



Republic of the Philippines  
**SOCIAL SECURITY SYSTEM**

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**CIRCULAR NO. 2022-031**

**TO : ALL SSS MEMBERS**

**SUBJECT : GUIDELINES ON THE IMPLEMENTATION OF THE ENHANCED  
ONLINE APPOINTMENT SYSTEM IN THE MY.SSS MEMBER  
ACCOUNT IN THE SSS WEBSITE**

Pursuant to Social Security Commission (SSC) Resolution No. 666-s.2022 dated 06 October 2022, to support the digitalization of SSS' core services, and to comply with the requirements of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or Republic Act No. 11032, members who are registered in the SSS Website shall be able to set an online appointment using their My.SSS member account based on the following guidelines:

1. A member shall be able to select an available appointment date, time and branch/FO in the My.SSS Member Portal of the SSS Website, at least a day before the selected appointment date for any services/transactions related to the following:
  - a. Registration and Coverage;
  - b. Contributions;
  - c. Loans;
  - d. Benefits;
  - e. Unified Multipurpose Identification (UMID) Application;
  - f. Concerns/Feedback [e.g., disbursement concerns, contested loan, pension loan (late crediting and request for UBP Quick Card PINS, etc.)]; and
  - g. Other services that may be added in the future.
2. However, the member shall not be allowed to set multiple online appointments for the same purpose/transaction within the same date.
3. The member who successfully set an online appointment shall receive an onscreen acknowledgment with the transaction number as well an email confirmation of the scheduled appointment date and time.
4. The member should bring valid identification cards and the required documents for his transaction and present the transaction number during the scheduled appointment date. He/She should be in the branch/FO preferably fifteen (15) minutes before the scheduled appointment time. The member must come on time on the appointment schedule, otherwise, he/she may need to set another appointment.

5. The member shall be allowed entry to the branch/FO on his/her confirmed appointment date and time. The Number Coding System in attending to transacting customers/visitors shall not apply to online appointments.
6. In case the member fails to show up on his/her scheduled appointment date and time, he/she shall be tagged by the branch/FO as "no show" and shall not be allowed to set an appointment within ten (10) working days from date of tagging as "no show". Member has the option to cancel scheduled appointment at least 48 hours prior to the scheduled appointment date. However, cancellation shall not apply to an appointment set one (1) day before the appointment date.

Please be guided accordingly.

  
**MICHAEL G. REGINO**  
President and CEO 

06 DEC 2022

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Date

(Policy – Others)