



**CIRCULAR NO. 2021-010**

**TO : ALL SSS PENSIONERS**

**SUBJECT : GUIDELINES ON THE RESUMPTION OF THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM**

Pursuant to Social Security Commission (SSC) Resolution No. 434-s.2021 dated 01 September 2021 approving the resumption of the Annual Confirmation of Pensioners (ACOP) Program and in continuing compliance of the SSS with the Inter-Agency Task Force (IATF) Resolution No. 100 dated 18 February 2021 mandating the adoption of alternative modes of validation for senior citizen pensioners in lieu of personal appearances or submission of documents that require personal appearances before a notary public, the following guidelines are hereby issued:

**I. Resumption of the Implementation of the ACOP Program**

1. Retirement (residing abroad), total disability and survivor pensioners as well as their dependent (minor/incapacitated) child/ren and guardian shall be required to comply with the ACOP Program (hereinafter referred to as "ACOP") **starting October 2021 until 31 March 2022.**

Pensioners who have already complied with the ACOP for CY 2021 shall no longer be required to resubmit their compliance per above-cited deadline.

2. Starting 1 April 2022, the usual schedule of ACOP compliance shall be followed:

Type of Pensioner	Schedule of Compliance
a. Retirement pensioner residing abroad	Month of birth of the pensioner
b. Total disability pensioner	Month of birth of the pensioner
c. Survivor pensioner	Month of birth of the deceased member
d. Dependent (minor/incapacitated) ➤ With the guardian	Month of birth of the member/deceased member

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## II. Temporary Suspension of Pension

The pensions of pensioners who do not comply with the resumption of ACOP until 31 March 2022 **shall be automatically suspended in April 2022** (effective May 2022 pension).

Moreover, starting 1 April 2022, and in accordance with the existing policy, the pensions of pensioners who do not comply with the usual ACOP schedule shall be automatically suspended. Said pension shall be suspended **two (2) months after the month of birth of the member/deceased member.**

A notification on the suspension of pension due to non-compliance with the ACOP shall be sent to the affected pensioners through text message, e-mail or letter, whichever is applicable.

## III. Manner of Compliance with the ACOP

Pensioners shall comply with the ACOP through any of the following:

1. Corporate e-mail of the following (using standard subject line):
  - SSS Branch Office;
    - Member Services Section; or
    - Medical Evaluation Section, for total disability pensioners;
  - SSS Service Office;
  - SSS Foreign Representative Office; and
  - OFW Contact Services Section, for pensioners residing abroad;
2. Video conference via Microsoft Teams, for pensioners residing abroad, through the OFW Contact Service Section;
3. Mail or courier addressed to any of the following:
  - SSS Branch Office;
  - SSS Foreign Representative Office; or
  - OFW-Contact Service Section;
4. Designated drop box of the SSS Branch/Service Office, for pensioners or pensioners' representatives, particularly in the case of retirement/survivor pensioners who opt to submit physical documents for ACOP compliance; or
5. Conduct of Domiciliary Medical Service (DMS) or home visit, upon request of the total disability pensioner residing in the Philippines.

Please refer to Annex A for the details on the manner/ways of complying with the ACOP and the required documents.

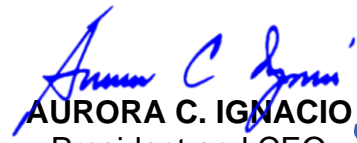

#### IV. Handling of ACOP compliance of SSS pensioners

Compliance of pensioners with the resumption of ACOP shall be handled by the SSS based on existing procedures. The responsible SSS personnel may conduct further verification process/activities, such as requiring the personal appearance of pensioners through appointment system if applicable, or compliance through video conference or DMS/home visit for pensioners residing in the Philippines, subject to the approval of the head of the concerned unit.

This supersedes Circular No. 2020-005-b dated 27 May 2020. All other existing policies and procedures not inconsistent with the above guidelines shall remain valid and in effect.

This Circular shall take effect immediately.

Please be guided accordingly.

  
**AURORA C. IGNACIO**  
President and CEO 

**20 SEP 2021**

Date

ATTACHMENT : Annex A – List of Required Documents and Manner of Compliance with the ACOP Program

*(Policy – Retirement/Death/Disability)*

Prepared by: Pensions Administration Department

**GUIDELINES ON THE RESUMPTION OF THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM**  
**LIST OF REQUIRED DOCUMENTS & MANNER OF COMPLIANCE FOR ANNUAL CONFIRMATION OF PENSIONERS PROGRAM**

CASE AND TYPE OF PENSIONER	MANNER OF COMPLIANCE AND WHERE TO COMPLY	REQUIREMENTS
1. Pensioners residing in the Philippines <ul style="list-style-type: none"> <li>Retirement pensioner</li> </ul>	<b>Not applicable</b>	<ul style="list-style-type: none"> <li>Verification process thru data matching with Philippine Statistics Authority (PSA)</li> </ul>
<ul style="list-style-type: none"> <li>Survivor</li> <li>Dependent (minor/incapacitated)                &gt; with the guardian</li> </ul>	<p><b>a. Thru email</b></p> <ul style="list-style-type: none"> <li>Corporate email of the SSS branch office  <i>(The SSS branch/foreign office directory is available at sss.gov.ph)</i></li> </ul> <p>Note:            The ACOP compliance submitted thru e-mail shall <u>use the format below as the e-mail subject</u>:</p> <p><b>ACOP Compliance, Pensioner's Name, SS number</b>  <i>(e.g. ACOP Compliance, Juan dela Cruz, 01-2345678-9)</i></p> <p><b>b. Thru mail or courier</b></p> <ul style="list-style-type: none"> <li>Addressed to the SSS branch office</li> </ul> <p><b>c. Thru dropbox of SSS branch office</b></p>	<ul style="list-style-type: none"> <li>Send the following required documents (scanned/copy):               <ol style="list-style-type: none"> <li>Duly accomplished ACOP Form (Pensioner's Reply)</li> <li>One primary Identification (ID) card or at least two secondary ID card/s</li> <li>Self-declaration of surviving spouse (Non-Marriage/Non-Cohabitation), for survivor pensioner</li> <li>Additional document, whichever is applicable:                   <ul style="list-style-type: none"> <li>Chest-level photo or snapshot of the pensioner holding a current newspaper wherein the headline and date of publication are prominently displayed, or having a background of news crawler/ticker on the TV showing the current news headline and date.</li> </ul> </li> </ol> <p>Note:                The date of the newspaper/news crawler or ticker on the TV must be the same with the date of submission of the ACOP compliance thru e-mail or must be within the same month on the date of submission of ACOP compliance thru mail/courier/dropbox.</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc., if pensioner is confined in an institution</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>Total disability pensioner</li> </ul>	<p><b>a. Thru dropbox of SSS branch office</b></p>	<ul style="list-style-type: none"> <li>Send the following copy of required documents:               <ol style="list-style-type: none"> <li>Duly accomplished ACOP Form (Pensioner's Reply)</li> <li>One primary ID card or at least two secondary ID card/s</li> <li>Chest-level photo or snapshot of the pensioner holding a current newspaper wherein the headline and date of publication are prominently displayed, or having a background of news crawler/ticker on the TV showing the current news headline and date.</li> <li>Recent Medical Certificate issued by his/her attending physician or by any government physician indicating complete physical examination findings and current medical status/condition.</li> <li>Certified true copy of result of laboratory procedure done within one (1) year from birth month <i>(if any)</i></li> </ol> </li> <li>Send a written request from the member/representative thru email of Medical Services Section/dropbox/mail of the nearest SSS branch.</li> </ul>
	<p><b>b. Home Visit <i>(upon request)</i></b></p>	

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**LIST OF REQUIRED DOCUMENTS & MANNER OF COMPLIANCE FOR ANNUAL CONFIRMATION OF PENSIONERS PROGRAM**

CASE AND TYPE OF PENSIONER	MANNER OF COMPLIANCE AND WHERE TO COMPLY	REQUIREMENTS
2. Pensioners residing abroad <ul style="list-style-type: none"> <li>• Retirement</li> <li>• Survivor</li> <li>• Dependent (minor/incapacitated)               <ul style="list-style-type: none"> <li>&gt; with the guardian</li> </ul> </li> </ul>	<b>a. Thru video conference using MS Teams</b> <i>(except for total disability pensioner)</i>	1. Request an appointment thru email at ofw.relations@sss.gov.ph. 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. 3. Present one primary ID card or at least two secondary ID card/s during the video conference.
	<b>b. Thru email</b> <ul style="list-style-type: none"> <li>- Corporate email of Foreign Representative Office</li> <li>- OFW - Contact Services Section at ofw.relations@sss.gov.ph</li> </ul> <p>Note: The ACOP compliance submitted thru e-mail shall use the format below as the e-mail subject:</p> <p><b>ACOP Compliance, Pensioner's Name, SS number</b>  <i>(e.g. ACOP Compliance, Juan dela Cruz, 01-2345678-9)</i></p>	<ul style="list-style-type: none"> <li>- Send the following required documents (scanned/copy):               <ul style="list-style-type: none"> <li>a. Duly accomplished ACOP Form (Pensioner's Reply)</li> <li>b. One primary Identification (ID) card or at least two secondary ID card/s</li> <li>c. Self-declaration of surviving spouse (Non-Marriage/Non-Cohabitation), for survivor pensioner</li> <li>d. Additional document, whichever is applicable:                   <ul style="list-style-type: none"> <li>• Chest-level photo or snapshot of the pensioner holding a current newspaper wherein the headline and date of publication are prominently displayed, or having a background of news crawler/ticker on the TV showing the current news headline and date.</li> </ul> </li> </ul> <p>Note: The date of the newspaper/news crawler or ticker on the TV must be the same with the date of submission of the ACOP compliance thru e-mail or must be within the same month on the date of submission of ACOP compliance thru mail/courier/dropbox.</p> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>• Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc., if pensioner is confined in an institution</li> </ul> </li></ul>
<ul style="list-style-type: none"> <li>• Total disability pensioner</li> </ul>	<b>c. Thru mail or courier</b> <p>Addressed to OFW-Contact Services Section, International Operations Group, 11th Floor, SSS Main Office, Diliman, Quezon City, Philippines 1100</p> <p><b>OR</b></p> <p>Addressed to the nearest Foreign Representative Office  <i>(The SSS branch/foreign office directory is available at sss.gov.ph)</i></p>	
	<b>a. Thru mail or courier</b> <p>Addressed to the nearest Foreign Representative Office  <i>(The SSS branch/foreign office directory is available at sss.gov.ph)</i></p>	<ul style="list-style-type: none"> <li>- Send the following copy of required documents:               <ul style="list-style-type: none"> <li>a. Duly accomplished ACOP Form (Pensioner's Reply)</li> <li>b. One primary ID card or at least two secondary ID card/s</li> <li>c. Chest-level photo or snapshot of the pensioner holding a current newspaper wherein the headline and date of publication are prominently displayed, or having a background of news crawler/ticker on the TV showing the current news headline and date.</li> <li>d. Recent Medical Certificate issued by his/her attending physician or by any government physician indicating complete physical examination findings and current medical status/condition.</li> <li>e. Certified true copy of result of laboratory procedure done within one (1) year from birth month <i>(if any)</i></li> </ul> </li> </ul>

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