The ACOP Program requires pensioners to report to SSS annually to ensure continuous payment of their benefits under the Social Security Law.

ACOP through video conference (ACOP-VC) using the licensed software **"Microsoft Teams"** (MS Teams) is an additional option for pensioners residing abroad to comply with the program to avoid suspension of their monthly pension.

COVERAGE

All retirement-pensioners, survivor-pensioners, dependents and their guardians who are residing abroad and whose pension status is active or suspended due to non-compliance with ACOP may comply with the **ACOP-VC using MS Teams.**

SCHEDULE

The pensioner shall comply with the ACOP on the following schedule:

TYPE OF PENSIONER	WHEN TO COMPLY
Retirement-pensioner	Month of birth
Survivor-pensioner	Month of birth of the deceased member
Dependents and their guardians	Month of birth of the retirement-pensioner/ deceased member

STEP-BY-STEP PROCEDURES

① Request for ACOP-VC appointment through email at *member_relations@sss.gov.ph* or *ofw.relations@sss.gov.ph* using the format **ACOP-**

VC, Pensioner's Name, SS Number (e.g. ACOP-VC, Juan Dela Cruz, 01-2345678-9) as the email subject.

② Wait for SSS' email confirmation on the ACOP-VC appointment together with the transaction reference number (TRN), requirements for ACOP-VC, and MS Teams Meeting link.

Note:

The pensioner must have an **MS Teams** application and suitable internet bandwidth.

↪ The pensioner may access MS Teams using desktop computer/laptop (Windows and MAC OS) with webcam or mobile phone/tablet (at least Android version 4.4/ iOS version 10).

↪ The pensioner's gadget must be positioned in a well-lighted area during ACOP-VC.

③ Accept the calendar invite upon receipt of email confirmation from SSS.

④ On the appointment schedule, open the email confirmation and click **"Join Microsoft Teams Meeting"** link. All other applications must be closed during ACOP-VC to avoid interruptions.

⑤ Wait until the SSS agent accepts your request then present to him/her the TRN and documentary requirements.

⑥ After the video conference, wait for the acknowledgement on ACOP compliance and schedule of next ACOP-VC appointment through email.
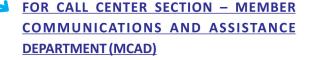
REQUIRED INFORMATION

REQUIREMENTS	RETIREMENT-PENSIONERS	SURVIVOR-PENSIONERS	DEPENDENTS AND THEIR GUARDIANS
Name and date of birth	of pensioner	of deceased member and pensioner	of member/ deceased member and pensioner
SS Number	of pensioner	of deceased member	of member/ deceased member
Guardian's name and date of birth	if incapacitated	if incapacitated	✅
Dependent's name, if any	✅	✅	✅
Email address where the SSS confirmation with link to MS Teams Meeting will be sent	✅	✅	✅
Mobile number	✅	✅	✅
Landline number	✅	✅	✅
Complete address (local and abroad)	✅	✅	✅
Preferred ACOP-VC schedule	✅	✅	✅

SCHEDULE OF ACOP-VC BASED ON PHILIPPINE TIME

↪ **FOR OFW-CONTACT SERVICES SECTION (OFW-CSS)**

- Monday to Friday from 6:00 AM to 9:00 PM

↪ **FOR CALL CENTER SECTION – MEMBER COMMUNICATIONS AND ASSISTANCE DEPARTMENT (MCAD)**

- Monday to Friday from 7:00 AM to 11:00 PM

DOCUMENTARY REQUIREMENTS

The pensioner must present any of the following:

↪ **One (1) primary ID card/document, such as**

- Unified Multi-purpose Identification (UMID) or Social Security card
- Alien Certificate of Registration
- Driver's License
- Firearm Registration
- License to Own and Possess Firearms
- National Bureau of Investigation Clearance
- Passport
- Permit to Carry Firearms Outside of Residence
- Postal Identity Card
- Seafarer's Identification & Record Book (Seaman's Book)
- Voter's ID Card

↪ **Two (2) valid IDs issued by the host county governmental unit/agency where photo and signature are shown or in the absence of these, Certificate of Appearance issued by the Philippine Embassy/Consulate**

Note:

- Name in presented ID cards/documents must match with name per SSS records.

- Expired ID cards/documents shall be accepted as identification provided it has signature and photo.

Annual Confirmation of Pensioners (ACOP) Program

THROUGH VIDEO CONFERENCE (VC) USING

T‍ Microsoft Teams

(PENSIONERS RESIDING ABROAD)

For more information:

🌐 sss.gov.ph

📞 **1455 or 7917-7777**

✉ **member_relations@sss.gov.ph or ofw.relations@sss.gov.ph**

cellphone

tablet

computer/laptop