

CITIZEN'S CHARTER

OF THE

SOCIAL SECURITY SYSTEM

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 MySSSPhilippines

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BUTI NA LANG MAY SSS!




To our valued members:

In behalf of the Social Security System management and staff, I am pleased to present to you this **Citizen's Charter**, a handbook that provides a step-by-step, easy to understand guide on how you can avail yourself of the top 23 high volume services of the SSS.

Before coming up with this handbook, we reviewed and streamlined the procedures of these services and determined the most efficient processing time that served as the basis of our commitments to you. With this **Charter**, we now have a yardstick, by which to measure the SSS frontline offices' performance and I hope that you will let us know how we are doing so that we can continually improve our services to you.

This **Charter** was developed not only in compliance with the provisions of Republic Act No. 9485, also known as the "Anti-Red Tape Act of 2007" but also as part of the SSS' desire to achieve its vision of providing world-class and delightful service to you, our members.

Thank you for your support and continued trust and confidence in **your** SSS.



EMILIO S. DE QUIROS, JR.
President and CEO

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Citizen's Charter of the SOCIAL SECURITY SYSTEM

MISSION

To manage a sound and viable social security system which shall promote social justice and provide meaningful protection to members and their families against the hazards of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income or financial burden.

VISION

A viable social security institution providing universal and equitable social protection through world-class service.

CORPORATE VALUES

The SSS aims to institutionalize a corporate culture that instills the core values of Trust, Empowerment and Teamwork.

Processing Time Commitments

SERVICE	COMMITMENT (Working Days)
1. Issuance of SS Number for Prior Registrant (Employee/ Self-employed/Non-Working Spouse/Overseas Filipino Workers/Househelper/ Surviving Spouse)	Within the day
2. Registration of Employer	Within the day
3. Processing of Contribution Collection List (Electronic R-3)	5
4. Processing of Contribution Collection List (Manual R-3)	10
5. Adjustment of Contributions and/or Correction of Credited Years of Service (CYS)	5 (excluding manual verification of contributions)
6. Issuance of Employer Certificate of Compliance	5
7. Processing of Salary Loan Application	5
8. Processing of Loan Repayment Collection List (Manual ML-2)	10
9. Processing of Loan Repayment Collection List (Electronic ML-2)	5
10. Processing of Sickness Notification (Employed Members)	5
11. Processing of Sickness Benefit Applications for Unemployed/ Self-employed/Voluntary Members	10

SERVICE	COMMITMENT (Working Days)
12. Processing of Sickness Benefit Applications for Employed Members	10
13. Receiving of Maternity Notification	Within the day
14. Processing of Maternity Benefit Applications for Unemployed/ Self-employed/Voluntary Members	10
15. Processing of Maternity Benefit Applications for Employed Members	10
16. Employer's Enrollment in the Sickness and Maternity Payment Thru The Bank Program	3 (if with bank confirmation)
17. Processing of Disability Claim Applications	10
18. Processing of Retirement Claim Applications	10
19. Processing of Funeral Claim Applications	5
20. Processing of Death Claim Applications	10
21. Receipt of Payment through the SSS Teller Facility	Within the day
22. Receiving of Feedback/Suggestion	Within the day
23. Issuance of SS card * Screening of Application for Social Security ID (SS Form E-6) * SS Card Enrollment	Within the day Within the day

Definition of Terms

Average Daily Salary Credit – The result obtained by dividing the sum of the six (6) highest monthly salary credits in the twelve-month period immediately preceding the semester of contingency by one hundred eighty (180).

Average Monthly Salary Credit – The result obtained by dividing the sum of the last sixty (60) monthly salary credits immediately preceding the semester of contingency by sixty (60), or the result obtained by dividing the sum of all the monthly salary credits paid prior to the semester of contingency by the number of monthly contributions paid in the same period, whichever is greater: Provided, That the injury or sickness which caused the disability shall be deemed as the permanent disability for the purpose of computing the average monthly salary credit.

Beneficiaries:

(1) Primary – the primary beneficiaries who shall be entitled to the benefits are:

- (a) The dependent spouse until he or she remarries; and
- (b) The dependent legitimate, legitimated or legally adopted, and illegitimate children, subject to the following conditions:
 - (1) share of the dependent illegitimate children shall be fifty percent (50%) of the share of the legitimate, legitimated or legally adopted children in the basic pension;
 - (2) In the absence of the dependent legitimate, legitimated or legally adopted children of the member, his/her dependent illegitimate children shall be entitled to one hundred percent (100%) of the benefits.

(2) Secondary – the secondary beneficiaries who shall be entitled to the benefits in the absence of the primary beneficiaries are:

- (a) The dependent parents;
- (b) In the absence of dependent parents, any other person designated by the member.

The following may be designated as secondary beneficiary/ies who shall be entitled to the benefit under the Act provided that he/she is dependent for support upon the member at the time of contingency:

1. Legitimate ascendants and descendants.
2. Parents and their legitimate children and the legitimate and illegitimate children of the latter.
3. Parents and the illegitimate children of the latter.
4. Legitimate brothers and sisters, whether full blood or half blood.

Compensation – All actual remuneration for employment, including the mandated cost of living allowance, as well as the cash value of any remuneration paid in any medium other than cash except that part of the remuneration received during the month in excess of the maximum salary credit as provided under Section 18 of the SS Law.

Compensation shall include the following:

- (1) Salaries and Wages
- (2) Direct Labor or Indirect Labor
- (3) Superintendence
- (4) Commission Expense
- (5) Bonuses (except Christmas Bonus)
- (6) Overtime Pay
- (7) Maternity Leave with Pay
- (8) Sick Leave with Pay
- (9) Vacation Leave with Pay
- (10) Cost of Living Allowance
- (11) Emergency Cost of Living Allowance
- (12) Workers Compensation Benefit
- (13) Transportation, Board and Lodging Allowance
- (14) Tuition, Matriculation and School Fees as payment for services rendered
- (15) Commission Advances and Allowances Monthly
- (16) Cash Value of Living Expense
- (17) Salaries earned while on board Foreign Vessel
- (18) Share in the Catch Project

Contribution – The amount paid to the SSS by and on behalf of the member in

accordance with Section 18 of the SS Law.

Credited Years of Service – The credited years of service shall be as follows:

- (1) For a member covered prior to January 1985, the credited years of service shall be 1985 minus the calendar year of coverage plus the number of calendar years in which six (6) or more contributions have been paid from January 1985 up to the calendar year containing the semester prior to the contingency.

$$CYS = A + B$$

Where A = 1985 minus the calendar year of coverage

B = number of calendar years with at least 6 monthly contributions have been paid from January 1985 to the calendar year containing the semester prior to the contingency

- (2) For a member covered in or after January 1985 until December 2001, the credited years of service shall be the sum of the number of calendar years in which six (6) or more contributions have been paid from the year of coverage up to the calendar year containing the semester prior to the contingency.
- (3) Starting January 2002, the credited years of service shall be the sum of total number of monthly contributions paid divided by 12, 1985 minus date of coverage and number of years with at least 6 monthly contributions from 1985 to 2001, to be represented by a formula as follows:

$$CYS = A + B + C$$

Where A = 1985 minus the calendar year of coverage

B = number of years with at least 6 monthly contributions from 1985 to 2001

C = total number of monthly contributions paid beginning January 2002 divided by 12

Provided that the Commission may provide for a different number of contributions in a calendar year for it to be considered as a credited year of service.

Dependents - the dependents shall be the following:

- (1) The legal spouse entitled by law to receive support from the member;

- (2) The legitimate, legitimated or legally adopted, and illegitimate child who is:

- (a) unmarried;
- (b) not gainfully employed;
- (c) has not reached twenty-one (21) years of age, or if over twenty-one (21) years of age, he is congenitally or while still a minor has been permanently incapacitated and incapable of self-support, physically and mentally.

A person reaches the age twenty-one (21) when he celebrates his 21st birthday anniversary because on that day he has completed 21 years of life since his birth. After that date, he is over 21 years of age.

- (3) The parent who is receiving regular support from the member.

Employee – Any person who performs services for an employer in which either or both mental and physical efforts are used and who receives compensation for such services, where there is an employer-employee relationship: Provided, That a self-employed person shall be both employee and employer at the same time.

Employer – Any person, natural or juridical, domestic or foreign, who carries on in the Philippines any trade, business, industry, undertaking or activity of any kind and uses the services of another person who is under his orders as regards the employment, except the Government and any of its political subdivisions, branches or instrumentalities, including corporations owned or controlled by the Government. Provided, That a self-employed person shall be both employee and employer at the same time.

Employment – Any service performed by an employee for his employer, except:

- (1) Employment purely casual and not for the purpose of occupation or business of the employer;
- (2) Service performed on or in connection with an alien vessel by an employee if he is employed when such vessel is outside the Philippines;
- (3) Service performed in the employ of the Philippine Government or instrumentality or agency thereof;
- (4) Service performed in the employ of a foreign government or international organization, or their wholly-owned instrumentality: Provided, however, That this exemption notwithstanding, any foreign government, international organization or their wholly-owned instrumentality employing workers in the Philippines or employing Filipinos outside of the Philippines, may enter

into an agreement with the Philippine Government for the inclusion of such employees in the SSS except those already covered by their respective civil service retirement systems: Provided, further, That the terms of such agreement shall conform with the provisions of the SS Law on coverage and amount of payment of contributions and benefits: Provided, finally, That the provisions of the SS Law shall be supplementary to any such agreement; and

- (5) Such other services performed by temporary and other employees which maybe excluded by regulation of the Commission. Employees of *bona fide* independent contractors shall not be deemed employees of the employer engaging the services of said contractors.

Farmer – any person whose primary livelihood, either by himself and/or his spouse and/or immediate members of his family, is cultivation and tillage of the soil, dairying, growing and harvesting of agricultural and horticultural products.

Fisherman – any natural person whose primary livelihood, either by himself and/or immediate members of his family, is fishing, catching, raising or gathering marine and other aquatic products.

Fixed charges – Recurring expense such as amortization of debt discount and rentals for leased properties, including interest on funded and unfunded debt.

Househelper/Domestic Helper – Any person who renders service in the employer’s home which is usually necessary or desirable for the maintenance and enjoyment thereof and includes ministering to the personal comfort and convenience of the members of the employer’s household including services of family driver, baby sitter, gardener, cook, nursemaid (yaya), etc., exclusively to a household employer.

Household employer – Any person who engages the services of a househelper. For purposes of this rule, the head of the family (i.e. the husband and, in his absence, the wife) shall be deemed the househelper’s employer.

In Good Standing – A member/employer who is not remiss in the payment of SSS contributions and loan remittances.

Low-cost Housing – Refers to housing loan the original amount of which does not exceed P1.0 Million but over P400,000.00.

Member – A worker who is covered under Section 9 and Section 9-A of the SS Law.

An employer is not considered a member. An employer merely registers with the SSS for reason that he has an obligation to report all his employees for SSS coverage. No benefit can be granted to him as an employer and therefore he cannot be called a member but simply an employer.

Monthly – The period from one end of the last payroll period of the preceding month to the end of the last payroll period of the current month if compensation is on hourly, daily or weekly basis; if on any other basis, monthly shall mean a period of one (1) month.

Monthly Salary Credit – The compensation base for contributions and benefits as indicated in the schedule in Section 18 of the SS Law.

Net earnings – Net income before income taxes plus non-cash charges such as depreciation and depletion appearing in the regular financial statement of the issuing or assuming institution.

Quarter – A period of three (3) consecutive calendar months ending on the last day of March, June, September and December.

Self-employed – is one who has no employer, as defined in the SS Law, other than himself/herself and derives income from his/her physical and mental efforts, including but not limited to the following as identified under Section 9-A of the SS Law, as amended:

- a. All SE professionals;
- b. Partners and single proprietors of businesses;
- c. Actors and actresses, directors, scriptwriters and news correspondents who do not fall within the definition of the term “employee” in Sec. 8 (d) of the SS Law;
- d. Professional athletes, coaches, trainers and jockeys; Individual farmers and fishermen; and
- e. Any SE persons as may be determined by the Social Security Commission under such rules and regulations as it may prescribe.

Semester – A period of two (2) consecutive quarters ending in the quarter of contingency.

Socialized Housing – Refers to housing loan the original amount of which does not exceed P400,000.00.

**PROCEDURE IN GETTING AN SS NUMBER AS PRIOR REGISTRANT/
HOUSEHELPER/SURVIVING SPOUSE/GUARDIAN**

Processing Time : Within the day
Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get Personal Record Form (SS Form E-1). For House-helper, get Kasambahay Unified Registration (KUR) Form.		Member Services Section (MSS) of SSS Branch or at SSS Service Office	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Submit the accomplished form together with the original/ certified true copy and photocopy of any of the primary or secondary documents.	<p>PRIMARY DOCUMENTS Any one (1) of the following:</p> <ul style="list-style-type: none"> - Baptismal certificate - Birth certificate - Driver's License - Passport - Professional Regulation Commission (PRC) card - Seaman's book (Seafarer's Identification and Record Book) <p>SECONDARY DOCUMENTS Any two (2) in the absence of the Primary Documents with at least one (1) with date of birth (DOB):</p> <ul style="list-style-type: none"> - Alien Certificate of Registration - ATM Card (with cardholder's name) - Bank Account Passbook - Baptismal Certificate of child/ren - Birth certificate of child/ren - Certificate from any of the following, whichever is applicable: 	MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> • Office of Southern Cultural Community • Office of Northern Cultural Community • National Commission on Muslim Filipinos - Certificate of Licensure/Qualification Documents from Maritime Industry Authority - Certificate of Naturalization from the Bureau of Immigration - Company ID card - Credit card - Firearm License card issued by Philippine National Police (PNP) - Fisherman's card issued by Bureau of Fisheries and Aquatic Resources (BFAR) - Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership - Health or Medical Card - Home Development Mutual Fund (Pag-IBIG) Member's Data Form - Homeowners Association ID card 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City) - ID card issued by professional association recognized by PRC - Life Insurance Policy - Marriage Contract/Certificate of Marriage - National Bureau of Investigation (NBI) Clearance - Overseas Worker Welfare Administration (OWWA) card - Philippine Health Insurance Corporation (PHIC) ID card - Police Clearance - Postal ID card - School ID card - Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA) - Senior Citizen card - Student Permit issued by Land Transportation Office (LTO) - Taxpayer's Identification Number (TIN) card 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Transcript of Records - Voter's Identification card or Voter's Affidavit/ Certificate of Registration <p>SUPPORTING DOCUMENTS FOR SPOUSE AND CHILD/REN:</p> <p>Present original and submit photocopy/ies:</p> <p><u>For married female registrant</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage <p><u>For male/female non-working spouse registrant</u></p> <ul style="list-style-type: none"> - Marriage contract/ Certificate of Marriage <p><u>For widowed</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage - Death Certificate of deceased spouse 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p><u>For legally separated</u></p> <ul style="list-style-type: none"> - Decree of Legal Separation <p><u>For reporting child/ren, whichever is applicable</u></p> <ul style="list-style-type: none"> - Birth Certificate/s - Baptismal Certificate/s or its equivalent - Birth Certificate/s with annotation of "Legitimated" - Decree of Adoption 		
5. Get member's copy bearing the new SS number.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

PROCEDURE IN REGISTERING AS AN EMPLOYER

Processing Time : Within the day
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get Employer Registration Form (SS Form R-1) and Employment Report Form (SS Form R-1A) and L-501. For Household Employer, get Household Employer Unified Registration Form (PPS-HEUR1 Form)		Member Services Section (MSS) of SSS Branch or at SSS Service Office	Member Service Representative
2. Read instructions and fill out the form in two (2) copies. For Household Employer, fill out one (1) copy only.			
3. Get a queue number and wait for the number to be called.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.			
4. Submit the accomplished form duly signed by the authorized signatory together with the original and photocopy of the required document/s.	<p>Legal Personality:</p> <p>SINGLE PROPRIETORSHIP</p> <p><u>Required Documents:</u> Authority to operate from appropriate government office/s (e.g. Registration Business Name, Business Permit, or any proof of business operations)</p> <p><u>Authorized Signatories:</u> Owner or the spouse can sign in behalf of the Owner. In their absence, any representative with Special Power of Attorney.</p> <p>PARTNERSHIP</p> <p><u>Required Documents:</u> Approved Articles of Partnership</p>	MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p><u>Authorized Signatories:</u> Managing Partner</p> <p>CORPORATION, INCLUDING NON-STOCK/NON-PROFIT CORPORATIONS</p> <p><u>Required documents:</u> Approved Articles of Incorporation</p> <p><u>Authorized Signatories:</u> President, Chairman or Corporate Secretary</p> <p>FOREIGN-OWNED CORPORATION</p> <p><u>Required Documents:</u> Approved Articles of Incorporation and License to Transact Business in the Philippines</p> <p><u>Authorized Signatories:</u> The designated Philippine representative as shown in the SEC Registration</p> <p>MANNING AGENCY WITH FOREIGN PRINCIPAL</p> <p><u>Required Documents:</u> Approved Articles of Incorporation and Agency Agreement</p>		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p>between the manning agency and foreign principal</p> <p><u>Authorized Signatories:</u> President, Chairman or Corporate Secretary</p> <p>COOPERATIVE</p> <p><u>Required Documents:</u> Approved Articles of Cooperation from the Cooperative Development Authority (CDA)</p> <p><u>Authorized Signatories:</u> Chairman or Corporate Secretary</p> <p>MANPOWER SERVICE COOPERATIVE</p> <p><u>Required Documents:</u> Approved Articles of Cooperation from the Cooperative Development Authority (CDA) and accreditation from the Department of Labor and Employment (DOLE)</p> <p><u>Authorized Signatories:</u> Chairman or Corporate Secretary</p>		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p><u>Other Requirements:</u> Sketch of Business Address</p> <p>Letter of Authority from registering employer</p> <p>FOR HOUSEHOLD EMPLOYER</p> <p>If filed/submitted personally by the Household Employer, no supporting document is required to be submitted.</p> <p>If duly accomplished Form is filed/ submitted through an Authorized Representative of the Household Employer, presentation of the following is required:</p> <ul style="list-style-type: none"> - Letter of Authorization from Household Employer - Valid ID of the Household Employer - Valid ID of the Authorized Representative 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	Update/s or Change/s in the Employer Information should be submitted to each of the 3 Agencies -- Pag-IBIG, PhilHealth and SSS.		
5. Get processed copies of SS Form R-1/ HEUR1 Form (bearing the ER Number), SS Form R-1A, ER Card and Authorized Company Representative Card.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

PROCEDURE IN REGISTERING AS SELF-EMPLOYED (SE)

Processing Time : Within the day
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get Self-Employed Data Record Form (SS Form RS-1).		Member Services Section (MSS) of SSS Branch or at SSS Service Office	Member Service Representative
2. Read instructions and fill out the form. Note: If with existing SS number, please indicate the same in the SS number portion of the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Submit two (2) copies of the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary documents.	<p>PRIMARY DOCUMENTS</p> <p>Any one (1) of the following:</p> <ul style="list-style-type: none"> - Baptismal certificate - Birth certificate - Driver's License - Passport - Professional Regulation Commission (PRC) card - Seaman's Book (Seafarer's Identification and Record Book) <p>SECONDARY DOCUMENTS</p> <p>Any two (2) in the absence of the Primary Documents with at least one (1) with date of birth (DOB):</p> <ul style="list-style-type: none"> - Alien Certificate of Registration - ATM Card (with cardholder's name) - Bank Account Passbook - Baptismal Certificate of child/ren - Birth certificate of child/ren 	MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Certificate from any of the following, whichever is applicable: <ul style="list-style-type: none"> • Office of Southern Cultural Community • Office of Northern Cultural Community • National Commission on Muslim Filipinos - Certificate of Licensure/Qualification Documents from Maritime Industry Authority - Certificate of Naturalization from the Bureau of Immigration - Company ID card - Credit card - Firearm License card issued by Philippine National Police (PNP) - Fisherman's card issued by Bureau of Fisheries and Aquatic Resources (BFAR) - Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership - Health or Medical 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> Card - Home Development Mutual Fund (Pag-IBIG) Member's Data Form - Homeowners Association ID card - ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City) - ID card issued by professional association recognized by PRC - Life Insurance Policy - Marriage Contract/Certificate of Marriage - National Bureau of Investigation (NBI) Clearance - Overseas Worker Welfare Administration (OWWA) card - Philippine Health Insurance Corporation (PHIC) ID card - Police Clearance - Postal ID card - School ID card - Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA) 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Senior Citizen card - Student Permit issued by Land Transportation Office (LTO) - Taxpayer's Identification Number (TIN) card - Transcript of Records - Voter's Identification card or Voter's Affidavit/ Certificate of Registration <p>SUPPORTING DOCUMENTS FOR SPOUSE AND CHILD/REN:</p> <p>Present original and submit photocopy/ies:</p> <p><u>For married female registrant</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage <p><u>For male/female non-working spouse registrant</u></p> <ul style="list-style-type: none"> - Marriage contract/ Certificate of Marriage 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p><u>For widowed</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage - Death Certificate of deceased spouse <p><u>For legally separated</u></p> <ul style="list-style-type: none"> - Decree of Legal Separation <p><u>For reporting child/ren, whichever is applicable</u></p> <ul style="list-style-type: none"> - Birth Certificate/s - Baptismal Certificate/s or its equivalent - Birth Certificate/s with annotation of "Legitimated" - Decree of Adoption 		
5. Get member's copy of the form bearing approval and the SS number.	Please refer to the notation at the bottom of form for the start date and the amount of contribution to be paid.	MSS of SSS Branch or at SSS Service Office	Member Service Representative

**PROCEDURE IN REGISTERING AS A NON-WORKING SPOUSE (NWS)
OR OVERSEAS FILIPINO WORKER (OFW)**

Processing Time : Within the day
Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
<p>1. Get NWS Form (SS Form NW-1) or OFW Form (SS Form OW-1).</p> <p>Note: For OFW's, this procedure is done only if registrant has no SS number or if with previously issued SS number and registering at the same time in the Flexi-fund Program.</p>		Member Services Section (MSS) of SSS Branch or at SSS Service Office	Member Service Representative
<p>2. Read instructions and fill out the form.</p> <p>Note: If with existing SS number, please indicate the same in the SS number portion of the form.</p>			

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
<p>3. Get a queue number and wait for the number to be called.</p> <p>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</p>			
<p>4. Submit the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary documents.</p> <p>For NWS, marriage contract must be presented.</p>	<p>PRIMARY DOCUMENTS Any one (1) of the following:</p> <ul style="list-style-type: none"> - Baptismal certificate - Birth certificate - Driver's License - Passport - Professional Regulation Commission (PRC) card - Seaman's Book (Seafarer's Identification and Record Book) <p>SECONDARY DOCUMENTS Any two (2) in the absence of the Primary Documents with at least one (1) with date of birth (DOB):</p>	MSS of SSS Branch or at SSS Service Office	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Alien Certificate of Registration - ATM Card (with cardholder's name) - Bank Account Passbook - Baptismal Certificate of child/ren - Birth certificate of child/ren - Certificate from any of the following, whichever is applicable: <ul style="list-style-type: none"> • Office of Southern Cultural Community • Office of Northern Cultural Community • National Commission on Muslim Filipinos - Certificate of Licensure/Qualification Documents from Maritime Industry Authority - Certificate of Naturalization from the Bureau of Immigration - Company ID card - Credit card - Firearm License card issued by Philippine National Police (PNP) - Fisherman's card issued by Bureau of Fisheries and Aquatic Resources (BFAR) 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership - Health or Medical Card - Home Development Mutual Fund (Pag-IBIG) Member's Data Form - Homeowners Association ID card - ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City) - ID card issued by professional association recognized by PRC - Life Insurance Policy - Marriage Contract/Certificate of Marriage - National Bureau of Investigation (NBI) Clearance - Overseas Worker Welfare Administration (OWWA) card - Philippine Health Insurance Corporation (PHIC) ID card - Police Clearance - Postal ID card 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - School ID card - Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA) - Senior Citizen card - Student Permit issued by Land Transportation Office (LTO) - Taxpayer's Identification Number (TIN) card - Transcript of Records - Voter's Identification card or Voter's Affidavit/ Certificate of Registration <p>SUPPORTING DOCUMENTS FOR SPOUSE AND CHILD/REN: Present original and submit photocopy/ies:</p> <p><u>For married female registrant</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p><u>For male/female non-working spouse registrant</u></p> <ul style="list-style-type: none"> - Marriage contract/ Certificate of Marriage <p><u>For widowed</u></p> <ul style="list-style-type: none"> - Marriage Contract/ Certificate of Marriage - Death Certificate of deceased spouse <p><u>For legally separated</u></p> <ul style="list-style-type: none"> - Decree of Legal Separation <p><u>For reporting child/ren, whichever is applicable</u></p> <ul style="list-style-type: none"> - Birth Certificate/s - Baptismal Certificate/s or its equivalent - Birth Certificate/s with annotation of "Legitimated" - Decree of Adoption 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p>DOCUMENTS FOR LOCAL ENROLMENT IN THE FLEXI-FUND PROGRAM (For OFWs only)</p> <p>Present original and submit photocopy of Valid Overseas Employment Certificate (OEC) or E-receipt issued by POEA</p>		
5. Get member's copy of the form bearing approval and the SS number.	Please refer to the notation at the bottom of form for the start date and the amount of contribution to be paid.	MSS of SSS Branch or at SSS Service Office	Member Service Representative

PROCEDURE IN THE SUBMISSION OF ELECTRONIC R-3

Processing Time : Five (5) Working Days (including posting)
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Electronic R-3 Program.	Flash drive	Corporate Lane, Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Get a queue number and wait for the number to be called.		Corporate Lane, MSS of SSS Branch	Member Service Representative
3. Submit Contribution Collection List (Electronic R-3).	<ul style="list-style-type: none"> - Two (2) copies of Transmittal Certification - Copies of validated Contributions Payment Form or Contributions Payment Form with Special Bank Receipt (SBR) - ACR/SS card/valid ID <p>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</p>	Corporate Lane, MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Get the following: - Flash drive - Transmittal Certification with validated Contributions Payment Form or Contributions Payment Form with SBR, if valid. - Deficiency Notification, if invalid.		Corporate Lane, MSS of SSS Branch	Member Service Representative

**PROCEDURE IN THE SUBMISSION OF
CONTRIBUTION COLLECTION LIST (SS FORM R-3)**

Processing Time : Ten (10) Working Days (including posting)
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Contribution Collection List.		Corporate Lane, Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		Corporate Lane, MSS of SSS Branch	Member Service Representative
4. Submit Contribution Collection List (SS Form R-3) in two copies.	- ACR/SS card/valid ID - Copies of validated Contributions Payment Form or Contributions Payment Form with SBR	Corporate Lane, MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Get the following: - Duplicate copy of R-3 Collection List/ER ID Card/Payor's copy of validated Contributions Payment Form or Contributions Payment Form with SBR, if valid - Deficiency Notification and the original and duplicate copies of Contribution Collection List/ER ID Card/Payor's copy of Contributions Payment Form or Contributions Payment Form with payor's copy of SBR, if invalid.		Corporate Lane, MSS of SSS Branch	Member Service Representative

PROCEDURE IN REQUESTING FOR ADJUSTMENT OF CONTRIBUTIONS AND/OR CORRECTION OF CREDITED YEARS OF SERVICE (CYS)

Processing Time : Five (5) Working Days (excluding Manual Verification of Contributions)
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get a request form.		Member Services Section (MSS) of SSS Branch	Member Service Representative
2. Read instructions and fill out the form.	Properly accomplished form with complete employment history: - Employer Name - Employer ID - Exact period of employment per company		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Submit the request form.	<ul style="list-style-type: none"> - SS card/valid ID - Certificate of Premium Payment issued by the Employer/Company (if available) - Copies of R3s stamped received by SSS (if available) 	Member Services Section (MSS) of SSS Branch	Member Service Representative
5. Get the acknowledgment stub.		MSS of SSS Branch	Member Service Representative

PROCEDURE IN REQUESTING FOR CERTIFICATE OF COMPLIANCE

Processing Time : Five (5) Working Days
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Submit a letter request.	<ul style="list-style-type: none"> - Latest contribution payment (validated Contributions Payment Form or Contributions Payment Form with SBR) - ACR/SS card/valid ID 	Corporate Lane, Member Services Section (MSS) of SSS Branch	Member Service Representative
2. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		Corporate Lane, MSS of SSS Branch	Member Service Representative
3. If regularly paying (RP), get a Certificate of Compliance (COC). If delinquent, pay and submit		Corporate Lane, MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
validated Contributions Payment Form or Contributions Payment Form with SBR or Promissory Note (PN).			

PROCEDURE IN FILING MEMBER LOAN APPLICATION

Processing Time : Five (5) Working Days (from receipt of application to generation of check)
 Note : No Filing Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download and print Member Loan Application		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.	If member is employed, require the authorized signatory of the employer to sign the Member Loan Application		
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit the Member Loan Application	Properly filled out Member Loan Application together with corresponding documentary requirements:	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p>If filed by member-borrower:</p> <ul style="list-style-type: none"> - Presentation of SS card or in its absence, - Application for SS card (SS Form E-6) acknowledgment stub, and two (2) valid IDs (one with photo and signature) <p>If filed by member-borrower's authorized representative</p> <ul style="list-style-type: none"> - Authorized Representative's SS card or any two (2) valid IDs (one with photo and signature) - Letter of Authority (LOA) signed by both member-borrower and member-borrower's authorized representative; and - Member-borrower's SS card or two (2) valid IDs (one with photo and signature) 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p>If filed by employer's/ company's authorized representative:</p> <ul style="list-style-type: none"> - Authorized Company Representative (ACR) card issued by SSS or Letter of Authority (LOA) from employer and two (2) valid IDs; and - Member-borrower's SS card or in its absence, application for SS card (SS Form E-6) acknowledgment stub; and two (2) valid IDs (one with photo and signature) 		
5. Get the acknowledgment stub and signed disclosure statement, if qualified and notice of loan disapproval, if rejected.		MSS of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative

**PROCEDURE IN THE SUBMISSION OF
LOAN REPAYMENT (LR) COLLECTION LIST (SS FORM ML-2)**

Processing Time : Ten (10) Working Days (Including Posting)
Note : No Filing Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download and print Collection Lists (SS Form ML-2) and Member Loan Payment Return Form (SS Form ML-1)		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Submit properly filled out SS Form ML-2 and validated ML-1 or ML-1 and Special Bank Receipt (SBR), if paid thru the bank.	Properly filled out SS Form ML-2, validated ML-1 and SBR	Corporate Lane, MSS of SSS Branch	Member Service Representative
5. Get original copy of SS Form ML-1 and SBR with stamp "RECEIVED" duplicate copy of SS Form ML-2.		Corporate Lane, MSS of SSS Branch	Member Service Representative

**PROCEDURE IN THE SUBMISSION OF
ELECTRONIC LOAN REPAYMENT (LR) COLLECTION LIST**

Processing Time : Five (5) Working Days (Including Posting)
Note : No Filing Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get the following: - LMS Program or download the program directly through the SSS website - Billing Records - Member Loan Payment Return Form (SS Form ML-1)		For Loans Management System (LMS) Program and/or Billing Records: Corporate Lane, Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions on how to install and use the LMS Program and generate collection and transmittal lists.		Corporate Lane, MSS of SSS Branch	Employer/LMS Participant
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue		Corporate Lane, MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
number and the assigned counter will be flashed via the display board.			
4. Submit flash drive and hard copy of transmittal list and report together with validated SS Form ML-1 and SBR.	Generated flash drive and transmittal list, validated SS Form ML-1 or SS Form ML-1 with SBR	Corporate Lane, MSS of SSS Branch	Member Service Representative
5. Get duplicate copy of Transmittal List with stamped "Received", SS Form ML-1 and SBR, if valid. Note: If submitted flash drive is found with error after pre-validation, flash drive, transmittal list, ML-1 and OR/SBR, together with the deficiency notification shall be returned to employer/LMS participant for correction and re-submission.		Corporate Lane, MSS of SSS Branch	Member Service Representative

PROCEDURE IN FILING SICKNESS NOTIFICATION

Processing Time : Five (5) Working Days
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download the required forms.	FOR EMPLOYED MEMBER <ul style="list-style-type: none"> Sickness Notification <p>If work-connected:</p> <ul style="list-style-type: none"> Employees' Notification Accident/ Sickness Report FOR UNEMPLOYED/ SELF-EMPLOYED/ VOLUNTARY MEMBER <ul style="list-style-type: none"> Sickness Benefit Application Form for Unemployed/ Self-employed/ Voluntary Members Medical Certificate 	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using		Medical Evaluation Section of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
an automated queuing system, the queue number and the assigned counter will be flashed via the display board.			
4. Submit properly filled out form together with the supporting documents.	<ul style="list-style-type: none"> Sickness Notification SS card or two (2) valid IDs both with signatures and at least one (1) with photo Medical Reports/ Documents <p>If work-connected (EC):</p> <ul style="list-style-type: none"> Employees' Notification SS card or two (2) valid IDs both with signatures and at least one (1) with photo Accident/Sickness Report from employer; and Police Report (if vehicular accident with third party involvement) Medical Reports/ Documents Note: <ul style="list-style-type: none"> Medical Specialist shall determine 	Medical Evaluation Section of SSS Branch	Member Service Representative/ Nurse

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<p>required medical documents based on a separate checklist.</p> <ul style="list-style-type: none"> For sickness/injury acquired abroad, documents issued by foreign country should be in English translation and must be authenticated by the Philippine Embassy Consulate Office or duly notarized by notary public from the host country. 		
5. Undergo physical examination and interview.		Medical Evaluation Section of SSS Branch	Medical Specialist II/III
6. Get acknowledgment stub or disapproval notice.		Medical Evaluation Section of SSS Branch	Member Service Representative/ Nurse

PROCEDURE IN FILING SICKNESS BENEFIT APPLICATION

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Sickness Benefit Application.		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called.		MSS of SSS Branch	Member Service Representative
Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.			
4. Submit properly filled out Sickness Benefit Application together with the required documents.	Refer to Table 1 for the List of Required Documents	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get acknowledgment stub or disapproval notice.		MSS of SSS Branch	Member Service Representative

Table 1.

LIST OF REQUIRED DOCUMENTS

FOR EMPLOYED MEMBERS

BASIC DOCUMENTS

1. Sickness Benefit Reimbursement Application
2. Approved Sickness Notification (SN)
3. Photocopy of member's SS card or two (2) valid IDs both with signature and at least one (1) with photo duly certified by the member and authenticated by the authorized company signatory.

For EC Claim:

1. Sickness Benefit Reimbursement Application
2. Approved Employees' Notification
3. Photocopy of member's SS card or two (2) valid IDs both with signature and at least one (1) with photo duly certified by the member and authenticated by the authorized company signatory.

IMPORTANT: Employers are required to enroll in the Sickness and Maternity Benefits Payment thru the Bank Program for the remittance of their sickness reimbursement claims.

If filed by Employer's Representative:

1. SS card or two (2) valid IDs both with signature and at least one (1) with photo
2. Authorized Company Representative card

FOR UNEMPLOYED MEMBERS

1. Sickness Benefit Application Form (For Unemployed/Separated Members)
2. SSS Medical Certificate Form
3. SS card or two (2) valid IDs both with signature and at least one (1) with photo
4. Supporting Medical Documents

Note: Medical Specialist shall determine required medical documents based on a separate checklist.

Table 1.

LIST OF REQUIRED DOCUMENTS

For EC Claim:

1. Sickness Benefit Application Form (For Unemployed/Separated Members)
2. SSS Medical Certificate Form
3. SS card or two (2) valid IDs both with signature and at least one (1) with photo
4. Accident/Sickness Report from employer; and Police Report (if vehicular accident with third party involvement)
5. Supporting Medical Documents

Note: Medical Specialist shall determine required medical documents based on a separate checklist.

ADDITIONAL REQUIRED DOCUMENTS (Present the original/certified true copy and submit the photocopy of the following, whichever is applicable)

- Certificate of separation from employment with effective date of separation and that no advance payment was granted, if the confinement period applied for is within the period of employment or prior to date of separation
- Certificate of separation from employment with effective date of separation, if the confinement period applied for is after the date of separation
- Notice of strike duly acknowledged by the Department of Labor and Employment (DOLE) and duly notarized affidavit that no advance payment was granted, if company is on strike
- Certification from DOLE and duly notarized affidavit that no advance payment was granted, if with pending labor case
- Duly notarized affidavit of separation from employment with reason and effective date of separation and that no cash advance payment was granted, subject to further verification by SSS, if company ceased operation

FOR SELF-EMPLOYED AND VOLUNTARY MEMBERS

1. Sickness Benefit Application Form (For Unemployed/Self-employed/Voluntary Members)
2. SSS Medical Certificate Form filled out by attending physician

Table 1.

LIST OF REQUIRED DOCUMENTS

3. SS card or two (2) valid IDs both with signature and at least one (1) with photo
4. Supporting Medical Documents

Note: Medical Specialist shall determine required medical documents based on a separate checklist.

For sickness/injury acquired abroad, documents issued by foreign country should be in English translation and must be authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public from the host country.

PROCEDURE IN FILING MATERNITY NOTIFICATION

Processing Time : Within the day
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Maternity Notification.		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out Maternity Notification.	If filed over-the-counter: <ul style="list-style-type: none"> • Maternity Notification; and • SS card or two (2) valid IDs both with signatures and at least one (1) with photo 	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	If filed thru the SSS web: No documentations needed. Member/ employer registered in the SSS Web can file their Maternity Notification thru the SSS Web.		
2. Get the stamped "Received" form.		MSS of SSS Branch or at SSS Service Office	Member Service Representative

PROCEDURE IN FILING MATERNITY BENEFIT APPLICATION

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Maternity Benefit Application.		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out Maternity Benefit Application together with the required documents.	Refer to Table 2 for the List of Required Documents	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get acknowledgment stub or disapproval notice.		MSS of SSS Branch	Member Service Representative

Table 2.

LIST OF REQUIRED DOCUMENTS

FOR EMPLOYED MEMBERS

BASIC DOCUMENTS

1. Maternity Reimbursement Application
2. SS Form MAT-1 stamped received by SSS prior to delivery
3. Photocopy of member's SS card or two (2) valid IDs both with signature and at least one (1) with photo duly certified by the member and authenticated by the authorized company signatory.

Note: SS Form MAT-1 is not required if the employee has been confined in the hospital duly licensed by the Department of Health.

IMPORTANT: Employers are required to enroll in the Sickness and Maternity Benefits Payment thru the Bank Program for the remittance of their maternity reimbursement claims.

FOR UNEMPLOYED MEMBERS

1. Maternity Reimbursement Form
2. SS Form MAT-1 stamped received by SSS prior to delivery.

Note: SS Form MAT-1 is not required if the employee has been confined in the hospital duly licensed by the Department of Health.

3. SS card or two (2) valid IDs both with signature and at least one (1) with photo

Additional required documents (Present the original/certified true copy and submit the photocopy of the following, whichever is applicable):

- Certificate of separation from employment with effective date of separation and that no advance payment was granted, if delivery/miscarriage is within the period of employment or within six (6) months from the date of separation
- Certificate of separation from employment with effective date of separation, if delivery/miscarriage is beyond six (6) months from the date of separation

Table 2.

LIST OF REQUIRED DOCUMENTS

- Notice of strike duly acknowledged by the Department of Labor and Employment (DOLE) and duly notarized affidavit that no advance payment was granted, if company is on strike
- Certification from DOLE and duly notarized affidavit that no advance payment was granted, if with pending labor case; or
- Duly notarized affidavit of separation from employment with reason and effective date of separation and that no advance payment was granted, subject to further verification by SSS, if company ceased operation.

FOR SELF-EMPLOYED AND VOLUNTARY MEMBERS

1. Maternity Reimbursement Application
2. SS Form MAT-1 received by SSS prior to delivery.

Note: SS Form MAT-1 is not required if the employee has been confined in the hospital duly licensed by the Department of Health.

3. SS card or two valid IDs both with signature and at least one with photo

Additional Required Documents for Self-employed and Voluntary Member (previously employed)

- Certificate of separation from employment with effective date of separation and that no advance payment was granted, if delivery/miscarriage is within the period of employment or within six (6) months from the date of separation.

Other Documents:

If contingency happened in the Philippines:

Present the original/certified true copy and submit the photocopy of the following, whichever is applicable:

For Normal Delivery

1. Child's birth or fetal death certificate duly registered with the Local Civil

Table 2.

LIST OF REQUIRED DOCUMENTS

Registrar (LCR)

For Ceasarean Delivery:

1. Child's birth or fetal death certificate duly registered with the LCR; and
2. Operating Room Record (ORR) or Surgical Memorandum

For Miscarriage:

1. Obstetrical History indicating the number of pregnancy/ies including H-mole duly certified by the attending physician with his/her PRC number, printed name and signature
2. Miscarriage documents

For complete miscarriage

- Pregnancy test result before and after miscarriage or ultrasound report
- Medical Certificate issued by attending physician on the circumstances of miscarriage

For incomplete miscarriage

- Dilatation & Curettage (D&C) report duly certified by the authorized hospital representative
- Histopath report duly certified by the authorized hospital representative
- Other documents that may be required by SSS Medical Specialist

For Ectopic Pregnancy & Hydatidiform Mole (H-Mole)

1. Ultrasound Result and Medical Certificate
2. Obstetrical History indicating the number of pregnancy/ies including H-mole duly certified by attending physician with his/her PRC number, printed name and signature
3. D&C report and Histopath result duly certified by the authorized hospital representative
4. Operating Room Record, if operated (ectopic pregnancy)
5. Other documents that may be required by the SSS Medical Specialist

PROCEDURE IN FILING MATERNITY BENEFIT APPLICATION FOR CONTINGENCY THAT HAPPENED ABROAD

Processing Time : Ten (10) Working Days
Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Maternity Benefit Application.		Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out form together with the required supporting documents.	Refer to Table 3 for the List of Required Documents	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get acknowledgment stub or disapproval notice.		MSS of SSS Branch	Member Service Representative

Table 3.

LIST OF REQUIRED DOCUMENTS

Present the original/certified true copy and submit the photocopy of the following, whichever is applicable:

FOR NORMAL/CEASAREAN DELIVERY

1. Child's birth or fetal death certificate in English translation and duly authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public in host country.
2. Operating Room Record (ORR) or Surgical Memorandum (if cesarean section).

In the absence of the duly authenticated birth/fetal death certificate, submission of at least two of the following shall be required:

1. Child's passport, if any and if immigrant, copy of member's alien registration certificate
2. Certification from SSS foreign office or Liaison Officer of Social Security agencies in countries with bilateral agreements that the documents are true copies of the original presented by the member or certified by the hospital where the member was confined
3. Certification from employer that member gave birth abroad (for employed member)
4. Certificate of employment abroad (for OFW)

FOR MISCARRIAGE

1. Obstetrical History indicating the number of pregnancy/ies including H-mole duly certified by the attending physician with his/her PRC number, printed name and signature
2. Miscarriage documents

For complete miscarriage

- Pregnancy test result before and after miscarriage or ultrasound report

Table 3.

LIST OF REQUIRED DOCUMENTS	EXEMPTIONS FROM PROCESSING TIME COMMITMENTS
<ul style="list-style-type: none"> • Medical Certificate issued by attending physician on the circumstances of miscarriage 	SICKNESS/MATERNITY
<u>For incomplete miscarriage</u>	1. Sickness Notification that needs:
<ul style="list-style-type: none"> • Dilatation & Curettage (D & C) report duly certified by the authorized hospital representative • Histopath report duly certified by the authorized hospital representative • Other documents that may be required by the SSS Medical Specialist 	<ul style="list-style-type: none"> • Verification of attending physician's license number at PRC • Verification of clinical or operating room record, diagnostic or laboratory result • X-ray/ECG interpretation by Health Care Department • Domiciliary service for physical examination and interview of member • Ocular inspection of workplace (for EC claim) • Medical/legal opinion from Medical Operations or Medical Program Department
FOR ECTOPIC PREGNANCY AND HYDATIDIFORM MOLE (H-MOLE)	2. Maternity Benefit Application for Abortion/Miscarriage that needs:
1. Ultrasound Result and Medical Certificate	<ul style="list-style-type: none"> • Verification of histopath or clinical record from clinic/hospital/physician • Specialist's opinion for cases if can be considered under maternity benefit
2. Obstetrical History indicating the number of pregnancy/ies including H-mole duly certified by attending physician with his/her PRC number, printed name and signature	3. Claims for payment through Special Voucher
3. D&C report and Histopath result duly certified by the authorized hospital representative	<ul style="list-style-type: none"> • Re-filed/reconstructed claims not accepted by the system for the reason "Invalid Year" • Employer has final/inactive status but contingency date is prior to cessation/closure of the company • Adjustment of claims that was initially paid under cancelled SS number but contributions are transferred to the retained SS number • Payment of sickness/maternity benefits for the deceased member in favor of his/her beneficiary • Additional payment of previously adjusted sickness/maternity claims • Replacement of cancelled checks • Offsetting of overpayments of benefits • Cases reconsidered by Social Security Commission or Employees' Compensation Commission for payment • EC claim of member (with previous employer/s whose injury falls within the month or within the 12 calendar months from the month of hiring under the present employer) • Overlapping of benefits for sickness and maternity. In which case, maternity benefit shall be paid in full but deduct the amount of sickness
4. Operating Room Record, if operated (ectopic pregnancy)	
5. Other documents that may be required by the SSS Medical Specialist	

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

benefit granted to the member from the start of her maternity benefit.

4. Claims where records are active in other branches.
5. Claims that require database correction due to erroneous data of the previously settled claim, such as:
 - Number of delivery
 - Type of delivery
 - Confinement period/delivery date
 - Type of claim
6. Claims for revalidation due to the re-computation of benefits
 - Late filing of notification/reimbursement from employer (ER) to SSS
 - Rule on flexibility
 - Computation of ER liability for EC claims (Article 205 of PD 626)
 - Member returned to work earlier than the approved confinement
7. Future confinement claim.

PROCEDURE IN FILING EMPLOYER'S ENROLLMENT IN THE SICKNESS AND MATERNITY BENEFITS PAYMENT THRU THE BANK PROGRAM

Processing Time : Three (3) Working Days
(if with bank confirmation)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get enrollment form from SSS or SS-accredited bank.	Sickness and Maternity Benefit Payment Thru the Bank Enrollment Form (2 copies)	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
4. Submit properly filled out Sickness and Maternity Benefits Payment thru the Bank Form to the following: <ul style="list-style-type: none"> • SSS-accredited Banks (for Enrollment and Amendment) • SSS Branch (for Exemption and Cancellation of Enrollment) 	Employer/ Employer representative's SS card or two (2) valid IDs both with signature and at least one (1) with photo)	MSS of SSS Branch	Member Service Representative
5. Get stamped "Received" duplicate copy of the enrollment form.		MSS of SSS Branch	Member Service Representative

PROCEDURE IN FILING DISABILITY CLAIM APPLICATION

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download the required form.	<ul style="list-style-type: none"> - Disability Claim Application - Medical Certificate signed by the attending physician - Employment Data 	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called.	Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.	Medical Evaluation Section of SSS Branch	Member Service Representative
4. Submit properly filled out form together with the required documents.		Medical Evaluation Section of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Undergo physical examination and interview.		Medical Evaluation Section of SSS Branch	Medical Specialist II/III
6. Get acknowledgment stub or disapproval notice.		Medical Evaluation Section of SSS Branch	Member Service Representative Medical Specialist II/III

Note: A member who is unable to file the disability claim application personally due to the following conditions shall submit the required documents either through his/her representative or through mail to the nearest SSS branch:

- Member is either wheelchair-borne, in respiratory distress, with IV fluid or other debilitating conditions; or
- Member is confined in institution such as hospital, correctional institution, penitentiary, rehabilitation center; or
- Member is residing abroad.

Table 4.

LIST OF REQUIRED DOCUMENTS

BASIC DOCUMENTS

The documentary requirements are as follows:

1. Disability Claim Application (DisCA) form
2. Member's/Claimant's Photo and Signature Form (for initial claims only)
3. SSS Medical Certificate Form accomplished by attending physician
4. Medical records

Note: Medical Specialist shall decide on the checklist of the required medical records/documents based on a separate checklist.

IDENTIFICATION DOCUMENT/S (IDS) OF MEMBER

Any one of the following primary IDs:

- Social Security (SS) card
- Unified Multi-purpose ID (UMID) card
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification & Record Book)

Or, in the absence of the valid primary IDs, any two (2) of the following valid secondary IDs (original) both with signature and at least one with photo:

- Driver's License
- Postal ID Card
- School ID
- Company ID
- Taxpayer's Identification Number (TIN) card
- Philippine Health Insurance Corporation (PHIC) ID Card
- Overseas Workers Welfare Administration (OWWA) Card
- Senior Citizen Card
- Voter's Identification Card or Voter's Affidavit/Certificate of Registration
- Credit Card (with name and signature)
- Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) Card/Member's Record/

Table 4.

LIST OF REQUIRED DOCUMENTS

Certificate of Membership

- Health or Medical Card
- Firearm License card issued by Philippine National Police (PNP)
- ID Card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City)
- ID Card issued by professional associations recognized by PRC

Or, in the absence of a valid primary ID, any one (1) of the valid secondary IDs (original) with signature and photo and at least one (1) of the following secondary documents:

- Marriage Contract/Certificate
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- Police Clearance
- Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
- Student Permit issued by the Land Transportation Office (LTO)
- Alien Certificate of Registration
- Certificate from any of the following, whichever is applicable:
 - Office of the Southern Cultural Community
 - Office of the Northern Cultural Community
 - Office of Muslim Affairs
- Certificate of Licensure/Qualification Documents/Seafarer's ID & Record Book from the Maritime Industry Authority
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Naturalization issued by the Bureau of Immigration

SUPPORTING DOCUMENT/S

1. Original/certified true copy/ies and photocopy/ies of applicable medical record/s

If for pension

- Photocopy of either the passbook or ATM card with validated deposit slip or Cash Card Enrollment Form
- If member cannot open a savings account or apply for visa cash card, written request for exemption from the Pensioner's Remittance

Table 4.

LIST OF REQUIRED DOCUMENTS

Program stating reason for the request

If unable to file disability claim personally

- Sketch of member's residence or place of confinement, if local resident
- PE report describing disabling manifestation signed by attending physician, if residing abroad

If member is under guardian

- Special Power of Attorney or Affidavit of Guardianship, if guardian is spouse or parent of member (if single)
- Application for Representative Payee and Guarantor's Bond Form, if guardian is other than spouse or parent of member
- In-trust for savings account

If member is applying under Portability Law

- GSIS certification of contributions/creditable years of service under the Portability Law

If member is applying under the Bilateral Agreement

- Coverage Liaison Form duly certified by the counterpart agency
- Disability Claim Application (Each country has different Application Form)
- Medical Report signed by the attending physician
- Certification of total contributions under the Bilateral Agreement from the counterpart institution

If with dependent child/ren (for total disability pension)

- Certified true copy of marriage contract/certificate of member duly registered with LCR/NSO
 - If marriage certificate is not available or marriage record is intact but no record of marriage from LCR or NSO -- certification of non-availability from LCR/NSO, Certificate of Non-Marriage (CENOMAR) and marriage certification issued by Parish/Church/Imam, or joint affidavit of two

Table 4.

LIST OF REQUIRED DOCUMENTS

persons who witnessed the marriage and birth certificates of at least two children wherein under both documents the names of parents and date & place of marriage is indicated (if applicable)

- Certified true copy of birth certificate of legitimate, legitimated or legally adopted dependent children duly registered with LCR/NSO

- If birth certificate is not available - certification of non-availability of record of birth from LCR or NSO and certified true copy of the baptismal certificate duly registered with the Parish/Church

Note: 1) Baptismal certificate must bear the original signature of the parish priest or his authorized signatory official.
2) Stamped signature is not acceptable.

- If baptismal certificate is not available (with certification of non-availability from the Parish/Church) any of the following where name of member, name of dependent, date of birth of dependent and relationship to member are indicated:

1. School cards/records of dependent
2. Educational/insurance plans
3. Employment records of member
4. Philhealth/GSIS/Pag-IBIG records

- Legal adoption papers for legally adopted child/ren

Note: Date of adoption should be prior to date of disability

- Any proof of filiation for illegitimate dependent children (for date of disability on or after May 24, 1997), as follows:
 - Certified true copy of birth certificate of illegitimate dependent children duly registered with LCR/NSO (if birth certificate is not available, refer to the alternative documents mentioned under birth/baptismal certificate)
 - Will
 - Statement before a court of record
 - Any authentic writing (letter, diary)

Table 4.

LIST OF REQUIRED DOCUMENTS

- Medical certificate of incapacitated dependent issued by the attending physician confirmed/certified by the Medical Specialist (Medical Evaluation Section, Branch/Physical Examination Center)
- Claim for dependents' pension benefit (SS Form BPN-106) (if guardian is spouse or parent of member) or Application for Representative Payee and Guarantor's Bond Form (if guardian is other than spouse or parent of member), if qualified dependent/s is/are under guardian

**PROCEDURE IN FILING DISABILITY CLAIM APPLICATION
FOR DISABILITY THAT HAPPENED ABROAD**

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download the required form.	<ul style="list-style-type: none"> - Disability Claim Application - Medical Certificate signed by the attending physician - Employment Data 	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		Medical Evaluation Section of SSS Branch	Member Service Representative
4. Submit properly filled out form together with the required documents.	Refer to Table 5 for the List of Required Documents	Medical Evaluation Section of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Undergo physical examination and interview.		Medical Evaluation Section of SSS Branch	Medical Specialist II/III
6. Get acknowledgment stub or disapproval notice.		Medical Evaluation Section of SSS Branch	Member Service Representative Medical Specialist II/III

Note: A member who is unable to file the disability claim application personally due to the following conditions shall submit the required documents either through his/her representative or through mail to the nearest SSS branch:

- Member is either wheelchair-borne, in respiratory distress, with IV fluid or other debilitating conditions; or
- Member is confined in institution such as hospital, correctional institution, penitentiary, rehabilitation center.

Table 5.

LIST OF REQUIRED DOCUMENTS

BASIC DOCUMENTS

Documents issued by foreign country should be in English translation and duly authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public in host country.

1. Disability Claim Application
2. Medical Certificate signed by attending physician
3. PE report describing disabling manifestation signed by attending physician
4. Medical records

Note : Medical Specialist shall decide on the checklist of the required medical documents based on a separate checklist.

5. Photocopy of SS card, passport, Alien Resident Certificate

For member under guardian:

Guardian of member is the spouse or parent
- Special Power of Attorney or Affidavit of Guardianship

Guardian of member is other than the spouse or parent
- Application for Representative Payee and Guarantor's Bond Form

FOR EC CLAIM

1. Disability Claim Application
2. Medical Certificate signed by attending physician
3. PE report describing disabling manifestation signed by attending physician
4. Medical records

Note : Medical Specialist shall decide on the checklist of the required medical documents based on a separate checklist.

5. Photocopy of SS card, passport, Alien Resident Certificate
6. Accident/Master's Report (seaman)/Sickness Report

Table 5.

LIST OF REQUIRED DOCUMENTS

For member under guardian:

Guardian of member is the spouse or parent
- Special Power of Attorney or Affidavit of Guardianship

Guardian of member is other than the spouse or parent
- Application for Representative Payee and Guarantor's Bond Form

OTHER DOCUMENTS

For Partial/Total Disability Pension

Any of the following:

- Copy of passbook
- ATM card and validated deposit slip
- Cash Card Enrollment Form

Additional documents:

For member with qualified dependent

Legitimate/Legitimated child/children

- Birth certificate of dependent child/children or Baptismal certificate (in case birth certificate is not available)

Illegitimate child/children

- Birth certificate of dependent child/children; or
- Proof of filiations, e.g. will/statement before a court of record/any authentic writing (if child was not acknowledged by the parent in the birth certificate)

Legally adopted child/children

- Birth certificate of dependent child/children; and
- Legal adoption paper

Table 5.

LIST OF REQUIRED DOCUMENTS	EXEMPTIONS FROM PROCESSING TIME COMMITMENTS
<p>For member with qualified dependent who is incapacitated</p>	<p>1. Disability benefit claims that need:</p>
<p>- Medical certificate of incapacitated dependent</p>	<ul style="list-style-type: none"> • Verification of attending physician's license number at PRC • Verification of clinical or operating room record/diagnostic or laboratory result • Repeat Physical Examination and Interview of member, in cases of suspect fraudulent claims • Domiciliary service for Physical Examination and Interview of member if bedridden/severely disabled • X-ray/ECG interpretation by the Health Care Department (HCD) • Repeat X-ray/ECG at HCD to validate suspect claims • Adjustment of previously settled lump sum disability to pension • Opinion from Medical Operations Department/Medical Program Department • Verification due to wrong encoding of previous granted disability • Adjustment of previously settled lump sum disability under lump sum to pension
<p>For member with dependent child/children living with guardian (spouse/parent of member)</p>	<p>2. Disability Claim:</p>
<p>- Claim for dependents' pension benefit (SSS Form BPN-106)</p>	<ul style="list-style-type: none"> • Filed at branches without permanent assigned Medical Specialist (visited once a month by another Medical Specialist within the cluster) • For review of evaluation by a designated Medical Reviewer from another branch or at the Processing Center • Claim awaiting additional documents but delayed compliance since member lives in far flung or in areas where peace and order situation is unsafe and means of communication is limited.
<p>For member with dependent child/children living with guardian (other than spouse/parent of member)</p>	<p>3. EC Disability Claims where member's present status is self-employed or unemployed but contingency occurred when member was still employed.</p>
<p>- Application for Representative Payee and Guarantor's Bond Form</p>	<p>4. With invalid information</p>
	<ul style="list-style-type: none"> • Invalid credited years of service • Invalid LMS/LG transactions • Invalid date of coverage • With contributions prior to date of coverage • Late payments of self-employed prior to January 1, 1998 • Contributions below P1,000 MSC

PROCEDURE IN FILING RETIREMENT CLAIM APPLICATION

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

- Ineffective contributions
 - Multiple SS numbers
 - Claims with Local Water District employers
 - Total disability claims settled under a refunded SS number due to late tagging of refunded SS number
 - With Death Claim
5. Unposted contributions
- Consolidation of contributions and loan balances
 - Deemed paid contributions
 - Posting of SE/VM contribution
 - Lacks merit and needs further investigation.
 - Employer liable cases.
6. Special cases that need manual computation
- With Stock Investment Loan Program
 - Claims that are paid under special voucher, special pension system, using manual computation mode of payment and encoded to on-line computer for check-date per Office Order 196-V.
7. Claims for payment through Special Voucher
- Total or partial disability applications with dates of contingency earlier than the dates of settlement of final claims as reflected in the DDR database.
 - Unpaid dependents' pension of a total disability pensioner who dies and his death is already posted in the database.
8. Others
- Cases that need legal opinion
 - Pensioners ;iving abroad/local requesting exemption from MSB
 - Referral to other agency/unit
 - Request for confirmation of fact of guardianship
 - Manual verification and consolidation of contributions.

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Retirement Claim Application and supporting forms.	Refer to Table A for the List of Required Documents	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out forms.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get: <ul style="list-style-type: none"> • Acknowledgment Letter, if claim is complete and in order • Rejection/ Denial letter with reason, if claim is rejected/ denied 		MSS of SSS Branch	Member Service Representative

Table A.

LIST OF REQUIRED DOCUMENTS

BASIC DOCUMENTS

1. Retirement Claim Application (RCA) form; or Application for Death/Disability/Retirement Benefit Under the Portability Law, if applying under Portability Law
2. Member's/Claimant's Photo and Signature form
3. Certified true copy of Birth certificate duly registered with LCR/NSO; or Baptismal certificate duly registered with the Parish/Church together with the Certification of Non-availability of Record from LCR/NSO; or duly signed portion in the RCA form if member was not able to submit birth certificate or baptismal certificate
4. Proof of separation from employment or cessation of self-employment

For covered employees below 65 years old

- certification of separation from last employer or employers (if with simultaneous employers), if certification portion of the RCA form is not accomplished by last employer; or
- affidavit of separation (SS Form E-417) indicating any of the following reason/s, in the absence of employer's certification of separation:
 - Employer/Company no longer exists
 - The employee has an administrative case with his/her employer
 - The employees are on strike
 - Certification issued by the employer stating that employee's records are no longer available
 - The employer's location is situated under danger/calamity zone/s (e.g. war-torn or devastated by a calamity)

For regular self-employed members below 65 years old

- certificate of non-practice of profession/non-renewal of business permit/ license from applicable offices/transfer of ownership (e.g. Business Permit and Licensing Office, Professional Regulation Commission, etc.) or
- certificate of cessation of business issued by the Barangay Chairman or his duly authorized representative where the business was located or place

Table A.

LIST OF REQUIRED DOCUMENTS

of residence and duly notarized affidavit of undertaking stating cessation of business/non-practice of profession and no earnings

For expanded self-employed members, farmers and fishermen who are less than 65 years old

- certificate of cessation of business/undertaking issued by the Barangay Chairman or his duly authorized representative where the business was located or place of residence and duly notarized affidavit of undertaking stating cessation of business/non-practice of profession and no earnings

If member is an underground mineworker

- certification of separation from last employer for members less than 60 years old
- affidavit of separation (SS Form E-417) indicating any of the following reason/s, in the absence of employer's certification of separation:
 - Employer/Company no longer exists
 - The employee has an administrative case with his/her employer
 - The employees are on strike
 - Certification issued by the employer stating that employee's records are no longer available
 - The employer's location is situated under danger/calamity zone/s (e.g. war-torn or devastated by a calamity)

Note: Actual date of retirement should not be earlier than March 13, 1998

If member is Kasambahay

- affidavit of undertaking of the kasambahay and separation paper signed by the last household employer and stating cessation of employment with last household employer

If member of association or cooperative

- certification issued by the President/Authorized Official of the affiliated association/cooperative (ex. TODA, Market Vendors Association, Cooperative, Card Inc., etc.)

If member's coverage status is "from self-employed to voluntary member"

Table A.

LIST OF REQUIRED DOCUMENTS

and less than 65 years old

- certificate of non-practice of profession/non-renewal of business permit/license from applicable offices/transfer of ownership (e.g. Business Permit and Licensing Office, Professional Regulation Commission, etc.) or
- certificate of cessation of business issued by the Barangay Chairman or his duly authorized representative where the business was located or place of residence and duly notarized affidavit of undertaking stating cessation of business/non-practice of profession and no earnings

For 65 years old and above (Employed/SE/VM); 60 years old and above (Underground Mineworker)

- proof of separation/cessation of business/earnings is not a requirement

If member's coverage status is Employed to VM

- proof of separation is not a requirement

5. Single savings account passbook/ATM/initial validated deposit slip/ accomplished visa cash card enrollment form

- If name of member and/or savings account is not indicated in the ATM card, a copy of initial deposit slip shall be required

- if member cannot open a savings account or apply for visa cash card, a written request for exemption from the Pensioner's Remittance Program stating reason for the request shall be required

6. Any of the following, whichever is applicable:

- Form CLD 1.1B, Application for Guardianship (if guardian is spouse/parent); or
- Form CLD-15, Application for Representative Payee (if guardian is other than spouse/parent); and
- Form BPN-107, Guarantor's Form (if with guardian other than the spouse/parent)

Table A.

LIST OF REQUIRED DOCUMENTS

IDENTIFICATION DOCUMENTS (IDs)

Any one of the following valid primary IDs:

- Social Security (SS) card
- Unified Multi-purpose ID (UMID) card
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification & Record Book)

Or in the absence of the valid primary IDs, any two (2) of the following valid secondary IDs (original) both with signature and at least one with photo:

- Driver's License
- Postal ID Card
- School ID
- Company ID
- Taxpayer's Identification Number (TIN) card
- Philippine Health Insurance Corporation (PHIC) ID Card
- Overseas Workers Welfare Administration (OWWA) Card
- Senior Citizen Card
- Voter's Identification Card or Voter's Affidavit/Certificate of Registration
- Credit Card (with name and signature)
- Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership
- Health or Medical Card
- Firearm License card issued by Philippine National Police (PNP)
- ID Card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City)
- ID Card issued by professional associations recognized by PRC

Or in the absence of a valid primary ID, any one (1) of the valid secondary IDs (original) with signature and photo and at least one (1) of the following secondary documents:

- Marriage Contract/Certificate
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form

Table A.

LIST OF REQUIRED DOCUMENTS

- Police Clearance
- Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
- Student Permit issued by the Land Transportation Office (LTO)
- Alien Certificate of Registration
- Certificate from any of the following, whichever is applicable:
 - Office of the Southern Cultural Community
 - Office of the Northern Cultural Community
 - Office of Muslim Affairs
- Certificate of Licensure/Qualification Documents/Seafarer's ID & Record Book from the Maritime Industry Authority
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Naturalization issued by the Bureau of Immigration

Note: Presentation of the original copies of IDs and submission of photocopies of IDs shall be required from the filer.

SUPPORTING DOCUMENTS

If member has dual membership (covered employee and self-employed) effective 16 May 2007 (Circular No. 37-P)

Requirements for proof of separation from employment or cessation of self-employment:

- certification of separation from the last employer for members less than 65 years of age; or affidavit of separation (SS Form E-417) indicating any of the following reason/s, in the absence of employer's certification of separation:
 - Employer/Company no longer exists
 - The employee has an administrative case with his/her employer
 - The employees are on strike
 - Certification issued by the employer stating that employee's records are no longer available
 - The employer's location is situated under danger/calamity zone/s (e.g. war-torn or devastated by a calamity)and
- certificate of non-renewal of professional license/business permit from applicable offices/transfer of certificate (e.g. Business Permit and Licensing Office, Professional Regulation Commission, etc.) or certification of cessation

Table A.

LIST OF REQUIRED DOCUMENTS

of business issued by the Barangay Chairman or his duly authorized representative where the business was located or place of residence and affidavit of undertaking attesting cessation/non-practice of profession/no earnings; or

- certification issued by affiliated associations (TODA, Market Vendors, Cooperatives, Card Inc., etc)

If member is an underground mineworker

- certification from the employer/s that member was an underground mineworker for at least 5 years (either continuous or accumulated prior to the semester of retirement) indicating the period of employment with the company and the worker's job description

Note: Employer must be duly registered with the Bureau of Mines (per manual list)

If any of the member's employer is a Transport Cooperative

- certification issued by the President/Authorized Official of the Cooperative that the transportation is owned by the Cooperative

If member is applying under the Portability Law

- certificate of total contributions under the Portability Law

If with dependent child/ren

- certified true copy of marriage contract/certificate of member duly registered with LCR/NSO
 - if marriage certificate is not available or marriage record is intact but no record of marriage from LCR or NSO – certification of non-availability from LCR/NSO, Certificate of Non-Marriage (CENOMAR) and marriage certification issued by Parish/Church/Imam, or joint affidavit of two persons who witnessed the marriage and birth certificates of at least two children wherein under both documents the names of parents and the date & place of marriage are indicated (if applicable)

Table A.

LIST OF REQUIRED DOCUMENTS

- certified true copy of birth certificate of legitimate, legitimated or legally adopted dependent children duly registered with LCR/NSO
 - if birth certificate is not available - certification of non-availability of record of birth from LCR and NSO and certified true copy of the baptismal certificate duly registered with the Parish/Church

Note: 1) Baptismal certificate must bear the original signature of the parish priest or his authorized signatory official.
2) Stamped signature is not acceptable.

- if baptismal certificate is not available (with certification of non-availability from the Parish/Church) – any of the following where name of member, name of dependent, date of birth of dependent and relationship to member are indicated:
 - school cards/records of dependent
 - educational/insurance plans
 - employment records of member
 - Philhealth/GSIS/Pag-IBIG records

- legal adoption papers for legally adopted child/ren

Note: Date of adoption should be prior to date of retirement

- any proof of filiation for illegitimate dependent children (for date of retirement on or after May 24, 1997), as follows:

- certified true copy of birth certificate of illegitimate dependent children duly registered with LCR/NSO (if birth certificate is not available, refer to the alternative documents mentioned under birth/baptismal certificate)
- will
- statement before a court of record
- any authentic writing (letter, diary, school records)

If dependent child/ren is/are under guardian (parent other than the member)

- Claim for Dependent's Pension (SS Form BPN-106) duly accomplished by the guardian

Table A.

LIST OF REQUIRED DOCUMENTS	EXEMPTIONS FROM PROCESSING TIME COMMITMENTS
<p><u>If dependent child/ren is/are incapacitated and under guardian (parent other than the member)</u></p>	
<ul style="list-style-type: none"> • Medical certificate of child/ren issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center • Claim for Dependent's Pension (SS Form BPN-106) duly accomplished by the guardian 	<ol style="list-style-type: none"> 1. With invalid information <ul style="list-style-type: none"> • Invalid Credited Years of Service (CYS) • Invalid LMS/LG transactions • Invalid date of coverage • With contributions prior to date of coverage • Late payments of self-employed prior to January 1, 1998 • Contributions below P1,000 MSC • Ineffective contributions • Multiple SS numbers • Claims with Local Water District employers • Retirement/Total disability claims settled under a refunded SS number due to late tagging of refunded SS number
<p><u>If dependent child/children is/are incapacitated and under guardian (other than parents)</u></p>	
<ul style="list-style-type: none"> • Medical certificate of child/ren issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center • Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-109) 	<ol style="list-style-type: none"> 2. Unposted contributions <ul style="list-style-type: none"> • Consolidation of contributions and loan balances • Posting of SE/VM contributions • Lacks merit and needs further investigation • Employer liable cases
<p><u>If member is incapacitated</u></p>	
<ul style="list-style-type: none"> • valid medical certificate of member issued by his/her attending physician confirmed/certified by the Medical Specialist of PEC; 	
<p>Note: RCA form and submitted documentary requirements may be received while awaiting PEI result.</p>	
<ul style="list-style-type: none"> • Affidavit for Guardianship of Incompetent Pensioner (CLD1.1B), if guardian is the spouse/parent; or • Application for Representative Payee and Guarantor's Bond Form (BPN 109), if guardian is other than spouse/parent; and • In-trust for savings account. 	<ol style="list-style-type: none"> 3. Special cases that need manual computation <ul style="list-style-type: none"> • With Stock Investment Loan Program • Claims that are paid under special voucher, special pension system, using manual computation mode of payment and encoded to on-line computer for check date per Office Order 196-V
<p><u>If filed thru a representative</u></p>	
<ul style="list-style-type: none"> • Letter of Authority signed by the member; or • Special Power of Attorney (SPA) specifically stating the authority to file/process the claim 	<ol style="list-style-type: none"> 4. Others <ul style="list-style-type: none"> • Cases that need legal opinion • Death claim without funeral claim • Contested claims • Pensioners living abroad/local requesting exemption from MSB • Request for investigation if death is work-related • Referral to other agency/unit (external) • Request for confirmation of fact of birth/marriage/death/guardianship that will endanger the lives of the employees due to: <ul style="list-style-type: none"> - Critical area/s affecting the peace and order situation - Dangerous route/s - Island/s where there is no SSS office
<p>Note:</p> <ol style="list-style-type: none"> 1) Authorized representative is allowed to sign for and in behalf of member is stipulated in the SPA. 2) SPA is valid within 6 months if issued in the Philippines or one (1) year if issued abroad. 	<ul style="list-style-type: none"> • Manual verification and consolidation of contribution

PROCEDURE IN FILING FUNERAL CLAIM APPLICATION

Processing Time : Five (5) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Funeral Claim Application and supporting forms.	Refer to Table B for the List of Required Documents	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out forms.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get: • Acknowledgment Letter, if claim is complete and in order • Rejection/ Denial letter with reason, if claim is rejected/ denied		MSS of SSS Branch	Member Service Representative

Table B.

LIST OF REQUIRED DOCUMENTS

BASIC FORMS/DOCUMENTS:

1. Funeral Claim Application Form
 - Filer's Affidavit
2. SS card or two valid IDs of claimant both with signature and at least one with photo
3. Certified true copy of the death certificate of the deceased member.
 - Duly registered with the Local Civil Registrar Office (LCR)/National Statistics Office (NSO) or issued by the Vital Statistics Office/County of host country or its equivalent, if member died abroad. (If applicable, certified by the Philippine Embassy/Consulate or NSO). If not written in English language, with authorized English translation from Department of Foreign Affairs.
4. Original copy of the official receipt from the funeral parlor regarding funeral expenses
5. New residence certificate of the filer

ADDITIONAL/OTHER REQUIRED DOCUMENTS:

1. If death certificate is not available from LCR or NSO
 - Death certification issued by Parish/Church or Burial certification from the Cemetery Administrator with certification of non-availability issued by LCR and NSO
 - In case of late registration (affidavit at the back of the death certificate should be properly filled-out explaining the reason for the delay), death certification issued by Parish or Burial certification from the Cemetery Administrator
2. For missing persons during emergencies and disasters
 - Certificate of missing person, believed to be dead in times of disaster, from the National Disaster Risk Reduction and Management Council (NDRRMC); and

Table B.

LIST OF REQUIRED DOCUMENTS

- A notarized undertaking executed by the claimant in the form prescribed by the System stating that the death benefit shall be returned to SSS should the member appear and proven to be alive

Note: Emergencies and disasters refer to natural and/or human-generated disasters including terrorism or the use of weapons of mass destruction; e.g. tsunami, flood, landslide, typhoon, earthquake, etc. (Administrative Order No. 2007-0018 issued by the Department of Health).

3. For victims of air or sea mishap
 - For victims whose bodies were NOT recovered but whose names appeared in the passenger manifest, any of the following is needed in addition to the undertaking cited in item no. 2
 - Marine protest issued by the Philippine Coast Guard and passenger's manifest issued by the shipping company;
 - Passenger's manifest issued by airline company;
 - Marine protest supported by quit claim or fax messages from the manning agency regarding the disappearance and authenticated by employer;
 - Certification from the shipping/airline company or Philippine Coast Guard, or the Inter-Agency Task Force created by the President of the Philippines.
 - For victims whose bodies were NOT recovered and whose names did not appear in the passenger manifest, any three (3) of the following are needed in addition to the undertaking cited in item no. 2
 - Certification from the employer that the victim has not reported for work from the time the accident happened up to the present time, if the victim was employed
 - Certification from the barangay chairman on the disappearance of the member and a joint affidavit of two persons preferably immediate relatives of the deceased member that it is a common knowledge within the barangay that the victim died in the accident, if the victim was unemployed
 - List of passengers compiled by the Department of Local Government and duly certified by the Chairman of the Government's INTER-

Table B.

LIST OF REQUIRED DOCUMENTS

- AGENCY TASK FORCE created by the President of the Philippines where the name of the victim appears
- Certification from the shipping/airline company stating that it has recognized the fact that the victim was aboard the ship/airplane during that particular trip
 - Affidavit of at least two (2) persons stating that they saw the deceased actually board or actually on board the ship/airplane on its last, ill-fated voyage
 - Duplicate copy of tickets filed by the shipping/airline company, if any
 - Coast guard report
 - Affidavit of co-passenger who survived the accident
4. For missing persons without credible proof of death. The following are needed in addition to the undertaking cited in item no. 2:
- Police investigation report (reflected in the police blotter) conducted immediately after the disappearance of the member which tends to show that the member is already deceased; and
 - Confirmation report from a police authority or other government agency after four (4) or seven (7) years from the date of disappearance of the member to the effect that the member has not yet been found.
5. If without Official Receipt (OR) from the funeral parlor regarding funeral expenses. Any of the following:
- Notarized affidavit of funeral expenses if the service of a funeral parlor was not contracted, if claimant is the immediate relative of the family
 - Provisional receipt or funeral service contract issued by the funeral parlor, if member is not yet buried
 - Certification from the insurance/memorial life plan company stating that the deceased member/claimant is the plan holder
 - Affidavit of sale executed by the plan holder or deed of sale together with the certification of avilment from memorial plan company allowing the transfer of plan to the deceased member
 - Duplicate copy of official receipt and duly notarized affidavit of loss executed by claimant
 - Certification of loss or non-availability of the duplicate copy of the official receipt from the funeral parlor and duly notarized affidavit of

Table B.

LIST OF REQUIRED DOCUMENTS

- loss executed by the claimant
 - Certification by the funeral parlor regarding non-payment together with the contract, if the deceased member was already buried but the funeral services rendered by the funeral parlor was not yet settled.
6. If member's cause of death is work connected
- Report of Death (SS Form BPN-105) together with any of the following:
 - Pre-employment medical records, if cause of death is due to illness
 - Statement of duties and responsibilities duly signed by the employer.
 - Mission/Job or Travel Order duly signed by the employer, when applicable
 - Police investigation or employer's report of injury, death or casualty spot report, when applicable
 - Certified true copy of the page of the company logbook or any other document containing the entry for the particular sickness or accident
 - Certified true copy of the Medical findings of the attending doctor or hospital records, if applicable
7. If funeral claim is filed thru a representative (dependent on the discretion of the branch head)
- Letter of Authority or Special Power of Attorney and representative's SS card or two valid IDs both with signature and at least one with photo
8. If claimant is the funeral parlor
- Copy of the service contract showing the name, address and contact number of the person who contracted the funeral service
 - Authorization For Funeral Benefit Form
9. If claimant is other than the person indicated in the official receipt
- Letter of explanation signed by the person whose name appears in the official receipt stating that the claimant was the one who actually defrayed the funeral expenses

Table B.

LIST OF REQUIRED DOCUMENTS	EXEMPTIONS FROM PROCESSING TIME COMMITMENTS
<p>NOTE: Supporting documents such as birth certificate and marriage contract, including late registered documents, should have the following features (Office Order No. 107-A dated 14 March 2000):</p> <ul style="list-style-type: none"> - With registry number - With signature of the Local Civil Registrar (LCR) or his authorized signatory official. The name and signature of the official authorized to sign the document in the absence of the LCR must always be indicated. Hence, signature with “For” or “By” is not allowed. - With date received by NSO or LCR - Without erasures, alterations, insertions or superimpositions whatsoever. Any amendment or correction in the document should bear the marginal notation of the NSO. <p>Late registered documents should further contain the following features:</p> <ul style="list-style-type: none"> - Duly authenticated by the National Statistics Office (NSO) - The word “Late registration” stamped on the upper right hand corner of the document - With filled-up affidavit at the back of the document explaining the reason for the delay 	<ol style="list-style-type: none"> 1. With invalid information <ul style="list-style-type: none"> • Invalid date of coverage • Multiple SS numbers • Claims with Local Water District employers • Retirement/Total disability claims settled under a refunded SS number due to late tagging of refunded SS number 2. Unposted contributions <ul style="list-style-type: none"> • Lacks merit and needs further investigation • Employer liable cases 3. Others <ul style="list-style-type: none"> • Cases that need legal opinion • Contested claims • Referral to other agency/unit (external) • Request for confirmation of fact of death that will endanger the lives of the employees due to: <ul style="list-style-type: none"> - Critical area/s affecting the peace and order situation - Dangerous route/s - Island/s where there is no SSS office

PROCEDURE IN FILING DEATH CLAIM APPLICATION

Processing Time : Ten (10) Working Days
(from receipt of claim to check date)

Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get or download Death Claim Application and supporting forms.	Refer to Table C for the List of Required Documents	Member Services Section (MSS) of SSS Branch/SSS website (www.sss.gov.ph)	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit properly filled out forms.		MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
5. Get: • Acknowledgment Letter, if claim is complete and in order • Rejection/ Denial letter with reason, if claim is rejected/ denied		MSS of SSS Branch	Member Service Representative

Table C.

LIST OF REQUIRED DOCUMENTS

BASIC DOCUMENTS

1. Death Claim Application (DCA) form
2. Member's/Claimant's Photo and Signature form
3. Filer's Affidavit (Sinumpaang Salaysay) [only one Filer's Affidavit is required at the time of filing]
4. Form CLD-1.3A, Affidavit of Death Benefit (if claimants are primary or secondary) [only one CLD-1.3A is required at the time of filing]
5. Any of the following, whichever is applicable:
 - Form CLD1.3, Joint Affidavit of two (2) disinterested persons, preferably relatives of the deceased member, if claimants are designated beneficiaries or legal heirs of deceased member [only one CLD-1.3 is required at the time of filing]
 - Form CLD-15, Application for Appointment as Representative Payee, if claimant is a guardian
 - Form BPN-107, Guarantor's Bond Form, if claimant is a guardian
 - If cause of death is work-connected:
 - Report of death (BPN-105)
 - Pre-employment medical records, if cause of death is due to illness
 - Statement of duties and responsibilities duly signed by the employer
 - Mission/Job or travel order duly signed by the employer, when applicable
 - Photocopy of page in the company logbook/record of accident signed by the employer
 - Police investigation report or employer's report of injury, death or casualty spot report, when applicable
 - Joint Affidavit (preferably by the relatives of deceased member) that the deceased and the common-law-spouse have no legal impediment to marry, if with dependent illegitimate children)
 - Single savings account passbook/ATM card/validated initial deposit

Table C.

LIST OF REQUIRED DOCUMENTS

slip/accomplished visa cash card enrollment form, if pension

- If the account number is not reflected in the ATM card or if the name of spouse/claimant is not embossed in the ATM card or it is not yet available, a copy of initial deposit slip shall be required
- If spouse/claimant cannot open a savings account passbook or apply for visa cash card, a written request for exemption from the Pensioner's Remittance Program indicating the reason/s for the request shall be required
- In-Trust-For (ITF) account if claimant is under guardianship
- Pro-forma affidavit attesting dependency for support (if dependent-parent/s)
- Written explanation, if death claim was filed by spouse beyond 5 years from date of death

IDENTIFICATION DOCUMENTS (IDs)

Any one of the following valid primary IDs:

- Social Security (SS) card
- Unified Multi-purpose ID (UMID) card
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification & Record Book)

Or in the absence of the valid primary ID, any two (2) of the following valid secondary IDs (original) both with signature and at least one with photo:

- Driver's License
- Postal ID Card
- School ID
- Company ID
- Taxpayer's Identification Number (TIN) card
- Philippine Health Insurance Corporation (PHIC) ID Card
- Overseas Workers Welfare Administration (OWWA) Card

Table C.

LIST OF REQUIRED DOCUMENTS

- Senior Citizen Card
- Voter's Identification Card or Voter's Affidavit/Certificate of Registration
- Credit Card (with name and signature)
- Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership
- Health or Medical Card
- Firearm License card issued by Philippine National Police (PNP)
- ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID Card issued by professional associations recognized by PRC

Or in the absence of a valid primary ID, any one (1) of the valid secondary IDs (original) with signature and photo and at least one (1) of the following secondary documents:

- Marriage Contract/Certificate
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- Police Clearance
- Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
- Student Permit issued by the Land Transportation Office (LTO)
- Alien Certificate of Registration
- Certificate from any of the following, whichever is applicable:
 - Office of the Southern Cultural Community
 - Office of the Northern Cultural Community
 - Office of Muslim Affairs
- Certificate of Licensure/Qualification Documents/Seafarer's ID & Record Book from the Maritime Industry Authority
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Naturalization issued by the Bureau of Immigration

Note: Presentation of the original copies of IDs and submission of photocopies of IDs shall be required from the filer.

Table C.

LIST OF REQUIRED DOCUMENTS

SUPPORTING DOCUMENTS

1. Certified true copy of death certificate of deceased member duly registered with the Local Civil Registry Office (LCR) and signed by the authorized signatory of the Office of the Civil Registrar or National Statistics Office (NSO): or

Certification of Death of deceased member issued and signed by the authorized signatory of the Office of the Civil Registrar and bearing the official seal

If member died and buried abroad

Certified true copy of death certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)

If member died abroad and buried in the Philippines

Certified true copy of death certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

If the death certificate is not written in English language, authorized English translation from the Department of Foreign Affairs is required

- 1.1 If death certificate is not available from LCR and NSO, certification of non-availability issued by LCR and NSO together with any of the following:

- Certification of Death issued by the Parish/Church
- Certification of Burial from the cemetery administrator

Note: For Muslim claimants, submission of death certificates duly certified by the LCR shall be required (Office Order No. 123-V dated 05 September 1994).

- 1.2 In case of late registration, Certification of Death issued by the

Table C.

LIST OF REQUIRED DOCUMENTS

Parish or Certification of Burial from the cemetery administrator and properly filled-out affidavit at the back of the death certificate explaining the reason for the delay

1.3 In lieu of death certificate:

1.3.1 For missing persons during emergencies and disasters

- Certificate of Missing Person believed to be dead in times of disaster from the National Disaster Risk Reduction and Management Council (NDRRMC); and
- Notarized undertaking executed by the claimant in the form prescribed by the SSS stating that the death benefit shall be returned should member appear and proven to be alive.

1.3.2 For victims of air mishap whose bodies were NOT recovered but name appeared in the passenger manifest, any of the following in addition to the undertaking:

- passenger's manifest issued by airline company
- certification from the airline company or Inter-Agency Task Force created by the President of the Philippines.

1.3.3 For victims of sea mishap whose bodies were NOT recovered but name appeared in the passenger manifest, any of the following in addition to the undertaking:

- marine protest issued by the Philippine Coast Guard and passenger's manifest issued by the shipping company
- marine protest supported by quit claim or fax messages from the manning agency regarding the disappearance and authenticated by employer
- certification from the shipping company or Philippine Coast Guard or Inter-Agency Task Force created by the President of the Philippines

1.3.4 For victims whose bodies were NOT recovered and whose names DO NOT appear in the passenger manifest, any three (3) of the following in addition to the undertaking:

Table C.

LIST OF REQUIRED DOCUMENTS

- Certification from employer that the victim has not reported for work from the time of accident up to the present time, if the victim was employed
- Certification from the barangay chairman on the disappearance of the member and a joint affidavit of two persons preferably immediate relatives of the deceased member that is a common knowledge within the barangay that the victim died in the accident, if the victim was unemployed
- List of passengers, where the name of the victim appears, compiled by the Department of Local Government and duly certified by the Chairman of Government's INTER-AGENCY TASK FORCE created by the President of the Philippines
- Certification from the shipping/airline company stating that it has recognized the fact that the victim was aboard the ship/airplane during the particular trip
- Affidavit of at least two (2) persons stating that they saw the deceased actually boarded or on-board the ship/airplane on its last ill fated voyage
- Duplicate copy of tickets filed by the shipping company
- Coast guard report
- Affidavit of co-passenger who survived the accident

1.3.5 For missing person without credible proof of death, the following are needed in addition to the undertaking:

- Police investigation report conducted immediately after the disappearance of the member which tends to show that the member is already deceased
- Confirmation report from a police authority or other government agency after 4 or 7 years from the date of disappearance of the member to the effect that the member has not yet been found

1.3.6 Court order declaring death and "date of death of member"

PRIMARY BENEFICIARIES

Spouse and Dependent Legitimate/Legitimated, Legally Adopted and Illegitimate Dependent Child/Children

Table C.

LIST OF REQUIRED DOCUMENTS

2. Certified true copy of marriage contract/certificate of deceased member duly registered with LCR/NSO
 - 2.1 If marriage contract/certificate is not available or marriage record is intact but no record of marriage from LCR/NSO, appropriate certification issued by LCR/NSO together with marriage certification issued by the parish/church or birth certificate of at least two children showing the alleged date of marriage
 - 2.2 Certification signed by Imam for Muslim marriage
 - 2.3 Alien Certificate of Registration showing name of spouse
3. Certified true copy of birth certificate of dependent child/children duly registered with LCR/NSO
 - 3.1 If birth certificate is not available, certified true copy of baptismal certificate duly registered with the Parish/Church together with certification of non-availability of records of birth from LCR/NSO

Note: Baptismal certificate must always bear the original signature of the priest or his authorized signatory/official. Stamped signature is not acceptable.
 - 3.2 If baptismal certificate is not available (with certification of non-availability from the parish church)
 - Any two of the following secondary proofs showing the name and date of birth of dependent:
 - School cards/records of dependent
 - Educational/Insurance Plan
 - Employment records of member
 - Philhealth/GSIS/Pag-ibig records
 - 3.3 Legal adoption paper, for legally adopted dependent child/children
 - 3.4 Any proof of filiation for illegitimate dependent children (for date of death on or after May 24, 1997), as follows:

Table C.

LIST OF REQUIRED DOCUMENTS

- certified true copy of birth certificate of illegitimate dependent children duly acknowledged by member and registered with LCR/NSO (if birth certificate is not available, refer to the alternative documents mentioned under birth/ baptismal certificate)
 - will
 - statement before a court of record
 - any authentic writing (letter, diary, school records)
 - Duly received membership data record by other agencies like Philhealth, PAG-Ibig, GSIS, etc.
4. If spouse is incapacitated and under guardian
 - 4.1 Medical certificate of spouse issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
 - 4.2 Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)
 - 4.3 Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the incapacitated spouse), for lump sum benefit
 5. If dependent child/children is/are incapacitated and spouse is the guardian
 - 5.1 Medical certificate of child/ren issued by the attending physician attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
 6. If dependent child/children is/are incapacitated and under guardian (other than spouse)
 - 6.1 Medical certificate of child/ren issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
 - 6.2 Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)
 - 6.3 Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the dependents)

Table C.

LIST OF REQUIRED DOCUMENTS

- 6.4 Certified true copy of death certificate of spouse of deceased member, if already deceased
7. If dependent child/children is/are under guardian (other than spouse)
 - 7.1 Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)
 - 7.2 Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the dependents)
 - 7.3 Certified true copy of death certificate of spouse of deceased member, if already deceased
8. If with other spouse per death certificate, any of the following:
 - 8.1 Certificate of no marriage from NSO of deceased member and spouse per death certificate; or joint affidavit of two (2) persons preferably nearest relatives of the deceased member regarding their marital relationship
 - 8.2 Certified true copy of death certificate of other spouse, if already deceased
9. If spouse has been separated from the deceased member (not living as husband and wife)
 - 9.1 Joint affidavit of two persons (preferably nearest relatives of the deceased) who have knowledge on the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member
10. If with illegitimate dependent child/children and member's date of death is prior to May 24, 1997 (if cause of death is work-connected)
 - 10.1 Certified true copy of birth certificate of dependent illegitimate child/children duly registered with LCR/NSO
 - 10.2 Joint affidavit of two persons preferably nearest relatives of the deceased member attesting that the deceased and the common-

Table C.

LIST OF REQUIRED DOCUMENTS

law-spouse have no legal impediment to marry each other at the time of conception of the dependent child/children and spouse's affidavit attesting to the fact of dependency for support

SECONDARY BENEFICIARIES (In the absence of primary beneficiaries)

Dependent Parents

1. Certified true copy of birth certificate of deceased member duly registered with LCR and signed by the Civil Registrar or NSO
 - 1.1 If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/NSO

Note: Baptismal certificate must always bear the original signature of the priest or his authorized signatory/official. Stamped signature is not acceptable.
 - 1.2 If death is prior to May 24, 1997 and claim is for SSS only:
 - Certified true copy of marriage contract/certificate of deceased member's parents duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO
 - If marriage contract/certificate is not available or marriage record is intact but no record of marriage from LCR/NSO, appropriate certification issued by LCR/NSO together with marriage certification issued by the parish/church or birth certificate of at least two children showing the alleged date of marriage
 - Certification signed by Imam for Muslim marriage
 - Alien Certificate of Registration showing the name of spouse
2. Proofs of dependency upon the deceased member
 - 2.1 Pro-forma affidavit to attest to the dependence for support of the parents from the deceased member
3. If deceased member was a widow/widower

Table C.

LIST OF REQUIRED DOCUMENTS

- 3.1 Certified true copy of the death certificate of spouse of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO; or

Certified true copy of death certificate of deceased member's spouse issued by the Vital Statistics Office/County of Host Country or its equivalent, if deceased member's spouse died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

4. If one of the parents is already deceased

- 4.1 Certified true copy of the death certificate of deceased parent duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO; or

Certified true copy of death certificate of deceased member's parent issued by the Vital Statistics Office/County of Host Country or its equivalent, if deceased member's parent died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

Note: If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

5. If both dependent parents are under guardian

- 5.1 Application for Representative Payee (SS Form CLD-15)
- 5.2 Guarantor's Bond Form (SS Form BPN-107)
- 5.3 Medical Certificate issued by the attending physician confirmed by the Medical Specialist, MES Branch/PE Center
- 5.4 ITF account

Table C.

LIST OF REQUIRED DOCUMENTS

6. If one of the parents is incapacitated and guardian is the other parent

- 6.1 Duly notarized SS Form CLD 1.1B

- 6.2 Medical certificate of incapacitated parent issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center

OTHER BENEFICIARIES (In the absence of primary and secondary beneficiaries)

1. Designated Beneficiaries

- 1.1 If deceased member is a widow/widower at the time of death

- 1.1.1 Certified true copy of the birth certificate of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO

If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/NSO

- 1.1.2 Certified true copy of the death certificate of spouse of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO; or

Certified true copy of death certificate of deceased member's spouse issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's spouse died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

- 1.1.3 Certified true copy of the death certificate of parents of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO; or

Table C.

LIST OF REQUIRED DOCUMENTS

Certified true copy of death certificate of deceased member's parents issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's parents died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

Note: If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

1.2 If deceased member is single at the time of death of member

- 1.2.1 Certified true copy of the birth certificate of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO

If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/NSO

- 1.2.2 Certified true copy of the death certificate of parents of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or NSO; or

Certified true copy of death certificate of deceased member's parents issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's parents died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/NSO

Note: If the death certificates of the parents/grandparents of deceased member are not available and the age of the

Table C.

LIST OF REQUIRED DOCUMENTS

deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

2. Legal Heirs

- 2.1 Certified true copy of the birth certificate of member and legal heirs (at least two) duly registered with LCR/NSO

2.1.1 If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/NSO

- 2.2 *If deceased member is married*, certified true copy of the death certificate of spouse and parents and marriage contract of deceased member duly registered with LCR/NSO

- 2.3 *If deceased member is single*, certified true copy of the death certificate of parents and grandparents of deceased member and death certificate of other legal heirs duly registered with LCR/NSO

- 2.4 Certified true copy of the death certificate of the designated beneficiaries/other nearest relatives duly registered with LCR/NSO

Note: If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

- | | | |
|-----------------|---|-----------------|
| Processing Time | : | Within the Day |
| Note | : | No Service Fees |

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STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
3. Get validated payment form/ SBR.		Teller Section of SSS Branch	Cashier
4. For full payment of salary loan/ real estate loan, submit the validated payment form for posting.	Validated ML-1/ REL-9 (with SBR, if applicable)	MSS of SSS Branch	Member Service Representative

**PROCEDURE IN APPLYING FOR SSS-ISSUED
UNIFIED MULTI-PURPOSE IDENTIFICATION (UMID) CARD**

Processing Time : Within the day
Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get UMID Card Application Form		Member Services Section (MSS) of SSS Branch	Member Service Representative
2. Read instructions and fill out the form.			
3. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		MSS of SSS Branch	Member Service Representative
4. Submit the accomplished form together with the original/ certified true copy and photocopy of any of the primary or secondary	PRIMARY DOCUMENTS Any one (1) of the following: - Driver's License - Passport - PRC Card - Seaman's Book	MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
documents (one of which with photo and date of birth).	SECONDARY DOCUMENTS Any two (2) of the following: <ul style="list-style-type: none"> - Postal ID - School or Company ID - Taxpayer's Identification Number (TIN) card - Membership card issued by private companies - Overseas Worker Welfare Administration Card - Senior Citizen Card - Voter's Identification Card/Affidavit/Certificate of Registration - ATM card <ul style="list-style-type: none"> • with card-holder's name • with certification from bank, if without name - Credit card - Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR) - GSIS Card/Member's Record/Certificate of Membership - Health or Medical Card 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - ID Card issued by LGUs (e.g. Brgy/Municipal/City - ID Card issued by professional associations recognized by PRC - Permanent Residency ID - Birth Certificate - Baptismal Certificate - Marriage Contract - NBI Clearance - Pag-IBIG Member's Data Form - Permit to Carry Firearms issued by the Firearms and Explosives Unit of PNP - PHIC Member's Data Record - Police Clearance - Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA) - Temporary License issued by the Land Transportation Office (LTO) - Transcript of School Records - Alien Certificate of Registration 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	<ul style="list-style-type: none"> - Bank Account Passbook - Certificate from: <ul style="list-style-type: none"> • Office of the Southern/ Northern Cul- tural Commu- nities • Office of Muslim Affairs - Certificate of Licensure/ Qualification Documents/ Seafarer's ID and Record Book from Maritime Industry Authority - Certificate of Naturalization from the Bureau of Immigration - Life Insurance Policy - Birth/Baptismal certificate of child/ren or its equivalent 		
5. Undergo the screening process for Member Identity Verification and validation as to complete-ness of required documents.	INITIAL APPLICATION <ul style="list-style-type: none"> - UMID Card Application Form - Identification Documents CARD REPLACEMENT <ul style="list-style-type: none"> - UMID Card Application Form 		

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
For card replacement, a validation of payment is done.	<ul style="list-style-type: none"> - Proof of Payment [Validated Miscellaneous Payment Form (R-6) or Special Bank Receipt with R-6] - Previously issued SSS ID Card - Affidavit of Loss duly notarized or Affidavit of Non-Receipt of Card not received duly stamped shredded by ID Card Production Department if card was disposed. 		
6. Proceed to the Data Capture Workstation after for UMID Card Enrollment.		MSS of SSS Branch	Data Capture Workstation Operator
7. Get the Acknowledg-ment Stub.		MSS of SSS Branch	Data Capture Workstation Operator

PROCEDURE IN FILING COMPLAINTS/SUGGESTIONS

Processing Time : One (1) Working Day
 Note : No Service Fees

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
1. Get a queue number and wait for the number to be called. Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.		Public Assistance Desk, Member Services Section (MSS) of SSS Branch	Member Service Representative
2. Present IDs together with the requirements.	SS card or any two (2) valid IDs (both with signature and at least one (1) with photo) If representing a member/claimant, likewise present member's/claimant's SS card or any two (2) valid IDs (both with signature and at least one (1) with photo) and authorization letter or Special Power of Attorney	Public Assistance Desk, MSS of SSS Branch	Member Service Representative

STEPS	REQUIREMENTS	LOCATION	PERSON IN-CHARGE
	Refer to Table D for the List of Required Documents		
3. Provide information required by the Public Assistance Desk during interview.		Public Assistance Desk, MSS of SSS Branch	Member Service Representative
3. If with complete requirements: Get form letter containing information on the action/s that will be taken by SSS branch office on the complaint/suggestion. If with incomplete requirements: Get form letter containing information on the lacking requirements that must be submitted to the SSS Branch Office.		Public Assistance Desk, MSS of SSS Branch	Member Service Representative

LIST OF REQUIRED DOCUMENTS

- A. SS card or two (2) valid IDs both with signature and at least one (1) with photo. If filer is a representative, likewise present member's/claimant's SS card or two (2) valid IDs both with signature and at least one (1) with photo and authorization letter or Special Power of Attorney (SPA).

SUPPORTING DOCUMENTS

If non-reporting/non-remittance of SSS contributions by Employer:

- Sinumpaang Salaysay (duly notarized)
- Proof of employment (payslips, vale sheets, voucher, company ID, certification of employment)

If delay in the settlement of benefit claims:

- Acknowledgment stub

If employer refused to advance the sickness/maternity benefit:

- Duly approved Sickness Notification, Reimbursement Application, Maternity Notification or Maternity Benefit Application.
- Certified true copy of child's birth certificate, as applicable

If against SSS personnel/employee (discourtesy, misinformation, unsatisfactory service):

- Incident report or letter narrating member's/claimant's experience.

Directory of Local Offices

NCR OPERATIONS GROUP

Tel No. 441-4303

NCR NORTH DIVISION

BATASAN HILLS BRANCH

Branch Head: Rowela Cristina R. Macasadia
Diliman Commercial Center Building,
No. 46, Batasan Hills, Commonwealth
Avenue, Quezon City
Tel No. 427-5169

COMMONWEALTH BRANCH

Branch Head: Carolina L. Castro
Pecache Building, No. 71 Fairview
Avenue, Fairview Park, Fairview,
Quezon City
Tel. Nos. 461-6997 * 461-6937 *
461-6939
Fax No. 461-6997

CONGRESSIONAL BRANCH

Branch Head: Juanillo S. Descalzo III
2nd Floor, No. 12 Northridge Plaza
Building Avenue, Barangay Bahay
Toro, Quezon City 1106
Tel No. 294-3872 * 294-3874
Fax No. 294-3872

CUBAO BRANCH

Branch Head: Lorelei B. Solidum
SSS Bldg., 600 EDSA, Brgy. Socorro,
Cubao, Quezon City
Tel. Nos. 911-1864 * 913-7219 to 20
* 911-2783 * 911-2782
Fax No. 911-1191

ALI MALL -SO

SMSR: Marlyneth C.Rejuso
Level 2, Araneta Center, Cubao,
Quezon City

DILIMAN BRANCH

OIC: Evelyn L. Duplon
Members Assistance Center (MAC) ,
Compound, East Ave., Diliman,
Quezon City
Tel. Nos. 921-0550 * 921-2810 *
921-9388 * 924-7862 * 924-7901
Fax No. 924-7836

KALOOKAN BRANCH

Branch Head: Leonora S. Nuque
Forward Group Bldg., 317 EDSA cor.
Gen. Malvar Street, Kalookan City
Tel. Nos. 367-2265 * 363-0382 to 83
330-7401 to 04 * 362-7628 *362-
7626
Fax No. 366-7999

LRT KALOOKAN MALL - SO

JMSR: Tyrone Felisilda
4th Floor, LRT Kalookan Mall
Building, Rizal Avenue Extension,
Kalookan City
Tel No. 294-0414

EASTWOOD BRANCH

Branch Head: Rowena A. Fesalbon
ABQ Building, E. Rodriguez Avenue ,
Quezon City
Tel No. 351-1605 * 351-1623

MALABON BRANCH

OIC: Ruth A. de Guzman
Aglipay Bldg., C-4 Road, Dagat-
Dagatan, Malabon City
Tel. Nos. 287-5459 * 287-5620 *
287-5203
Fax No. 287-5235

ROBINSONS PLACE MALABON - SO

JMSR: Rollie V. Cipriano
No. 5 Gov. Pascual Avenue corner
Crispin City

NOVALICHES BRANCH

Branch Head: Arthur O. Abary
Alfred Bldg., Quirino Highway
corner 19 Nightingale St.,
Novaliches, Quezon City
Tel. Nos. 937-4953 * 937-4955 *
935-7302
Fax No. 937-7417

ROBINSONS PLACE NOVA MARKET - SO

JMSR: Dolores A. Malinao
3rd Floor, Brgy. Pasong Putik 2,
Quirino Highway, Novaliches,
Quezon City
Tel No. 376-3179

SAN FRANCISCO DEL MONTE BRANCH

Branch Head: Jocelyn Q. Garcia
RCDC Building, 154 Roosevelt Ave.,
SFDm, Quezon City
Tel. Nos. 373-9907 to 10 * 374-6360
* 371-9906 * 371-1148
Fax No. 371-1130

VALENZUELA BRANCH

Branch Head: Zara M. Dizon
Rich Tower Bldg., 288 McArthur
Highway, Karuhatan, Valenzuela City
Tel No. 292-4283 * 292-4243 * 292-
4378 * 291-0461
Fax No. 292-4283

NCR EAST DIVISION

ANTIPOLO BRANCH

Branch Head: Berlita F. Fabrero

Camiña Bldg. Circumferential Road
cor. M.L. Quezon, Antipolo City
Tel. Nos. 650-7627-29 * 570-6837 *
570-9709
Fax No. 697-0663

ANGONO - SO

CEO I: Narcisa B. Gose
Angono Municipal Hall Bldg.,
Angono, Rizal
Tel No. 295-4594

MORONG - RO

SMSR: Emmanuel A. Magat Sr.
Morong Municipal Hall Bldg.,
Morong, Rizal

BINANGONAN - SO

SMSR: Virginia G. Tolentino
Binangonan Municipal Hall Bldg.,
Binangonan, Rizal

TANAY - RO

JMSR: Mary Flor Rosario T. Brillantes
New Tanay Public Market Plaza,
Aldea, Tanay, Rizal

ROBINSONS PLACE ANTIPOLO - SO

JMSR: Elvira C. Crisostomo
Sumulong Highway, Antipolo City

TAYTAY, RIZAL - SO

Taytay Municipal Hall Bldg.,
Taytay, Rizal

CAINTA BRANCH

Branch Head: Susan Rebecca D. Larion
Sta. Clara Bldg., corners A. Bonifacio
and Ortigas Avenues, Junction,
Cainta, Rizal
Tel. Nos. 655-5400 * 655-7325 *
656-9771 * 656-9746
Fax No. 655-6648

MARIKINA BRANCH

Branch Head: Emma J. Enriquez
Tai Bldg., Blk 9, Lots 12 & 13, Gil
Fernando Ave., Sta Elena, Marikina City
Tel. Nos. 645-7667 * 681-6261 *
645-4070* 645-8901
Fax No. 645-5210

MARIKINA - MALANDAY BRANCH

Branch Head: Helen C. Labao
Graceland Plaza, J.P. Rizal St.,
Barangay Lamuan, Marikina City
Tel No. 656-5622 * 656-5657

MANDALUYONG BRANCH

Branch Head: Teresita V. Soliman
Gomega Bldg., No. 6 J. Tiosejo St.,
cor. P. Martinez Street, Shaw Blvd.,
Mandaluyong City
Tel. No. 531-6461* 534-1446 * 534-1445
Fax No. 533-9533

PASIG - ROTUNDA BRANCH

Branch Head: Felizardo B. Minor, Jr.
ARMAL Building, Caniogan, Pasig City
Tel. Nos. 643-6310 * 641-4410 *
641-7810 * 643- 8610 (BH)
Fax Nos. 642-6610

PASIG - SHAW BRANCH

Asst. Branch Head: Eudora G. Racuyal
Chipeco Bldg., Meralco Ave. cor.
Shaw Blvd., San Antonio, Pasig City
Tel. Nos. 635-6243 * 635-5976-78 *
635-5897 * 638-4775
Fax Nos. 634-7283

PATEROS - SO

SMSR: Shirley C. Manalo
Pateros Municipal Hall Bldg.,
Pateros
Tel No. 641-5342

ROBINSONS GALLERIA - SO

CEO I: Ma. Ellen R. Bustamante
West Lane, Level 1 corner Ortigas
Avenue, Quezon City
Tel No. 234-0790

SAN JUAN BRANCH

Branch Head: Liberty A. Gordovez
Glialcon Villas Bldg., 1 128 F.
Blumentritt Street, San Juan City
Tel. No. 721-5195 * 724-0684 * 721-2686
Telefax No. 721-2686

SAN MATEO BRANCH

Branch Head: Elizabeth M. Marcelo
Max Bldg., 15 P. Burgos St., Brgy. Sta
Ana, San Mateo, Rizal
Tel. Nos. 997-6461 * 997-6237
Telefax No. 997-6237

NCR WEST DIVISION

BINONDO BRANCH

Branch Head: Luzviminda J.
Limcauco
G/F, Padilla Bldg., 232 Juan Luna
St., Binondo, Manila
Tel. Nos. 247-3869 * 245-3187 *
243-7219 * 243-7236 * 244-0651
Fax No. 243-2464

LEGARDA BRANCH

Branch Head: Virginia F. Calasahan
Cobee Bldg., 2485 Legarda St.,
Sampaloc, Manila
Tel. Nos. 735-4838 * 735-7468 *
734-9293 * 735-7468 * 735-7458
Fax No. 735-7448

MANILA BRANCH

Branch Head: Amelia A. Guillermo
YMCA Compound, 350 Arroceros
St., Ermita, Manila
Tel. Nos. 527-5488 * 528-0709 *

528-0707 * 525-2964 * 336-5370 *
336-5374
Fax No. 528-0694

ROBINSONS PLACE MANILA - SO

JMSR: Marciano L. Dela Cruz
Pedro Gil cor., Adriatico Street,
Ermita Manila
Tel No. 353-2156

ROBINSONS OTIS - SO

SMSR: Milagros M. Clemente
1536 Paz M. Guanzon Street, 831
Zone 90, Paco, Manila
Tel No. 353-2188

PASAY-ROXAS BLVD. BRANCH

Branch Head: Noel L. Coyupan
Financial Center HK Sun Plaza, SSS
FCA Property, 8001 Roxas
Boulevard, Pasay City
Tel. Nos. 556-1554 * 556-0992 *
556-0995 * 556-1556
Fax No. 556-0993

PASAY - TAFT BRANCH

Branch Head: Lorenza F. Pancho
ERL Investment Corp. Bldg., 2532
Taft Avenue, Pasay City
Tel. Nos. 659-1905 * 832-2103 *
552-9311 * 552-7645
Fax No. 834-0116

WELCOME BRANCH

OIC: Marichi S. Trinidad
GF España Towers, España Blvd.,
cor. Josefina St., Sampaloc, Manila
Tel. Nos. 781-0050 * 781-0053 to 54
* 781-0042 * 711-0600
Fax No. 749-1149

NCR SOUTH DIVISION

ALABANG BRANCH

Branch Head: Remedios R. Palicpic
Estrellita Bldg., No. 236 Montillano
St., Alabang, Muntinlupa City
Tel. Nos. 807-2607 * 807-9864 *
807-0600 * 807-2608
Fax No. 807-2604

MUNTINLUPA - SO

Section Head: Celia M. Medina
Muntinlupa City Hall, Muntinlupa
City

GUADALUPE BRANCH

Branch Head: Hoechst R. Potato
3rd Floor, Guadalupe Commercial
Complex, No. 9 EDSA, Guadalupe,
Makati City
Tel No. 556-1848
Fax No. 556-1864

LAS PIÑAS BRANCH

Branch Head: Fe Marie Fernandez-
Geraldo
Homeworks, The Home Center Inc.,
Building KM 18 Alabang Zapote
Road, Talon I Las Piñas City
Tel Nos. 872-2573 * 874-4744 * 871-3171
Fax No. 874-2480

MAKATI - AYALA BRANCH

Branch Head: Cristine Grace B.
Francisco
G/F, 6782 SSS Makati Bldg., Ayala
Ave. corner V.A. Rufino St., Makati
City
Tel. Nos. 840-3738 * 840-1633 *
830-0197 * 813-7801
Fax No. 840-3738

MAKATI - GIL PUYAT BRANCH

Branch Head: Maria Rita S. Aguja

355 ECC Bldg., Gil Puyat Ave.,
Buendia, Makati City
Tel. Nos. 896-4706 * 890-1636 *
896-8535 * 890-4762 * 896-7134
Fax Nos. 890-4776

MAKATI - JP RIZAL BRANCH

Branch Head: Fernando F. Nicolas
557 J.P. Rizal corner Sta Lucia St.,
Brgy. Olympia, Makati City
Tel. Nos. 897-4601 * 899-8755 *
899-2916 * 899-3092
Fax No. 899-2213

PARAÑAQUE BRANCH

Branch Head: Jesusa T. Casimiro
Units B,C & D, BPI Commercial
Bldg., No. 8449 Dr. A. Santos
Avenue, Parañaque City
Tel. Nos. 825-0898 * 825-0270 *
828-2035 * 825-0077
Fax No. 825-0184

TAGUIG BRANCH

Branch Head: Rhodora G. Bonita
7/F, Unit 705 SM Aura Tower
Bonifacio Global City, Taguig City
Tel. Nos. 828-3009, 556-3822
Fax Nos. 828-3000, 556-3686

LUZON OPERATIONS GROUP

LUZON NORTH 1

BAGUIO BRANCH

Branch Head: Nancy M. Umoso
SSS Building, Harrison Road,
Baguio City
Tel. Nos. (074) 444-2929 * (074)
447-0360 * (074) 442-3705 * (074)
443-6905
Fax No. (074) 444-2929

BANGUED BRANCH

Branch Head: Benedicta B. Garcia
Seares Bldg., Rizal St., Zone 5,
Bangued, Abra
Tel. No. (074) 752-7476
Fax No. (074) 752-8170

BONTOC BRANCH

Branch Head: Abelardo C. Yogyog
A. Kiat-Ong Bldg., Loc-Ong St.,
Poblacion, Bontoc
Tel. No. (074) 633-0007

ABATAN, BUGUIAS-RO

CEO II: Cecille T. Sally
Municipal Hall, Abatan, Buguias
Every Friday, 9am - 3pm

CANDON BRANCH

Branch Head: Francisco F.
Pentecostes
San Nicolas, Candon City, Ilocos Sur
Tel. Nos. (077) 604-0343 * (077)
604-0344

LA UNION BRANCH

Branch Head: Gloria Corazon M.
Andrada
SSS Building, Government Center,
San Fernando City, La Union
Tel. Nos. (072) 242-5668 * (072)
700-5668 * (072) 242-5812 to 13

AGOO-SO

OIC: Hazel B. Flores
Behind Municipal Hall, Agoo, La Union

LAOAG BRANCH

Branch Head: Benjamin R. Lopez
RT Bueno Building, Don E. Ruiz St.,
Laoag City, Ilocos Norte
Tel. Nos. (077) 771-4414 * (077)
771-5305 * (077) 772-0949
Fax No. (077) 770-3113

VIGAN BRANCH

Branch Head: Janet D. Canillas
 Chan Building, Bonifacio cor.
 Sikatuna Sts., Vigan City, Ilocos Sur
 Tel. No. (077) 722-2360
 Fax No. (077) 772-2686

SINAIT-RO

CEO II: Novelyn Paguel
 Municipal Hall, Sinait
 Tuesday, 10am - 3pm

CABUGAO-RO

CEO II: Novelyn Paguel
 Municipal Hall, Cabugao
 Tuesday, 10am - 3pm

NARVACAN-RO

CEO II: Novelyn Paguel
 Municipal Hall, Narvacan
 Every first Wednesday of the month

TAGUDIN-RO

CEO II: Amor Erpelo
 Municipal Hall, Tagudin
 Thursday, 10am - 3pm

LUZON NORTH 2**CAUAYAN, ISABELA BRANCH**

Branch Head: Estrella R. Aragon
 Bucag Building, Canciller Avenue,
 District 1 Cauayan City, Isabela
 Tel. Nos. (078) 652-1215 * (078)
 652-2083
 Fax No. (078) 652-1215

ILAGAN- SO

OIC: Arlene A. Martinez
 N.S. Binag Building, National
 Road, Camaligui Second, Ilagan,
 Isabela
 Tel. No. (078) 624-1409

ROXAS-RO

OIC: Zeenat N. Molina
 Municipal Hall, Roxas Isabela
 Wednesday, 8am - 5pm

SANTIAGO, ISABELA BRANCH

Branch Head: Romeo E. Reyes
 De Vera Building, Provincial Rd.,
 Centro East Santiago City, Isabela
 Telefax No. (078) 305-3301

**ROBINSONS PLACE,
SANTIAGO-SO**

Branch Head: Romeo E. Reyes
 Robinsons Mall, National
 Highway, Mabini, Santiago City
 Tuesday - Saturday, 9am - 6pm

SOLANO BRANCH

Branch Head: Jose Rizal S. Tarun
 Guevardan Building, Burgos St.,
 Solano, Nueva Vizcaya
 Tel. No. (078) 326-7325
 Fax No. (078) 326-6934

LAGAWE-RO

OIC: Sharon Joy A. Abalos
 2nd Floor, NERBAC Office, ABC
 Building, Rizal Poblacion West,
 Lagawe, Ifugao
 Tuesday, 9am - 3pm

TUGUEGARAO BRANCH

Branch Head: Porfirio M. Balatico
 Cedenio Building, Luna St.,
 Tuguegarao, Cagayan
 Tel. Nos. (078) 844-2108 * (078)
 844-1512
 Fax No. (078) 844-2108

APARRI, CAGAYAN-SO

OIC: Reynante Fernando
 Cartagena Building, corner F.
 Balisi Sts., Aparri, Cagayan

SANCHEZ, MIRA-SO

OIC: Janette V. Guillen
 Sanchez Mira, Municipal Hall
 Building, Sanchez Mira, Cagayan
 Tel. No. (078) 396-9895

TABUK, KALINGA-SO

OIC: Marlon T. Lagundi
 Tabuk Municipal Hall, Tabuk, Kalinga
 MWF, 9am - 4pm

BASCO BATANES-SO

OIC: Jaime B. Cauilan, Jr.
 Basco, Batanes

LUZON CENTRAL 1**ALAMINOS BRANCH**

Branch Head: Jose Alvin M. Altre
 Montemayor Building Quezon
 Avenue, Alaminos City, Pangasinan
 Telefax No. (075) 551-5908

LINGAYEN-SO

OIC: Julius Cesar Y. Basbas
 Ground Floor, United Way Bldg.,
 Lingayen Capitol Ground,
 Lingayen, Pangasinan

BALANGA BRANCH

Branch Head: Elizabeth R. Garcia
 Ground Floor, Wong Chun Kar Bldg.,
 Rotary Avenue Balanga City, Bataan
 Tel. No. (047) 237-3349
 Fax No. (047) 237-0738

DINALUPIHAN-RO

OIC: Eflada T. Rodriguez
 Municipal Hall, San Ramon,
 Dinalupihan, Bataan
 MWF, 8am - 5pm

BALER BRANCH

OIC: Christian C. Catacutan

Cordial Building, National Hi-way,
 Brgy. Suklayin, Baler, Aurora
 CP No. 09081041132

CABANATUAN BRANCH

Branch Head: Primitivo D. Verania Jr.
 NE Pacific Shopping Center Km 111,
 Maharlika Hi-way, Cabanatuan City,
 Nueva Ecija
 Tel. No. (044) 463-0691
 Fax No. (044) 463-3996
 Monday to Friday, 7am - 5pm

GUIMBA-RO

OIC: Sheila G. Miranda
 Municipal Hall, Poblacion,
 Guimba, Nueva Ecija
 2nd and 4th Wednesday of the month

CAMILING BRANCH

Branch Head: Monalisa C. Nardo
 Julian Qui Building, Bonifacio St.,
 Camiling, Tarlac
 Tel. No. (045) 934-0463
 Fax No. (045) 934-0460

MANGATAREM-RO

CEO II: Grace Maleen A. Dela Cruz
 Municipal Hall, Mangatarem,
 Pangasinan
 Wednesday, 8am - 5pm

DAGUPAN BRANCH

Branch Head: Ceasar P. Saludo
 Philam Life Building, A. B. Fernandez
 East, Dagupan City, Pangasinan
 Tel. No. (075) 515-4597 * (075) 523-
 4094 * (075) 522-8908

**ROBINSONS PLACE,
DAGUPAN-SO**

OIC: Lovedy V. Romero
 MacArthur Highway, Brgy. San

Miguel, Calasiao, Pangasinan
Tel. No. (075) 632-2308

IBA BRANCH

OIC: Winda G. Agustin
Rhoi Business Center, Govic Avenue
Zone 1, Iba, Zambales
Tel. No. (047) 603-0487

MARIVELES-BEPZ BRANCH

Branch Head: Joel Y. Villafuerte
Basement, AFAB Administration
Building, FAB, Mariveles, Bataan
Tel. Nos. (047) 633-0536 * (047)
935-4479
Fax No. (047) 935-4133

SAN JOSE, NE BRANCH

Branch Head: Emma M. Laureta
NE Bodega, San Jose City, Nueva Ecija
Tel. No. (02) 546-8091

SAN JOSE – SO

OIC: Eric John J. Dela Peña
City Hall Compound, San Jose
City, NE
Tel. No. (044) 940-4379

TARLAC BRANCH

Branch Head: Maria Maxima C.
Macaraeg
SSS Building, Macabulos Drive, San
Vicente, Tarlac, Tarlac
Tel. Nos. (045) 982-3402 * (045)
982-1666 – AMS * (045) 982-3366 -
Tellerang

PANIQUEI-SO

OIC: Emmanuel M. Tolentino
Paniqui Municipal Hall Building,
Paniqui, Tarlac
Tel. No. (045) 491-5551

ROBINSONS LUISITA-SO

OIC: Noel O. Canlapan
Robinsons Luisita, McArthur
Highway, Barangay San Miguel,
Hacienda Luisita, Tarlac City
Tel. No. (045) 491-0278
Tuesday to Saturday, 9am - 5pm

URDANETA BRANCH

Branch Head: Narciso M. Martinez Jr.
SSS Building, Alexander Street,
Poblacion, Urdaneta City, Pangasinan
Tel. No. (075) 568-8512
Fax No. (075) 568-5108

CB MALL-SO

CEO I: Jantzen C. Tandoc
2nd Floor CB Mall, McArthur
Highway, Nancayasan, Urdaneta
City, Pangasinan
Tel. No. (075) 696-0331

TAYUG-RO

Municipal Hall, Tayug, Pangasinan

LUZON CENTRAL 2

ANGELES BRANCH

Branch Head: Normita M. Cruz
Angeles Business Center Building,
Nepo Mart Complex, Teresa Avenue,
Angeles City
Tel. Nos. (045) 322-0164 * (045)
322-2984 * (045) 323-4916
Fax No. (045) 322-0164

CLARK-SO

OIC: Roy P. Roberto
Government Center, CDC, 2nd
Floor Building, 2127 E. Quirino
Street corner CP Garcia Street,
Clark Freeport Zone, Pampanga
Tel. No. (045) 599-9000 loc.203

ROBINSONS PLACE, ANGELES-SO

OIC: Warlito S. Manabat
McArthur Highway, Balibago,
Angeles City, Pampanga

BALIUAG BRANCH

Branch Head: Albina Leah C. Manahan
AC Building, Doña Remedios
Trinidad Highway, Baliuag, Bulacan
Tel. Nos. (044) 673-1431 * (02)
299-8340
Fax No. (044) 766-1162

BOCAUE BRANCH

Branch Head: Justina A. Tanedo
Oro Villas 2, No. 229 McArthur
Highway, Brgy. Wakas, Bocaue,
Bulacan
Tel. Nos. (044) 769-1478 * 769-1644

MALOLOS BRANCH

Branch Head: Francisco Paquito L.
Lescano
SRCDC Building, A. Mabini Street,
Mojon, Malolos City, Bulacan
Tel. Nos. (044) 662-2916 * (02)
299-8132
Fax Nos. (044) 662-2916 * (02) 299-8132

ROBINSONS PLACE, MALOLOS-SO

OIC: Alma Christi D. Dimagiba
Lingkod Pinoy Center Rth Floor,
Robinsons Place Malolos,
McArthur Highway, Sumapang
Matanda, Malolos City, Bulacan

MEYCAUAYAN BRANCH

Branch Head: Pablita A. David
I.S Pavillion Bldg., Banga,
Meycauayan, Bulacan
Tel. Nos. (044) 228-6020 * 228-5886
Fax No. (044) 228-5872

BULAKAN-RO

OIC: Kristel Felichie C. Enriquez
Ground Floor, Municipal Hall,
Bulakan, Bulacan
Tuesday and Thursday, 8am - 5pm

OLONGAPO BRANCH

Branch Head: Marilou M. Santos
Fabunan Building, 1040 East
Tapinac, Rizal Avenue, Olongapo
City, Zambales
Tel. No. (047) 223-5201
Fax No. (047) 222-0143

SUBIC-RO

OIC: Mercy T. Elayda
Municipal Hall, Subic Zambales
Wednesday, 8am - 5pm

PAMPANGA BRANCH

Branch Head: Corita M. Gaduang
SSS Bldg., Diosdado Macapagal
Government, San Fernando City,
Pampanga
Tel. Nos. (045) 861-3175 to 3178
Fax No. (045) 861-3174

ROBINSONS STARMILLS-SO

OIC: Marilou D. Carbungco
Robinsons Starmills Pampanga,
Brgy. San Jose City, San Fernando
Pampanga
Tel. No. (045) 300-1013

STA. MARIA BRANCH

Branch Head: Marites A. Dalope
Angelica Halili Building, Gov. F.
Halili Avenue, Bagbaguin, Sta. Maria
Bulacan
Tel. No. (044) 815-0898
Fax No. (044) 815-0898

STARMALL-SAN JOSE DEL MONTE-SO

OIC: Adelfo D. Manaligod
Starmall, San Jose Del Monte, Bulacan
Brgy. Kaypian, City of San Jose del Monte, Bulacan
Tuesday to Saturday, 10am - 6pm

WALTERMART, STA. MARIA-SO

OIC: Sofia U. Suyat
Waltermart, Provincial Road cor., Bypass Road, Barangay Sta. Clara, Sta. Maria, Bulacan
Tel. No. (044) 815-3927
Tuesday to Saturday, 10am - 6pm

LUZON SOUTH 1 DIVISION

BACOR BRANCH

Branch Head: Exequiel O. Panganiban
Goldrich Bldg., Aguinaldo Highway, Malumot, Bacoor, Cavite
Tel. Nos. (046) 472-2368 * 472-2319 * 472-2246 * 472-2134 (BH), 472-2318

ROBINSONS PLACE DASMARIÑAS - SO

OIC: Aida L. Ibasco
GF Emilio Aguinaldo Highway cor Governors Drive, Sitio Palapala, Dasmariñas, Cavite
Tel No. (046) 533-9010

ROBINSONS PLACE IMUS - SO

OIC: Cresenciana A. Mangubat
4F, Emilio Aguinaldo Highway, Tanzang Luma, Imus, Cavite
Tel No. (046) 474-0074

BIÑAN BRANCH

Branch Head: Roberto S. Pagayunan
Olivares Plaza, Sto. Domingo, Biñan,

Laguna
Tel. Nos. (049) 411-4861 * 511-6757 * 411-4861
Fax No. (02) 429-4821

CALAMBA BRANCH

Branch Head: Marina Paulina G. Pante
SSS Building, National Highway, Parian, Calamba City, Laguna
Tel. No. (049) 545-1689 * 545-9663 * 545-9667 * 545-6860 loc 121 (BH)
Fax No. (049) 545-6859

WALTERMART- MAKILING - SO

Sr. Record Custodian: Enrico M. Cabrera
Barangay Makiling, National Highway, Calamba, Laguna
Tel. No. (049) 530-3720

CARMONA BRANCH

OIC: AVP Virginia S. Cruz
ESJBDC Bldg., Governor's Drive, Maduya, Carmona, Cavite
Tel. No. (046) 413-0683

GMA - RO

Jr. Analyst: Olive D. Abenoja
Municipal Hall, GMA, Cavite

INFANTA BRANCH

Branch Head: Eleanor R. Ebreo
CNV Business Hub 311 Gen. Luna St., Infanta, Quezon
Tel./Fax No: (042) 535-2707 (BH)

POLILIO - RO

CEO II: Gwendolyn Crisostomo
Municipal Hall, Polilio Island
Every 2nd Wednesday of the month

LUCENA BRANCH

Branch Head: Victoria A. Liwanag

Lucena Grand Central Terminal Bldg., Diversion Road, Ilayang Dubay, Lucena City
Tel. No. (042) 710-8626 * 373-6421
Fax No. (042) 710-4240

GUMACA - SO

OIC: Rafael A. Palma
R. Alvarez Bldg., No. 13 Tañada St., Brgy., Pipisik, Gumaca, Quezon
Tel. No. (042) 717-0995

ROSARIO (EPZA) BRANCH

Branch Head: Josephine S. Hipolito
SSS Bldg., PEZA Rosario, Cavite
Tel. Nos. (046) 437-0025 * 437-2290

SAN PABLO BRANCH

Branch Head: Jesrel H. Ancheta
SSS Bldg., Balagtas Blvd. corner Paulino St., San Pablo City
Tel. Nos. (049)562-4506* 521-0831* 562-5919
Fax No. (049) 562-5920

STA. CRUZ BRANCH

Branch Head: Roman R. Belen
Agustin Lo Bldg., Brgy. Pagsawitan, Sta. Cruz, Laguna
Telefax No. (049) 501-4531

SINILOAN - SO

OIC: Cedric P. Ramores
Siniloan Municipal Hall Bldg., Siniloan, Laguna

SANTA ROSA BRANCH

Branch Head: Grace R. Velasco
2/F Waltermart Bldg., Balibago Highway, Santa Rosa City, Laguna
Tel No. (049) 543-0852 * 543-0844

ROBINSONS SANTA ROSA MARKET - SO

Sr. Analyst: Maria Ammie B. Candelaria
Level 3, Old National Highway, Brgy. Tagapo, Sta. Rosa Laguna
Tel No. (049) 533-9010

TAGAYTAY BRANCH

Branch Head: Monica P. Dino
JPD Bldg., Calamba Road, Brgy., San Jose, Tagaytay City
Tel. No. (046) 413-0612
Fax No. (046) 413-0385

LUZON SOUTH 2 DIVISION

BATANGAS BRANCH

Branch Head: Nelson P. Ibarra
SSS Bldg., National Highway, Kumintang Ilaya, Batangas City
Tel. Nos. (043) 723-5185 * 723-3873 * 723-3874 * 702-6933 * 702-5739

BALAYAN - SO

OIC: Apolonia A. Tria
PED Realty & Devt. Corp. Building
PED Plaza Business Center
Balayan, Batangas
Tel. Nos. (043) 921-1354 * 706-4197

BOAC BRANCH

Branch Head: Santisima Rosario C. Baac
10 De Oktubre St., Brgy. Malusak, Boac, Marinduque
Telefax No. (042) 332-1872

CALAPAN BRANCH

Branch Head: Roberto D. Marcelo
Uy Bldg., corner Roxas and Governor Ignacio Streets, Lumang Bayan, Calapan City, Oriental Mindoro
Tel. Nos. (043) 288-2267 * 286-7133

* 288-2427

Fax No. (043) 288-2267

BONGABONG - SO

OIC: Ryan A. Lubos

Atienza Building, P. Burgos corner
Mabini Sts., Barangay Poblacion
Bongabong, Oriental Mindoro
Tel. No. (043) 283-5110

PINAMALAYAN - RO

OIC: Renato A. Castro

Puericulture Bldg., Pinamalayan
Municipal Cmpd, Poblacion,
Pinamalayan, Oriental Mindoro
Every Thursday

LIPA BRANCH

Branch Head: Antonio V. Soriano

AMR Business Center, Pilahan,
Sabang, Lipa City
Tel. No. (043) 756-7507 * 757-1365
Fax No. (043) 756-1953

PALAWAN BRANCH

Branch Head: Joseph Pedley V.
Britanico

Go Siong Kuan Bldg., Lacao St.,
Puerto Princesa City, Palawan
Tel. Nos. (048) 433-7147 *433-7418
* 433-1671
Fax No. (048) 433-2726

BROOKES POINT -SO

OIC: Irna S. Villanueva

Brooke's Point Municipal Hall
Building, Brooke's Point, Palawan

CORON - RO

Mayeth Bautista

Municipal Hall, Poblacion, Coron
Palawan
Quarterly (2 weeks duty)

ROBINSONS PLACE PALAWAN - SO

JMSR: Maria Socorro Katon
National Highway, Barangay San
Manuel, Puerto Princesa City

TAYTAY, PALAWAN - SO

OIC: Aileen A. Tejada
Taytay Municipal Hall Building,
Taytay, Palawan

ODIONGAN BRANCH

OIC: Imelda G. Familiaran
FLH Promenade Suite, Plaridel
Street, Sitio Cocoville, Dapawan,
Odiongan, Romblon
Tel No. (042) 567-5114

ROMBLON - RO

OIC: Maria Victoria M. Dalisay
Fourth Floor Capitol Building,
Romblon, Romblon
Every 4th week of the month -
Wednesday to Friday

SIBUYAN - RO

OIC: Christine R. Riano
Municipal Hall, Sibuyan Island
Every 3rd week of the month,
8am-5pm; 1 day for 3 Municipalities
as follows: Wednesday - San
Fernando; Thursday - Cajidiocan;
Friday – Magdiwang

**SAN JOSE, OCCIDENTAL
MINDORO BRANCH**

Branch Head: Frederick D. Isip
Magsino Bldg., corner Palma and
Sikatuna Sts., San Jose, Occidental
Mindoro
Tel. No. (043) 491-7958

MAMBURAO - SO

Municipal Hall, Mamburao,
Occidental Mindoro

Monday to Friday

LUZON BICOL DIVISION

DAET BRANCH

Branch Head: Virgilio A. Santiago
G/F, Ricasio Bldg., Carlos II Street,
Daet, Camarines Norte
Tel. No. (054) 571-2764 * 440-3140

JOSE PANGANIBAN - RO

Sr. Analyst: Gemma L. Moreno
Municipal Hall, Jose Panganiban,
Camarines Norte
2nd and last Friday of the month
9:30am - 4:00pm

LABO - RO

Sr. Analyst: Jonnalyn DL Malubay
Municipal Hall, Labo, Camarines
Norte
Thursday 8am - 5pm

GOA BRANCH

Branch Head: Beatriz C. Gumabao
Uy Bldg., Scout Fuentebella Street,
Goa, Camarines Sur
Tel. No. (054) 453-0260
Fax No. (054) 453-1386

OCAMPO - RO

CEO II: Elenita C. Casi
Municipal Hall, Labo
Camarines Sur
Wednesday 9:00AM -12:00NN

IRIGA BRANCH

Branch Head: Prisco S. Sorsona
Cerrillo Bldg., No. 272 National
Highway, San Nicolas,
Iriga City, Camarines Sur
Tel. No. (054) 456-0876
Fax No. (054) 299-2530

LEGAZPI BRANCH

Branch Head: Elenita S. Samblero
Morante Bldg., Imperial Court
Subd., Phase II, Legazpi City
Tel. Nos. (052) 480-7301* 480-7076
Fax No. (052) 480-7074

LIGAO - SO

OIC: Alwyn Ray O. Mapa
San Lorenzo St., Sta. Cruz, Ligao City
Tel. No. (052) 485-1297

MASBATE BRANCH

Branch Head: Ermina Maria P.
Robredo
Relao Bldg., Ibañez Street,
Poblacion 2, Masbate City
Tel./Fax No. (056) 333-3499

NAGA BRANCH

Branch Head: Claribel L. Rebueno
SSS Bldg., Concepcion, Pequeña,
Naga City
Tel. Nos. (054) 472-9791* 472-9795
*472-5932 * 472-7776
Fax No. (054) 472-9794

SORSOGON BRANCH

Branch Head: Alberto R. Bonafe, Jr.
Jomil Enterprises Bldg., Quezon St.,
Polvorista, Sorsogon, Sorsogon
Tel No. (056) 211-0002 * 211-1638
Fax No. (056) 421-5454

BULAN - RO

OIC: Elwood J. Duran
Municipal Hall, Bulan, Sorsogon
Tuesday

IROSIN - RO

OIC: Elwood J. Duran
Municipal Hall, Irosin, Sorsogon
2nd and 4th Wednesday of the
month

MATNOG - RO

OIC: Elwood J. Duran
Municipal Hall, Matnog, Sorsogon
Every 3rd Wednesday of the month

PILAR - RO

OIC: Edward C. Babasa
Municipal Hall, Binanuahan Pilar, Sorsogon
Every Monday

DONSOL - RO

OIC: Edward C. Babasa
People's Hall, Donsol, Sorsogon
Every Thursday

TABACO BRANCH

Branch Head: Antonio A. Casimiro
G/F, Lao Bldg., Moses St., Basud, Tabaco City
Tel/Fax No. (052) 487-5333

VIRAC BRANCH

Branch Head: Divina T. Avila
P. Arajo Shopping Arcade, Cavinitan, Virac, Catanduanes

VISAYAS OPERATIONS GROUP**VISAYAS CENTRAL 1 DIVISION****BOGO BRANCH**

CEO II: Ronald Dindo C. Ruiz
Tan Bldg., San Vicente St., Bogo, Cebu
Tel No. (032) 434-7559
Fax No. (032) 251-2432

CEBU BRANCH

Branch Head: Mario V. Corro
SSS Bldg., Brgy. Kalubihan, Osmeña Boulevard, Cebu City
Tel. Nos. (032) 505-9301 * 505-9310
Fax Nos. (032) 254-0674 * 254-8538

ROBINSONS FUENTE, CEBU - SO

SMSR: Evelyn M. Madarang
Sta. Cruz, Fuente Osmeña
Boulevard, Cebu City

LAPU-LAPU BRANCH

Branch Head: Alberto L. Montalbo
G/F Annex Bldg, Gaisano Island Mall, Mactan, Brgy. Pajo, Lapu-Lapu City, Cebu
Tel. Nos. (032) 341-1004 * 340-1886 * 340-8050
Fax No. (032) 340-6499

MANDAUE BRANCH

Branch Head: Gemma C. Caberte
Chua Tiam Bldg., A. Del Rosario Ave., Guizo, Mandaue City
Tel No. (032) 346-4983

TAGBILARAN BRANCH

Branch Head: Marino B. Talictic
Orimaco Bldg., C.P. Garcia Avenue, Tagbilaran City, Bohol
Tel. Nos. (038) 501-7055 * 411-3934
Fax No. (038) 411-5477

TALIBON - SO

CEO I: Marife B. Amora
Talibon Municipal Hall, Talibon, Bohol
Tel No. (038) 515-1037

UBAY - SO

CEO I: Annabel A. Pueblo
Ubay, Municipal Hall, 6315 Ubay, Bohol

TOLEDO BRANCH

Branch Head: Eric A. Coronado
Peñalosa St., Luray 1, Toledo City
Tel/Fax No. (032) 467-9644

VISAYAS CENTRAL 2 DIVISION**CALBAYOG BRANCH**

Branch Head: Aileen A. Olan
PNB Bldg., Maharlika Highway, Obrero City, Western Samar
Tel. Nos. (055) 209-1198 * 209-3862
Fax No. (055) 209-1198

CATARMAN - SO

SMSR: Elma A. Juego
Singzon Bldg., cor. Quirino and Balite Streets, Catarman, Northern Samar
Tel. No. (055) 251-8069

CATBALOGAN BRANCH

Branch Head: Benjamin A. Pombo
To Chip Bldg., Catbalogan, Samar
Tel. Nos. (055) 356-1052 * 251-2218
Fax No. (055) 251-5393

BORONGAN -SO

Senior Analyst: Oliver Menda
Real Street, Brgy., Songco, Eastern Samar
Tel No. (055) 560-8007

MAASIN BRANCH

Branch Head: Gregorio S. Baroza
Saludo Bldg., Kanleon Street City, Southern Leyte
Tel. Nos. (053) 570-8551 * 381-2119
Fax No. (053) 570-8551

ORMOC BRANCH

OIC: Porferio A. Salidaga
Yuvallos Bldg., Veloso St., Punta, Ormoc City
Tel. Nos. (053) 255-*4658 * 255-5241

BILIRAN - SO

Senior Analyst: Salvador C. Maja-it Jr.
Municipal Office Bldg. Naval Biliran
Tel No. (053) 500-8195

TACLOBAN BRANCH

Branch Head: Lilibeth A. Cajucom
Robert Yu Bldg., National Highway, Brgy. Fatima, Tacloban City, Leyte
Telefax No. (053) 321-4310

VISAYAS WEST 1 DIVISION**BACOLOD BRANCH**

Branch Head: Raul A. Casiano
SSS Bldg., Lacson Street, Bacolod City, Negros Occidental
Tel. No. (034) 433-1378*434-4749* 709-0880
Fax No. (034) 434-2239

ROBINSONS PLACE BACOLOD - SO

JMSR: Joana Marie M. Go
Lacson Street, Mandalagan, Bacolod City
Tel. No. (034) 441-2239

BACOLOD - EAST BRANCH

Branch Head: Lina V. Hilado
BESCA Bldg., Burgos Ave. Extension, Bacolod City

BAGO BRANCH

Branch Head: Teresita T. Gonora
JGM Bldg., General Luna St., Bago City, Negros Occidental
Tel. No. (034) 461-0910
Fax No. (034) 732-8888

BAIS BRANCH

Branch Head: Vincent O. Trani
Amorganda Bldg., National Highway, Talungon, Bais City, Negros Oriental
Tel. No. (035) 541-5361
Fax No. (035) 402-3096

DUMAGUETE BRANCH

Branch Head: Lilani B. Benedian
MM Kho Bldg., Romero Highway,

Bagacay, City, Negros Oriental
Tel. No. (035) 225-4340
Fax No. (035) 422-0134

BAYAWAN - SO

Integrated Business Center,
Bayawan City, Negros Oriental

ROBINSONS DUMAGUETE - SO

JMSR: Vimih Joy J. Fabugais
Dumaguete Business Park,
Calindagan, Dumaguete City,
Negros Occidental
Tel No. (035) 421-0450

SIQUIJOR - SO

CEO I: Shiela G. Pillora
Siquijor Public Market Bldg.,
F. Atad Street, Siquijor
Tel No. (035) 480-9019 * 480-9062

KABANKALAN BRANCH

OIC: Gerard T. Gonzales
NZBC3 Bldg, Hiway to Talubangi,
City, Negros Occidental
Tel. No. (034) 746-8130
Fax. No. (034) 471-2224

SAGAY BRANCH

Branch Head: Jane T. Gargoles
JGM Bldg., National Highway cor.,
Roxas Avenue City, Negros
Occidental
Tel. No. (034) 488-0112
Fax. No. (034) 488-0270

SAN CARLOS BRANCH

Branch Head: Isaac P. Ciocon, Jr.
Door No. 2, Emerald Bldg., Center
Mall, San Carlos City, Negros Occidental
Tel. Nos. (034) 312-5422 * 312-5316
Fax No. (034) 729-3928

GUIHULNGAN - SO

CEO I: Rafael Gilbert James S. Rivera
Guihulngan Municipal Hall Bldg.,
Guihulngan, Negros Oriental
Monday and Wednesday

VICTORIAS BRANCH

Branch Head: Socorro B. Ferrer
Rainbow Mall, Osmeña Ave.,
Victorias City, Negros Occidental
Tel. No. (034) 399-2953
Fax No. (034) 399-2954

VISAYAS WEST 2 DIVISION

ANTIQUE BRANCH

Branch Head: Eva J. Cura
SSS Bldg., Bantayan, San Jose de
Buenavista, Antique
TeleFax No. (036) 540-8112

KALIBO BRANCH

Branch Head: Elisa M. Llavan
JGM Bldg., 302 Goding Ramos St.,
Kalibo, Aklan
TeleFax. No. (036) 500-8360

ILOILO-CENTRAL BRANCH

Branch Head: Emelia B. Solinap
TTW Bldg., corner JM Basa and
Mapa Sts., Iloilo City, Iloilo
Tel. Nos. (033) 338-1307 * 509-9828
* 509-7850
Fax No. (033) 337-5533

ROBINSONS PLACE ILOILO - SO

CEO I: Jean G. Laurente
Corner De Leon & Quezon Streets
Iloilo City
Tel. No. (033) 503-2462

PASSI - SO

Sr. Analyst Rogelio S. Sudusta
PASSI Economic Enterprise, Passi
City

ILOILO-MOLO BRANCH

Branch Head: Rene Moises G. Gonzales
GT Mall Plaza, M.H. Del Pilar Molo,
Iloilo City
Tel No. (033) 330-2963 * 330-2961

ROXAS BRANCH

Branch Head: Esteban L. Panes
JGM Bldg., Burgos St., Roxas City
Tel. Nos. (036) 621-4256 * 522-3839
Fax No. (036) 621-0611

**MINDANAO OPERATIONS
GROUP**

MINDANAO NORTH DIVISION

BUTUAN BRANCH

Branch Head: Antonio G. Fabia
Rudy Tiu Bldg., A.D. Curato St.,
Butuan City, Agusan del Norte
Tel. Nos. (085) 225-2153 * 342-3003
Fax Nos. (085) 815-5008

ROBINSONS PLACE BUTUAN - SO

SMSR: Ferdinand D. Guarin
J.C. Aquino Ave. Libertad, Butuan City
Tel. No. (085) 225-0088

SAN FRANCISCO, AGUSAN - SO

SSO II: Exequiel M. Ampayo
Alab Bldg., National Highway,
Brgy. I, San Francisco, Agusan del Sur
Tel/Fax. No. (085) 242-3006

CABADBARAN - RO

Sr. Analyst: Carlos P. Flaviano
Municipal Hall, Cabadbaran City
Wednesday

TRENTO - RO

Driver: Sherwin L. Cuajotor
Municipal Hall, Trento
Monday

CAGAYAN DE ORO BRANCH

Branch Head: Ma. Raine L. Jamero
SSS Bldg., Carmen Patag Road,
Carmen, Cagayan de Oro City,
Misamis Oriental
Tel. Nos. (088) 350-3529 * 350-3530
Fax Nos. (088) 858-6790 to 91

**ROBINSONS CAGAYAN DE
ORO - SO**

SMSR: Evelyn U. Cagadas
Rosario Crescent corner
Florentino Street, Limketkai
Center, Cagayan De Oro City

CAMIGUIN BRANCH

Branch Head: Jose Roel J. Herbierto
G/F, Barlaan Bldg., Arana St.,
Mambajao, Camiguin
Tel. No. (088) 387-2099
Fax No. (088) 387-2070

GINGOOG BRANCH

Branch Head: Perkins B. Calixtro
Villa Hermosa Bldg., Doña Graciana
St., Brgy., 20, Gingoog City, Misamis
Oriental
Tel. No. (088) 427-7720
Fax No. (088) 861-0199

ILIGAN BRANCH

Branch Head: Cheryl V. Jariol
Mindanao Sanitarium and Hospital
College Bldg., Tibanga Highway,
Iligan City
Tel. Nos. (063) 221-2988 * 221-6179
* 221-5374 * 221-5248
Fax No. (063) 221-2932

OROQUIETA BRANCH

OIC: Valentine V. Aunzo
Oroquieta Town Center, Canubay,
Oroquieta City
Tel. No. (088) 531-1210

Fax No. (088) 531-1870

OZAMIS BRANCH

Branch Head: Anna Pearl J. Fuentes
Lica Heritage Bldg., Valoncha St.,
Ozamis City, Misamis Occidental
Tel. Nos. (088) 521-0441 * 521-3397
Fax No. (088) 521-3396

SURIGAO BRANCH

Branch Head: Ricardo A. Habal
PhilamLife Bldg., Amat Street,
Surigao City, Surigao del Norte
Tel. No. (086) 231-7033
Fax No. (086) 826-2431 * 826-2437

DAPA - RO

JMSR: Sherlita L. Solis
Municipal Hall, Dapa
Monday

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Fax. No. (086) 211-3185

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BISLIG BRANCH

Branch Head: Roselane B. Plaza
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* 853-2333
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NCCC MALL DAVAO - SO

CEO I: Fe T. Quibin
3/F, NCCC Mall, Matina Corner
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DIGOS BRANCH

Branch Head: Edgar P. Juanich
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* 655-6620
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NCCC MALL TAGUM - SO

CEO I: Hildebrando S. Ortega
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National highway, Tagum City

TORIL BRANCH

Branch Head: Julious J. Wales
Toril Community Cooperative Inc.,
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* 291-1761
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CALINAN -SO

SMSR: Virgilio B. Comonal Jr.
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MINDANAO SOUTH 2 DIVISION

COTABATO BRANCH

Branch Head: Sukarno D. Pandaliday
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SSO III: Marieta P. Tobias
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BASILAN BRANCH

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