

## 2023 ACCOMPLISHMENT REPORT

### A. FINANCIAL HIGHLIGHTS

| Amount in Billion Pesos                  | Actual        | Target        | %              |
|--|---------------|---------------|----------------|
| <b>Revenue</b>                           | <b>398.23</b> | <b>370.74</b> | <b>107.42%</b> |
| Members' Contribution <sup>1 2</sup>     | 353.53        | 334.64        | 105.64%        |
| Investment and Other Income <sup>2</sup> | 44.70         | 36.10         | 123.83%        |
| <b>Expenditures</b>                      | <b>270.69</b> | <b>281.62</b> | <b>96.12%</b>  |
| Benefit Payments <sup>2</sup>            | 259.03        | 265.01        | 97.74%         |
| Operating Expenses <sup>2</sup>          | 11.65         | 14.74         | 79.06%         |
| Capital Expenditures                     | 0.27          | 1.87          | 14.32%         |
| <b>Net Revenue</b>                       | <b>127.54</b> | <b>89.12</b>  | <b>143.11%</b> |

<sup>1</sup> Includes WISP

<sup>2</sup> Based on Tentative FS rundate 02/16/2024

### B. STATUS REPORT OF 2023 PLANS AND PROGRAMS

| PLANS AND PROGRAMS   | TARGET<br>(A)                                | ACCOMPLISHMENT<br>(B)            | % ACCOMPLISHED<br>C=(B/A) |
|--|--|----------------------------------|---------------------------|
| <b>I. Fund Sustainability</b>  |  |                                  |                           |
| 1 Increase in Total Assets (5-Year average)  | 7%   | 8.87%                            | 126.71%                   |
| <b>II. Benefit Adequacy</b>  |  |                                  |                           |
| 2 Per Capita Fund (Basis Actuarial Figure)   | ₱17,700                                      | ₱16,964<br>(as of November 2023) | 95.84%                    |
| <b>III. Ensure Progressively Higher Levels of Social Security Protection for Filipino Workers and their Families</b> |  |                                  |                           |
| 3 Increase in the benefit adequacy of SSS pensioners (Basis Actuarial Figures)                                       | 44.10%                                       | 40.63%<br>(as of November 2023)  | 92.13%                    |
| 4 Increase in per capita benefit - DB (average per disbursement)   | ₱6,000                                       | ₱6,394 *                         | 106.57%                   |
| <b>IV. Make all Filipino Workers Covered Members of SSS to attain Universal Coverage</b>                             |  |                                  |                           |
| 5 Percentage of economically active population contributing to SSS   | 39.60%                                       | 39.08%<br>(as of November 2023)  | 98.69%                    |
| <b>V. Ensure Timely and Accurate Collection from Members of SSS to Attain Universal Coverage</b>                     |  |                                  |                           |
| 6a Increase Amount of Contributions Collected  | ₱334.64                                      | ₱353.53 *<br>Billion             | 105.64%                   |
| 6b Reduction of Delinquency Accounts   | Board-Approved Policy on Delinquent Accounts | No report available              | 0.00%                     |
| 7 Collection Efficiency Rate   | New Loans:<br>90%                            | 91.00%                           | 101.11%                   |
|  | Old Loans:<br>15%                            | 17.80%                           | 118.67%                   |

| PLANS AND PROGRAMS  | TARGET<br>(A)   | ACCOMPLISHMENT<br>(B)  | % ACCOMPLISHED<br>C=(B/A)  |
|---|---|--|--|
| <b>VI. Increase of ROI Gradually and Sustainably While Digitally Transforming Treasury and Investments Operations</b>                             |   |  |  |
| 8 Return on Investments   | 5.00%   | 5.19% *  | <b>103.80%</b>   |
| <b>VII. Enhance Benefit Programs for Value, Cost Efficiency, and Payment Integrity</b>  |   |  |  |
| 9 Number of Enhanced Benefits (Policies/Guidelines/Processes )  | Three (3) Board-approved policies   | 5 board-approved policies  | <b>166.67%</b>   |
| 10 Percentage of Applications with Complete Documents Processed within the Applicable processing time   | 100% of applications with complete documents processed within the applicable processing time* | Retirement<br>Death<br>Disability<br>Sickness EE<br>Sickness SEVM<br>Maternity Med<br>Maternity Non-Med<br>Unemployment<br>Funeral | <b>96.5%</b><br><b>89.7%</b><br><b>98.7%</b><br><b>96.3%</b><br><b>44.9%</b><br><b>97.7%</b><br><b>92.4%</b><br><b>85.5%</b><br><b>99.8%</b> |
| 11a Percentage of Satisfied Customers – Individual Members  | 90%   |  | <b>0%</b>  |
| 11b Percentage of Satisfied Customers – Business Clients  | 90%   | <i>No report available</i>   | <b>0%</b>  |
| <b>IX. Develop a Competent, Diverse, Flexible, and Engaged Workforce in an Environment of Meritocracy, Service Excellence, and Accountability</b> |   |  |  |
| 12 Competency level of the Institution  | Improvement on the Competency Level of the Organization based on the 2022 year-end Assessment | <i>No report available</i>   | <b>0.00</b>  |
| <b>X. Manage Operating Costs to Ensure Prudent Stewardship of Resources to Support Transformative Digitalization</b>                              |   |  |  |
| 13 Disbursement Budget Utilization Rate   | 90%   | 90.20%   | <b>100.22%</b>   |
| <b>XI. Implement a Robust and Agile Information Communication Technology System</b>   |   |  |  |
| 14 Percentage of Accomplishments based on the 2023 targets in the ISSP  | 100%  | 18 out of 27 projects included in the ISSP** implemented   | <b>66.67%</b>  |

| PLANS AND PROGRAMS  | TARGET<br>(A)   | ACCOMPLISHMENT<br>(B)   | % ACCOMPLISHED<br>C=(B/A) |
|---|---|---|---------------------------|
| <b>XII. Integrate SSS Systems that Conform to Local and International Standards on Governance, Risk, Compliance</b> |   |   |                           |
| 15 ISO-Certified in all Core Processes  | ISO 9001:2015 Certified Short-Term Loan Process                             | Passed the certification audit conducted by TUV Rheinland Philippines for new certification | <b>100%</b>               |
|   | Maintenance of ISO Certification on Pension Loans and Unemployment Benefits | Passed the surveillance audit conducted by Socotec Philippines for continued certification  | <b>100%</b>               |

*\*tentative figures*

*\*\*with submitted revised ISSP to DICT (including only 18 projects)*