



CIRCULAR NO. 2023-012

TO : ALL SSS MEMBERS AND EMPLOYERS

SUBJECT : ONLINE CERTIFICATION OF EMPLOYERS THROUGH THE MY.SSS PORTAL FOR INVOLUNTARY SEPARATION OR UNEMPLOYMENT BENEFIT CLAIMS

Pursuant to Social Security Commission (SSC) Resolution No. 491-s.2023 dated 15 November 2023, approving the Online Certification of Employers through the My.SSS Portal for Involuntary Separation or Unemployment Benefit Claims, the following guidelines are hereby issued **effective 1 February 2024**:

I. Scope

All covered employees, including domestic workers or *kasambahays* and sea-based Overseas Filipino Workers (OFWs), who are involuntarily separated from employment and have satisfied the eligibility requirements for unemployment benefit, shall be covered under this Guidelines.

II. Online Certification of the Employer

1. The correctness of the details of the member's involuntary separation shall be confirmed by the certifying employer prior to the Electronic Certification of Involuntary Separation by the Department of Labor and Employment (DOLE) under the DOLE-SSS Joint Memorandum Circular No. 001 dated 22 December 2021.
2. The certifying employer must be:
 - a. With active status and registered in the My.SSS portal; and
 - b. The latest employer of the member prior to involuntary separation per SSS record.
3. Upon successful submission of the member's unemployment benefit claim through the My.SSS portal, the request to confirm the following details shall be forwarded to his/her certifying employer through the latter's My.SSS account:
 - a. Date of involuntary separation; and
 - b. Reason for involuntary separation.

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4. The certifying employer shall confirm the correctness of the details of the member's involuntary separation through the My.SSS portal within seven (7) calendar days from the date of sending of e-mail/inbox notification by the SSS. The processing time of the member's unemployment benefit claim shall start upon online certification of the employer.
5. The member and the certifying employer shall confirm the correctness of the following through the My.SSS portal prior to the submission of claim and certification, respectively:
 - a. That the separation from employment is not a termination due to end of employment contract;
 - b. That the details of the involuntary separation are true and correct, and he/she understands that he/she shall be held liable under all circumstances for any false information, misrepresentation and fraud in relation to the unemployment benefit claim; and
 - c. That the claim information collected and validated online by the SSS shall be accessible to the DOLE for its Electronic Certification of Involuntary Separation and shall be used and retained by the SSS for the processing of the claim and protection of SSS' interests.
6. Based on the result of online certification of the employer, the member shall proceed with his/her unemployment benefit claim accordingly, as follows:
 - a. If confirmed by the certifying employer: The member shall apply for Electronic Certification of Involuntary Separation by the DOLE, in accordance with the above-mentioned DOLE-SSS Joint Memorandum Circular;
 - b. If rejected by the certifying employer due to erroneous date and/or reason for involuntary separation: The unemployment benefit claim shall be rejected, and the member may re-file the claim with correct details;
 - c. If rejected by the certifying employer because the employee is not involuntarily separated from employment: The unemployment benefit claim shall be rejected, and if the member re-files the claim, he/she shall be required to upload supporting documents for further evaluation; and
 - d. If no action from the certifying employer within seven (7) calendar days: The unemployment benefit claim shall be rejected, and the member may re-file the claim.
7. An e-mail/inbox notification shall be sent to the member and the certifying employer on the following, whichever is applicable:
 - a. Request for confirmation of the certifying employer;
 - b. Acknowledgement of the certifying employer's action on the request;
 - c. Certification/Rejection of the details of involuntary separation; and
 - d. No action from the certifying employer on the request after seven (7) calendar days.

8. The action of the certifying employer on the request to confirm the details of involuntary separation shall be considered as confirmation of the validity and correctness thereof and shall be deemed final for the purposes of unemployment benefit claim processing and payment.

III. Exception Cases

1. Online certification of the employer through the My.SSS portal shall not be required for the following member cases:
 - a. Status of certifying employer is inactive/terminated/retired, or the certifying employer is not yet registered in the My.SSS portal, as of date of filing of the unemployment benefit claim;
 - b. With pending illegal termination case;
 - c. Land-based OFWs; and
 - d. Involuntary separation is due to termination of employment by the employee due to any of the just causes under Article 300 (b) [285] of P.D. No. 442 or the Labor Code of the Philippines, as amended and renumbered.
2. The following supporting documents shall be uploaded by concerned members under exception cases during the filing of unemployment benefit claim through the My.SSS portal, with the required confirmation as stated in Section II.5:
 - a. Notice of Termination of Employment issued by the employer, or duly Notarized Affidavit of Termination of Employment, in the absence of Notice of Termination of Employment;

For OFWs, the Affidavit of Termination of Employment should be supported by an Employment Contract, as verified by the concerned Department of Migrant Workers (DMW) office, and/or proof of OFW's arrival in the Philippines, such as stamp of arrival by the Bureau of Immigration in the OFW's passport or other similar documents; and

- b. Certificate of Pending Case (for exception case under Section III.1.b) and/or Police Report (for exception case under Section III.1.d), if applicable.

All other existing Circulars, implementing rules and guidelines not contrary to or not inconsistent with the provisions hereof shall remain valid and in effect.

This Circular shall take effect immediately following its publication in a newspaper of general circulation and the registration and filing of three (3) copies of the published Circular with the Office of the National Administrative Register.

Please be guided accordingly.


ROLANDO LEDESMA MACASAET
President and CEO

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21 DEC 2023

Date

(Policy – Unemployment)

Prepared by: Retirement, Death, and Funeral Benefits Administration Department