items, please wait for our email	M - W - F 9am to noon
Credentials Order	https://docs.google.com/forms/d/e/1FAlp QLScsLUfS-YLab3IApVXj_eqyzm6hhcb V7hsxLDTZQBlj1yoIXA/viewform	registrar@aisat.edu.ph	10 working days	9am to 12 noon

## **Request Forms**

Please fill the forms in the links for your related concerns.

Order Forms	Links	Follow Up With	Processing Time
Student Portal Concern	https://forms.gle/QdSxtZv3FuqyKxVG6	it@aisat.edu.ph	2 working days
Google 2-Step Verification	https://forms.gle/nqTmJoKPgdXaq5FC6	it@aisat.edu.ph	2 working days
Google Password Reset	https://docs.google.com/forms/d/e/1FAlpQLScO89KXsvGKQJUPdSnBZpild4ZBGGZeZqq64BzcSi7ykcQlmA/viewform	it@aisat.edu.ph	2 working days
Payment Extension Request (form is available upon request )	https://forms.gle/P9JniYXZdTvAE1ga6	admin@aisat.edu.ph	2 working days
Request to Open Subject (form will be available during the second semester)	https://forms.gle/CFELgZvZCwi2ZMiw7	acad@aisat.edu.ph	

For further information, please email helpdesk@aisat.edu.ph.



## May I send someone to claim my requested item(s)?

Yes, you may. Please email your authorization letter (with your signature) ahead of time to admin@aisat.edu.ph and use your assigned AISAT email account when doing so. Don't forget to tell the authorized person to bring one valid ID.



## **CONTACT DETAILS:**

## Who can I go to for various concerns?

DESIGNATION	NAME	EMAIL	LOCAL NO.**
Aviation BS AMT and AET -	Ed Vincent Ybanez	avi@aisat.edu.ph	301
BS AvM	Karina Ingrid Therese R. Kahulugan	avm@aisat.edu.ph	N/A
BS EMC	Leslei Kaye Lodia-Bernaldez	idt@aisat.edu.ph	N/A
Administrator	Matty Joey Torres	admin@aisat.edu.ph	206
Registrar	Hazel Joy Barnes	registrar@aisat.edu.ph	102
Cashier (payments)	Cherry Blossom Jamoner	cashier@aisat.edu.ph	103
Office of the Student Affairs	Camelle Yu	osa@aisat.edu.ph	207
Clinic	Riz Bianca Nicole Bascon	clinic@aisat.edu.ph	201
Guidance	Ma. Cecelia Santander	guidance@aisat.edu.ph	306
Campus Ministry	Lorence Marimon	ministry@aisat.edu.ph	306
Library	Roselyn Manalo	library@aisat.edu.ph	401
Placement	Joahna Paula Cruz	placement@aisat.edu.ph	101
Admissions Office	Viktorria Villamor	admissions@aisat.edu.ph	101
IT (Portal and Email issues)	Alran Eric Cifra	it@aisat.edu.ph	N/A
Helpdesk - all other concerns	Viktorria Villamor	helpdesk@aisat.edu.ph	101

<sup>\*\*</sup> Trunk Line Phone Number: (082) 295-7219

# What is the best way to communicate with other school personnel?

You may drop by their offices, or, to book an appointment, you may contact AISAT personnel through GOOGLE CHAT which is an app that you can download on your phone and use the person's email address as contact details and username. You may find the email addresses of all AISAT personnel in AISAT's website <a href="http://aisat.edu.ph/email-list/">http://aisat.edu.ph/email-list/</a>. You may also contact them by email. We shall strive to answer your questions within 24 hours on weekdays.