

TRAININGS OF DIRECTORS AND OFFICERS

**ARTHUR L. PANGANIBAN, JR. – Director/President &
Chief Executive Officer**

EMPLOYMENT RECORD:

- : **PRESIDENT & CEO**
Gotuaco, Del Rosario Insurance Brokers, Inc.
(October 2011 to present)

SEMINARS & TRAININGS ATTENDED (Local & Foreign):

- : Basic Non Life Insurance
Insurance Institute for Asia and the Pacific (1991)
- : Engineering Insurance
Insurance Institute for Asia and the Pacific (1994)
- : Business Interruption Insurance
Insurance Institute for Asia and the Pacific (1995)
- : Director s' and Officers' Insurance
AIG Singapore (1996)
- : Corporate Governance Orientation
The Institute of Corporate Directors (2006)

CLUB/CIVIC ORGANIZATION INVOLVEMENT:

- : National Executive Vice President
Junior Chamber International – Philippines
2003 – 2004
- : President
Junior Chamber International - Manila
October 01, 2002 to 2003
- Member
Makati Sports Club, Inc.

Albert del Rosario, Jr. brings over 35 years of management experience across strategic product management, global sales, marketing, and business development. He has held pivotal roles in both multinational and high-growth organizations, driving innovation and transformation across the telecommunications, media, technology, and consumer sectors.

His career portfolio includes management roles at globally respected companies such as the First Pacific Group of Companies, PLDT Philippines, PLDT US Global, McCann-Erickson, The Walt Disney Company, Associated Press, and Nokia—where he has led large-scale initiatives and cross-border teams across North America, Europe, Asia, and emerging markets.

Albert has architected and executed high-impact growth strategies, pioneered go-to-market frameworks, and delivered breakthrough product innovations. He is known for his ability to navigate complex stakeholder landscapes, align cross-functional teams, and build scalable, future-ready solutions in dynamic and highly regulated industries.

As a founding member and the inaugural chapter head of the International Game Developers Association (IGDA) in the Philippines, Albert played a key role in cultivating the region's digital and creative economy. In addition, he is a licensed real estate professional in New York with R New York, underscoring his broad expertise in global market dynamics.

Equally committed to civic engagement, Albert has volunteered extensively with leading humanitarian and community organizations, including the American Red Cross of Greater New York, Habitat for Humanity, New York Cares, the American Foundation for Suicide Prevention and the Riverside Park Conservancy

He earned his MBA in Marketing and Communications Media Management from Fordham University in New York, and his Bachelor of Science in Management of Financial Institutions from De La Salle University.

Courses/Certificates

Product Management and Strategic Product Management certificates from 280 Group (California)

Telecommunication certificates from Ericsson Philippines

AML/CTF Fundamentals (Anti Money Laundering/Counter Terrorism Fundamentals)

Targeted Financial Sanctions Course (TFS)

AML Registration and Reporting Guidelines (AARG) Course

IIAP Corporate Governance Course

MARGARETE R. ISLETA - Director

EMPLOYMENT RECORD

1997-present	Director Gotuaco, del Rosario Insurance Brokers, Inc.
Sept. 1994-Dec., 1996	Study Leave (please see below under Education)
1992-1994	Account Manager Gotuaco, del Rosario Insurance Brokers, Inc.
January 1990 to May 1991	Scriptwriter/Radio Production Coordinator/Creative Unit Producer Vintage Enterprises, Inc.
April 1989 to January 1990	Production Assistant Vintage Enterprises, Inc.

SEMINARS/ TRAINING ATTENDED

General Basic Non-Life Insurance – IIAP, 1992

Business Interruption Insurance – IIAP, 1992

Employee Benefits Management – PMAP, 1992

Group Life Insurance – Philamlife, 1992

Electronic Equipment Insurance – PII, 1993

The Corporate Mission Statement – University of Asia & the
Pacific, 1993

Accident & Health Insurance – IIAP, 1994

Engineering Insurance – IIAP, 1994

Accounting for Non-Accountants – Manila, 1994

Condominium Insurance – IIAP, 1994

Employee Benefits – Heath Hudig & Langeveldt (HHL Group).
Bangkok, Thailand, 1994

ACII (Diploma in Insurance) – Glasgow Caledonian University,
UK. 1994-1995

Work Practicum – C.E. Heath, London, UK. July 15-August 25,
1995

Principle of Contribution – C.E. Heath In-House Seminar, 1995

Principle of Subrogation – C.E. Heath In-House Seminar, 1995

Principle of Indemnity - C.E. Heath In-House Seminar, 1995

Sales Seminar – Diamond Hotel, 1995

Competitive Edge Selling – Tom Hopkins International, 1996

Directors & Officers Liability Insurance – PHILAM Insurance,
1996

Liability Insurance – IIAP, 1997

Suretyship – IIAP, 1997

On to South Harbor III (Marine Cargo Exposure Trip) – NICPHIL,
1997

Marine Cargo Insurance – NICPHIL, 1997

Insuring Infrastructure Projects Into the New Millenium -AIG,
1997

New Directions in Insurance and Risk Management –
Centennial Conference of the Chartered Insurance Institute,
Chartered Insurance Institute and the Malaysian Insurance
Institute. KL, Malaysia, 1997

Second Asian Conference on Directors & Officers Liability
Insurance –
Asian Insurance Review. Singapore, 1997

Introduction to Risk Management – Union Insurance Society of

Canton, 1997

Trusts, Creating Wealth – R.H. Lee – Hongkong, 1997

Corporate Governance Orientation – The Institute of Corporate
Directors, 2006

9th Annual Corporate Governance Workshop – FINEX and MAP,
2012

Succession Planning and Generational Transition – Ateneo Family
Business Dev't Center, 2014

Professionalizing the Family Business - Ateneo Family Business
Dev't Center, 2014

Business Writing and Online Etiquette – Business Maker
Academy, 2017

Innovating in a Digital World (non-certificate online course) -
Coursera, 2020

HANS DEL ROSARIO – Director

He has more than 20 years' experience working in the financial services industry, covering the investment house, commercial banking and insurance broking industries.

He is presently a director of the family-owned Gotuaco, del Rosario Insurance Brokers, Inc., and has been involved with the firm from 2001 – 2003, and 2011 to present.

His concentration is in the production of new business, both of commercial and personal lines.

Related experience in marketing financial products and services to corporate clients includes work as a Money Market Dealer for First Pacific Capital Corporation and as a Relationship Manager for Bank of the Philippine Islands handling clients from among the top 1,000 corporations.

He has also taken courses in the former Philippine Insurance Institute and in-house courses from FGU including General Insurance, Fire Insurance and others.

He is member of the Rotary Club of Makati West.

DR. INGEBORG DE VENECIA DEL ROSARIO, PsyA

Address: Tower 2, Avida Serin East Condominium
Silang Junction North, Tagaytay City, Cavite

Mobile: 09178641966

Email: ingedelrosario@gmail.com

EDUCATION

- 2014-2015: Certificates in Levels 1 and 2
Internal Family Systems Training Program
IFS Institute
California
- 2009: Doctor of Ministry degree, with specialization in
psychology and pastoral theology, *With honors*
Andover Newton Theological School
Newton Center, Massachusetts
- 2008: Certificate in Eating Disorders, Addictions, Compulsions Studies
William Alanson White Institute
New York City
- 2007-2009: Trauma theory and therapy courses
National Institute for the Psychotherapies
New York City
- Trauma theory and Supervision group courses
Manhattan Institute for Psychoanalysis
New York City
- 2007-2008: Certificates in EMDR, Levels 1 and 2
New York City
- 2007: Certificate in Psychoanalytic Supervision
Object Relations Institute
New York City

- 2005: Certificate in Psychoanalysis
Blanton-Peale Institute
New York City
- 1995: Master's degree in Theological Studies
Loyola School of Theology
Ateneo de Manila University
Loyola Heights, Quezon City, Philippines
- 1987: Bachelor's degree in Interdisciplinary Studies, *Magna cum Laude*
Class Valedictorian
Departmental Awardee, Interdisciplinary Studies Department
Ateneo de Manila University
Loyola Heights Quezon City, Philippines
- 1983: High School diploma, *With highest honors*
Class Valedictorian
Benedictine Awardee
St. Scholastica's College
Manila, Philippines

WORK EXPERIENCE

- 2022-present: Psychoanalyst in Private Practice
IDR Accompaniment and Consultancy Services
Philippines
- 2014-present: Faculty Member
Loyola School of Theology
Ateneo de Manila University
Loyola Heights, Quezon City, Philippines
- 2013-2020: Executive Director
Emmaus Center for Psycho-Spiritual Formation, Inc.
Loyola Heights, Quezon City, Philippines

- 2010-2021: Coordinator for Psychotherapy and Accompaniment Service
Emmaus Center for Psycho-Spiritual Formation, Inc.
Loyola Heights, Quezon City, Philippines
- 2010-2021: Psychoanalyst and Psychotherapist
Psychoanalytic Individual and Group Supervisor
Emmaus Center for Psycho-Spiritual Formation, Inc.
Loyola Heights Quezon City, Philippines
- 2006-2010: Psychoanalyst in Private Practice
Sunnyside, New York, USA
- 2005-2006: Lecturer, Pastoral Care Studies Program
Teaching Fellow, Psychoanalytic Residency Program
Blanton-Peale Institute
New York City, NY, USA
- 2002-2006: Psychoanalyst and Psychotherapist
Blanton-Peale Counseling Center
New York City, NY, USA
- 2000-2002: Assistant Administrator
Coordinator of Retreat Ministry
Retreat Facilitator
St. Scholastica's Center for Spirituality
Tagaytay City, Philippines
- 1997-1999: Coordinator of Retreat Ministry
Retreat Facilitator
St. Scholastica's Center for Spirituality
Tagaytay City, Philippines
- 1995-1996: Lecturer, Department of Theology
St. Scholastica's College
Manila, Philippines
- 1992: Head, Campus Ministry Office
Holy Family Academy
Angeles City, Pampanga

- 1989-2000: Sister/Member of the Congregation of the
Missionary Benedictine Sisters of Tutzing
St. Scholastica's Priory
Manila, Philippines
- 1987-1989: Lecturer, Department of Theology
Ateneo de Manila University
Loyola Heights, Quezon City
- 1987-1988: Instructor of English
Adult Education Program
Miriam College
Loyola Heights, Quezon City

Stephanie Del Rosario Inocentes

59 Mckinley Hill Drive, Mckinley Hill Village

Upper McKinley Hill, Taguig

Cell No.: 09189852832

Email: jaysteffi@yahoo.com

Employment and Board Directorships:

AFDR Insurance Brokers Inc.

Non-Executive Director

2024 up to present

CMC Business Solutions Inc.

Non-Executive Director

2010 up to present

Free Lance Graphic Designer

2000 up to present

Lifestyle Asia Magazine

Art Director

1992-1994

Mileage Advertising

Art Director

1995-1996

PAC/BBDO Advertising Agency

Art Director

1997-1999

Avon Philippines

Art Director

1999-2000

Education:

Fashion Institute of Technology, New York
Associate degree in Advertising Design
Magna Cum Laude
1994-1995

Ateneo de Manila University
AB Communication Arts
1988-1992

St. Scholastica's Manila
High School
1980-1988

Maryknoll Grade School
Grade School
1976-1980

JUAN ANTONIO H. INOCENTES
Director/Vice-President – Property and Casualty

Employment Record:

Vice President – Property & Casualty Gotuaco Del Rosario Insurance Brokers, Inc. January 5, 2015 to present

Asst. Vice President^[1-1]_[SEP] Gotuaco Del Rosario Insurance Brokers, Inc. September 1, 2012 to January 5, 2015

Account Manager^[1-1]_[SEP] Gotuaco Del Rosario Insurance Brokers, Inc. November 8, 2004 to Sept. 1, 2012

Seminars & Training Attended

Basic Non-Life Insurance^[1-1]_[SEP] Insurance Institute for Asia and the Pacific – 2005

Certified Designation Course for Fire Insurance Institute for Asia and the Pacific – 2005

Intermediate Course on Marine Loss^[1-1]_[SEP] Insurance Institute for Asia and the Pacific – 2007

Overview of Liability Insurance Institute for Asia and the Pacific – 2009

Advance Course on Motor Insurance Institute for Asia and the Pacific – 2010

Club and Civic Organization Involvement

Member^[1-1]_[SEP] Management Association of the Philippines (MAP) – 2016
Associate Member^[1-1]_[SEP] Manila Polo Club

MARICHU C. HAO
Director/SVP-Finance & Treasurer/Compliance Officer

EMPLOYMENT RECORD:

Senior Vice-President – Finance & Treasury

Gotuaco, Del Rosario Insurance Brokers, Inc.
November 21, 2021 up to the Present

SEMINARS AND TRAININGS ATTENDED:

Basic Non-Life Insurance
Insurance Institute for Asia and the Pacific – 1993

Special Tax Management Seminar
Sycip Gorres Velayo – 1994

New VAT Law
Year-End Adjustment of Withholding Tax on Compensation Income
DBM – 2005

BIR Tax Updates 2014
Financial Executives Institute of the Phils. (FINEX) – 2014

Corporate Governance Orientation
The Institute of Corporate Directors - 2006

ROWENA R. NICOLAS
Director/Senior Vice-President, Employee Benefits Division

WORK EXPERIENCE:

March 1, 2020 to Present	Senior Vice President Employee Benefits Division
October 2013 to February 29, 2020	Vice President Employee Benefits Division Gotuaco Del Rosario & Associates Insurance Brokers & Risk Management Consultants 15 th Floor Chatham House 116 Valero cor. Herrera Sts., Salcedo Village, Makati City
January 2011 to September 2013	Assistant Vice President Employee Benefits Division Gotuaco Del Rosario & Associates Insurance Brokers & Risk Management Consultants 15 th Floor Chatham House 116 Valero cor. Herrera Sts., Salcedo Village, Makati City
October 2007 to December 2010	Head Employee Benefits Division Gotuaco Del Rosario & Associates Insurance Brokers & Risk Management Consultants 15 th Floor Chatham House 116 Valero cor. Herrera Sts., Salcedo Village, Makati City
November 2004 to September 2009	Deputy Head Employee Benefits Division

Gotuaco Del Rosario &
Associates
Insurance Brokers & Risk
Management Consultants
15th Floor Chatham House
116 Valero cor. Herrera Sts.
Salcedo Village, Makati City

August 18, 1997 to
November 2004

Account Officer
Gotuaco Del Rosario &
Associates

Insurance Brokers & Risk
Management Consultants
15th Floor Chatham House
116 Valero cor. Herrera Sts.,
Salcedo Village, Makati City

Responsible for the following:

1. Management of assigned existing employee benefits' accounts;
2. Production of new employee benefit business;
3. Proper supervision of an assigned Employee Benefit Assistant;
and
4. Any other special projects/assignments deemed necessary by
the Employee Benefits Manager.

EDUCATION:

Post : Executive Development Academy
Applied MBA Program
Executive Development Academy
Corporate Director Management Program

Executive Development Academy
Relationship Marketing

Executive Development Academy

Finance & Accounting

Executive Development Academy
Contemporary Human Resource Management

OTHERS:

Trainings

1. IN-HOUSE Seminar on Customer Service
2. Successfully completed the course in Basic Non-Life last March 2006 conducted by IIAP that was sponsored by Gotuaco, Del Rosario & Associates Inc. Got a score of 91%.
3. Successfully completed the course in Accident and Health last November 1998 conducted by IIAP that was sponsored by Gotuaco, Del Rosario & Associates Inc. Garnered the second place in the said batch with a score of 95%.
4. IN-HOUSE SEMINAR – English Communication on April 2019

CURRICULUM VITAE

ANTONIO G. CUMAGUN

Pseudonym: Catolico Filipino

Born April 1, 1937

Married former Ester J. Montinola: Five children, five grandchildren, one foster granddaughter.

ACADEMIC BACKGROUND

- Grade school: Philippine Normal College Training Department
- High school: Ateneo de Manila University
- College: University of California, Berkeley, CA, U.S.A.

Graduate Studies

- School of International Business, San Francisco State University, CA, U.S.A.
- Center for Research and Communications, Manila, Philippines
- International Marketing Institute at Harvard University, Cambridge, MA, U.S.A.
- Instructor, University of the East, Manila, Philippines
- First Professor, President Jose P. Laurel Professorial Chair, University of Santo Tomas, Manila
- Professor, Asian Institute of Management, Makati, Philippines
- First Chief-of-Staff of Senator Aquilino Q. Pimentel, Jr.
- President Corazon C. Aquino Crisis Committee, Member

BUSINESS BACKGROUND

- PhilAm Life, Staff Assistant, Systems, and Analysis Dept.
- PMC (Procter and Gamble-P&G), Media Manager, Marketing Dept.
- Philippine Standard, Marketing Manager, Marketing Dept.
- Philippine Advertising Counselors, President
- San Miguel Corporation, Senior Vice-President, Division Manager, Softdrinks Division
- Fortune Cement Corp., Director
- Fortune Commodities, President
- Dominion Development and Investment, Inc., Chairman

CIVIC ORGANIZATIONS

- Boy Scouts of the Philippines Member, Research Committee
- Community Chest of the Philippines, Member
- National Philharmonic Society, Member
- Negros Economic Development Foundation, Founding member
- Talinong Filipino Foundation Jaycees for high school students
- Foundation of St. Joseph the Worker Foundation set up a housing project for poor
- Catholic Priesthood Foundation, Inc. President, 1988- Priests for the rural area

PROFESSIONAL ORGANIZATIONS

- Advertising Council of the Philippines First President and founding member
- Advertising Congress of the Philippines First Chairman and founding member 18th Ad Congress was held Nov. 2003
- Management Association of the Philippines Former Member
- Philippine Economic Society Former Member

BUSINESS ORGANIZATIONS

- Former Member, Manila Junior Chamber of the Philippines
- Former Member, Chamber of Commerce of the Philippines

AWARDS AND DISTINCTIONS RECEIVED

- Citizens Council Award for Mass Media, 1970
- Tanglaw Award for Advertising, 1977 (First Awardee)
- 18th Advertising Congress Awardee, November 2003

FRATERNAL ORGANIZATIONS

- Ateneo de Manila University Alumni Association
- Jaime V. Ongpin Institute of Business and Government, founding trustee
- Harvard Business School Association of the Philippines, Vice-President 1986–1987, President 1987–1989
- Manila Polo Club, Inc., President FY 1983-1984 and 1984-1985
- Member, Board of Governors Dasmariñas Village Association, Inc., 1991–1992
- Member, Board of Governors Ortigas Center Association, Inc., 1990–1993
- Member, Manila Golf & Country Club, Makati City
- Member, Valle Verde Country Club, Pasig City

- Member, Canlubang Golf & Country Club, Laguna
- Member, Valley Golf and Country Club, Antipolo
- Member, Southwoods Golf and Country Club, Carmona, Cavite
- Member, Camp Aguinaldo Golf Club, Camp Aguinaldo, Quezon City
- Member, Phil. Navy Golf Club, Ft. Bonifacio Naval Station, Makati City
- Member, Riviera Golf and Country Club, Tagaytay City
- Member, Camp John Hay Golf and Country Club, Baguio City

SCHOOL ORGANIZATIONS

- Colegio San Agustin PTA (Parents-Teachers Association) Founding Chairman (1998-2000)
- Colegio San Agustin PTA, Makati, Chairman Emeritus
- Colegio San Agustin, Makati, Board of Trustees Vice-Chairman 2001—2007, Chairman 2008—

LITERARY EXPERIENCE

- (1) Philippine Post-War Economic Development, 1960 (Master's Thesis presented to the faculty of the Division of Business, San Francisco State University, June 1960, U.S.A. Unpublished.)
- (2) Multinational Companies in the Philippines, 1980 (Master's Thesis presented to the faculty of the Center for Research and Communication, August 1979, Philippines.) The Dr. Jose P. Laurel Memorial Foundation, which made possible the grant of a Professorial Chair in Business Economics at the Royal and Pontifical University of Sto. Tomas, and conferred upon me the first holder of the Jose P. Laurel Professorial Chair in Business Economics, published into a book.
- (3) Philippine National Bank Marketing Management and Information System Book, 1982 (President P.O. Domingo commissioned on November 30, 1981, Antonio G. Cumagun as the bank's marketing consultant to write the book. In July 1981, Mr. Domingo informed the PNB Board that the bank must recognize marketing as a primary task to be successful in the '80s.)
- (4) Brand-Building, 1994 (The Brand Valuation Manual write-up for office-use only of PAC/BBDO personnel is a local adaptation based on Interbrand's The World's Greatest Brands; Brand Valuation Measurement is based on the speech of Michael Birkin, chief executive of the Interbrand Group, in a BBDO Network meeting in Vancouver, Canada, July 11, 1994.)

- (5) Sinners and Saints (Colegio San Agustin Annual Search Essay Winner, Dec. 2003)
- (6) Tolle Lege (CSA Search Essay Winner, April 2004)
- (7) Song of Myself, Memoirs' Looking Back at Serendipity (Author's Note was published in Colegio San Agustin Makati's school organ, March 2004.)
- (8) Song of Myself, Memoirs' Looking Back at Serendipity (Autobiography, Volume I-VI, September 20, 1998-September 14, 2018)
- (9) Reminisces, 2006 (It's about my past. It's about our family's present. It's for our children and their children's future. Without the past, there is no future. Life in the past must be understood in retrospect for the present to be lived forward in serendipity.)
- (10) Serendipities, 2008 (Biographical pictures of iconic moments—times of my life in America)
- (11) John Paul, Our Special Child, A pictorial of love is not enough! 2010 (Our family's rainbow of happiness and sadness, joy and dismay, success and failure, faith and the audacity of our hope in raising our autistic child—for everything that lives is holy, life delights in life [William Blake: America, 1827]. We will never know the content of a special child's character but we will discover the strength of ours [Bruno Bettelheim: Love is not enough, 1971] when we live with him.)
- (12) A Celebration of Life, 2011 (A pictorial on the life and death of Akira Tsusaka of Nagoya, Japan)
- (13) Reminiscences Looking Back At Serendipity, 2012 (Pictorial of Jalandoni-Montinolas of Silay City, Negros Occidental and Gaffud-Cumaguns of Echague and Tuguegarao, cities of the Cagayan Valley)

- (14) Gaffud-Cumagun of Cagayan Valley, 2012 (Pictorial of Gaffud-Cumaguns of Echague and Tuguegarao, cities of the Cagayan Valley and Jalandoni-Montinolas of Silay City, Negros Occidental)

BOOKS HELPED WRITE/PUBLISH

- (1) Manila Polo Club Seventy-Five Years (The 1984 Manila Polo Club Board of Directors commissioned Luning Bonifacio Ira to write the book under my direction and guidance as president when I initiated the concept for celebrating the 75th Anniversary of the founding of the Manila Polo Club.)
- (2) Philippine Beer Book, Its Life & Times by Luning Bonifacio Ira Publisher, Philippine Advertising Counselors, the Agency of San Miguel Corporation. (Produced under the guidance and direction of Antonio G. Cumagun, President of PAC in 1981)
- (3) Central Bank 25th Anniversary Book (Produced on January 3, 1974, under the guidance and direction of Chairman Jose A. Carpio and President Antonio G. Cumagun of Philippine Advertising Counselors, the Advertising Agency of record of the Central Bank of the Philippines)

CURRICULUM VITAE OF JOCELYN BATOON-GARCIA, J.D.
(as of 5 May 2025)

Jocelyn Batoon-Garcia graduated from the University of the Philippines, Diliman, with a degree in Bachelor of Science in Foreign Service *cum laude* in 1978 and Bachelor of Laws (Juris Doctor) in 1986. She passed the Philippine Bar in 1997.

Batoon-Garcia served as a career officer in the Philippine Department of Foreign Affairs (DFA) for 41 years from 1980 to her retirement in 2021.

In the Home Office Batoon-Garcia was assigned at different times as director in charge of the divisions handling the DFA's records, benefits and services, and personnel. As Secretary of the Board of Foreign Service Examiners, she administered the Foreign Service Examinations, the recruitment process for admitting career foreign service officers. She was also assigned as Assistant Secretary of the Board of Foreign Service Administration (BFSA), the highest governing body of the DFA on administrative matters. Batoon-Garcia was also heavily invested in training DFA personnel as Executive Director, and later Director General of the Foreign Service Institute. After two assignments abroad, Batoon-Garcia became the Assistant Secretary of the Office of Personnel and Administrative Services. Her last assignment in the Home Office was as Assistant Secretary for Internal Audit Service, which conducted management audits. For the six (6) years that Batoon-Garcia was Assistant Secretary in the Home Office she was a member of the BFSA.

Batoon-Garcia worked in different bilateral, regional and multilateral policy offices in the DFA as: Assistant Director, Office of ASEAN Affairs; Assistant Director Asian and Pacific Affairs; and Director, later Executive Director, Office of United Nations and International Organizations.

On foreign assignment, Batoon-Garcia served in various capacities as Consul in the Philippine Embassies in Tokyo and as Minister and Consul General in Washington, D.C. Later, Batoon-Garcia was appointed Ambassador to Venezuela and Trinidad and Tobago with jurisdiction over 20 other countries and territories. Subsequently she became the Ambassador to Thailand and Permanent Representative to UN ESCAP. Before retirement she was assigned as Ambassador to Norway, Iceland, Denmark, Sweden and Finland.

During Batoon-Garcia's various assignments in the Home Office and abroad, she formulated policy recommendations promoting Philippine interests involving political, economic, cultural, labor and assistance to national matters, among others. Aside from attending conferences, she represented the Philippines in the various countries and territories where she was assigned.

After retirement from the DFA, Batoon-Garcia joined MEPI, as Corporate Secretary, (2023-February 2025); Learn JP Corp., as Director, (2023 to the present); and AFDR Insurance Brokers, Inc. as Independent Director (2024 to the present).

Ambassador Jocelyn Batoon-Garcia (Retired) was born in 1956 and is married to Ambassador Evan P. Garcia (Retired) with whom she has one son.