

ADVISORY

August 18, 2025

Dear Valued Clients,

This is to inform you that MMT will be implementing a replacement fee for lost or damaged Security Passes issued to clients. This policy aims to promote responsible handling of identification cards and to ensure awareness of the procedures and costs involved in replacements.

Guidelines:

1. Clients who lose or damage their Security Pass must report to the Security Office for verification and proper documentation.
2. For lost IDs, clients will have twenty-four (24) hours to locate and return the ID to the Detachment Office. Failure to do so within this period will incur a replacement fee of PHP 200.00.
3. Damaged IDs will be charged the same replacement fee of PHP 200.00.
4. The replacement fee must be settled after the 24-hour period has lapsed and the ID has not been recovered or returned. Failure to pay within this period will result in withheld transactions and restricted facility access until the outstanding amount is fully paid.
5. Payments shall be made only via online transfer to MMT's official bank accounts.
6. Proof of payment shall be submitted to **billing@mmt.ictsi.com** who will then issue Acknowledgement Receipt (AR).
7. Billing sends copy of the AR to Security Office for updating of records and closing of the loss report.

If you have any question or require further assistance, please don't hesitate to contact us at:

✉ **billing@mmt.ictsi.com**,

✉ **security@mmt.ictsi.com**

☎ **(02) 8516-7888 Local 136, 176, or 128**

Thank you for your cooperation and understanding.

MMT Management

2025-MMT-CN030

MANILA MULTIPURPOSE TERMINAL

Manila Harbour Centre, Mel Lopez Blvd., Vitas, Tondo, Manila, Philippines 1013

Standard Trading Conditions apply to all port users within the terminal

<https://mmt.ictsi.com/terms-use>