

SOCIAL SECURITY SYSTEM

(All amounts in Philippine peso unless otherwise stated)

Schedule A

"For internal Use"

Schedule of Revenues and Expenditures and other comprehensive income

	Twelve months ended 31 December		Increase/(decrease)
	2020	2019	
		Restated	
Revenues			
Members' contribution ¹	204,753,631,521	220,379,478,961	(15,625,847,440)
Investment and other income ²	33,327,412,364	42,090,347,616	(8,762,935,252)
	238,081,043,885	262,469,826,577	(24,388,782,692)
Expenditures			
Benefit payments			
Retirement	113,428,150,656	114,267,999,625	(839,848,969)
Death	55,704,601,674	57,065,755,182	(1,361,153,508)
Disability	6,430,698,500	7,369,931,044	(939,232,544)
Maternity	10,479,566,528	10,411,803,431	67,763,097
Funeral grant	3,066,067,017	4,230,672,378	(1,164,605,361)
Sickness	2,010,922,117	3,226,363,930	(1,215,441,813)
Unemployment	1,708,900,372	177,863,624	1,531,036,748
Medical services	7,489,404	10,783,631	(3,294,227)
	192,836,396,268	196,761,172,845	(3,924,776,577)
Operating expenses			
Personnel services ³	6,080,630,587	6,797,376,912	(716,746,325)
Maintenance and other operating expenses ⁴	2,095,528,965	3,131,622,053	(1,036,093,088)
	8,176,159,552	9,928,998,965	(1,752,839,413)
	201,012,555,820	206,690,171,810	(5,677,615,990)
Net revenue/profit for the period	37,068,488,065	55,779,654,767	(18,711,166,702)
Other comprehensive income/(loss)			
Financial assets at FVTOCI			
Realized gain/(loss) on sale			
Marketable (equity) securities	80,013,113	755,105,726	(675,092,613)
Net gain/(loss) on fair value adjustment			
Marketable (equity) securities	5,173,261,716	(6,537,845,832)	11,711,107,548
Government securities	2,931,125,879	5,803,095,010	(2,871,969,131)
Corporate bonds	(1,352,957)	55,474,154	(56,827,111)
	8,103,034,638	(679,240,533)	8,782,275,171
	8,183,047,751	75,865,193	8,107,182,558
Total comprehensive income for the period	45,251,535,816	55,855,519,960	(10,603,984,144.00)

¹ includes interest and penalty on contribution in arrears² includes gains/losses, interest and dividend income and investment expenses

$$\text{Percentage of Operating Expenses to Charter Limit} = \frac{\text{Operating Expenses}}{12\% \text{ of Contribution Collections} + 3\% \text{ of Investment and other income}}$$

$$\text{Percentage of Operating Expenses to Charter Limit} = \frac{\text{Php 8,176.16 million}}{12\% \text{ of Php 204,753.63 million} + 3\% \text{ of Php 33,327.41 million}}$$

$$\text{Percentage of Operating Expenses to Charter Limit} = 31.98\%$$

2020 Plans and Programs*as of October 2020***100 Branches with Installed eCenter Facilities based on Office Order No. 2019-058**

BRANCHES		CATEGORY	PICTURE	CERTIFICATION		
				BASED ON OO 2019-058	DATE OF CERTIFICATION/ EMAIL	NO. OF EXISTING eCENTER/ COMPUTERS
NCR GROUP						
NCR NORTH						
1	Batasan Hills BO	Small	√	3	09-Sep-20	8 units
2	Congressional BO	Small	√	3	16-Sep-20	3 units
3	Cubao BO	Large	√	8	08-Sep-20	28 units
4	Deparo BO	Small	√	3	21-Sep-20	3 units
5	Diliman BO	Mega	√	12	22-Sep-20	32 units
6	Eastwood BO	Small	√	3	21-Sep-20	4 units
7	Fairview BO	Medium	√	6	22-Sep-20	6 units
8	Kalookan BO	Medium	√	6	18-Sep-20	8 units
9	Malabon BO	Small	√	3	18-Sep-20	6 units
10	Paso De Blas BO	Small	√	3	21-Sep-20	3 units
11	San Francisco Del Monte BO	Large	√	8	11-Sep-20	13 units
NCR EAST						
12	Cainta BO	Small	√	3	22-Sep-20	3 units
13	Mandaluyong-Shaw BO	Small	√	3	14-Sep-20	3 units
14	Marikina BO	Medium	√	6	23-Sep-20	6 units
15	Marikina-Malanday BO	Small	√	3	22-Sep-20	3 units
16	Masinag BO	Small	√	3	21-Sep-20	3 units
17	Ortigas BO	Small	√	3	21-Sep-20	7 units
18	San Mateo BO	Small	√	3	23-Sep-20	3 units
19	Tanay BO	Small	√	3	21-Sep-20	3 units
NCR WEST						
20	Legarda BO	Medium	√	6	21-Sep-20	7 units
21	Pasay-Taft BO	Medium	√	6	22-Sep-20	12 units
22	Recto BO	Small	√	3	21-Sep-20	5 units
23	Sta. Mesa BO	Small	√	3	18-Sep-20	3 units
24	Tondo BO	Small	√	3	21-Sep-20	3 units
25	Welcome BO	Medium	√	6	21-Sep-20	10 units
NCR SOUTH						
26	Alabang-Zapote BO	Small	√	3	21-Sep-20	3 units
27	Las Piñas BO	Medium	√	6	23-Sep-20	6 units
28	Makati-Chino Roces BO	Large	√	8	22-Sep-20	10 units
29	Makati-Guadalupe BO	Small	√	3	14-Sep-20	4 units
30	Makati-JP Rizal BO	Medium	√	6	24-Sep-20	10 units
31	Paranaque BO	Medium	√	6	01-Oct-20	6 units
32	Paranaque-Tambo BO	Small	√	3	22-Sep-20	3 units
33	Taguig-Gate 3 BO	Small	√	3	23-Sep-20	4 units
SUB-TOTAL - NCR		33				
LUZON GROUP						
LUZON NORTH 1						
1	Bangued BO	Small	√	3	26-Aug-20	3 units
2	Laoag BO	Medium	√	6	09-Sep-20	6 units
3	Vigan BO	Small	√	3	27-Aug-20	3 units
LUZON NORTH 2						
4	Cauayan, Isabela Bo	Small	√	3	25-Aug-20	5 units
5	Santiago, Isabela BO	Small	√	3	09-Sep-20	3 units
6	Solano BO	Small	√	3	04-Sep-20	3 units

100 Branches with Installed eCenter Facilities based on Office Order No. 2019-058

BRANCHES		CATEGORY	PICTURE	CERTIFICATION		
				BASED ON OO 2019-058	DATE OF CERTIFICATION/ EMAIL	NO. OF EXISTING eCENTER/ COMPUTERS
LUZON CENTRAL 1						
7	Alaminos BO	Small	√	3	27-Aug-20	3 units
8	Balanga BO	Medium	√	6	26-Aug-20	6 units
9	Baler BO	Small	√	3	25-Aug-20	3 units
10	Camiling BO	Small	√	3	07-Sep-20	3 units
11	Dagupan BO	Large	√	8	07-Sep-20	12 units
12	Urdaneta BO	Small	√	3	08-Sep-20	5 units
LUZON CENTRAL 2						
13	Baliuag BO	Small	√	3	26-Aug-20	11 units
14	Bocaue BO	Small	√	3	10-Sep-20	4 units
15	Meycauayan BO	Small	√	3	28-Aug-20	8 units
16	Sta. Maria BO	Small	√	3	26-Aug-20	3 units
LUZON SOUTH 1						
17	Bacoor BO	Large	√	8	28-Aug-20	8 units
18	Carmona BO	Small	√	3	25-Aug-20	7 units
19	Dasmarinas BO	Small	√	3	28-Aug-20	5 units
20	San Pedro BO	Small	√	3	10-Sep-20	3 units
21	Sta. Rosa BO	Small	√	3	09-Sep-20	3 units
22	Sta. Cruz BO	Small	√	3	10-Sep-20	4 units
LUZON SOUTH 2						
23	Boac BO	Small	√	3	25-Aug-20	4 units
24	Lemery BO	Small	√	3	26-Aug-20	3 units
25	Puerto Princesa BO	Medium	√	6	27-Aug-20	9 units
LUZON BICOL						
26	Iriga BO	Small	√	3	26-Aug-20	4 units
27	Masbate BO	Small	√	3	27-Aug-20	3 units
28	Sorsogon BO	Small	√	3	27-Aug-20	3 units
29	Virac BO	Small	√	3	18-Sep-20	4 units
SUB-TOTAL – LUZON		29				
VISAYAS GROUP						
VISAYAS CENTRAL 1						
1	Bogo BO	Small	√	3	02-Oct-20	3 units
2	Cebu BO	Large	√	8	08-Sep-20	13 units
3	Cebu-NRA BO	Small	√	3	22-Sep-20	10 units
4	Tagbilaran BO	Medium	√	6	02-Oct-20	6 units
5	Talisay BO	Small	√	3	21-Sep-20	3 units
VISAYAS CENTRAL 2						
6	Calbayog BO	Small	√	3	21-Sep-20	3 units
7	Catbalogan BO	Small	√	3	21-Sep-20	3 units
8	Maasin BO	Small	√	3	29-Sep-20	4 units
9	Ormoc BO	Medium	√	6	24-Sep-20	9 units
10	Tacloban BO	Medium	√	6	09-Sep-20	6 units
VISAYAS WEST 1						
11	Bacolod BO	Large	√	8	10-Sep-20	9 units
12	Bais	Small	√	3	10-Sep-20	5 units
13	Dumaguete BO	Small	√	3	21-Sep-20	3 units
14	Victorias BO	Small	√	3	18-Sep-20	6 units
VISAYAS WEST 2						
15	Antique BO	Small	√	3	25-Sep-20	5 units
16	Iloilo-Central BO	Large	√	8	01-Sep-20	10 units
17	Kalibo BO	Small	√	3	21-Sep-20	3 units
18	Roxas BO	Small	√	3	18-Sep-20	8 units
SUB-TOTAL – VISAYAS		18				

100 Branches with Installed eCenter Facilities based on Office Order No. 2019-058

BRANCHES	CATEGORY	PICTURE	CERTIFICATION		
			BASED ON OO 2019-058	DATE OF CERTIFICATION/ EMAIL	NO. OF EXISTING eCENTER/ COMPUTERS
MINDANAO GROUP					
MINDANAO NORTH					
1 Camiguin	Small	-	3	25-Aug-20	3 units
2 CDO-Lapasan	Small	√	3	02-Sep-20	3 units
3 Gingoog	Small	√	3	27-Aug-20	4 units
4 San Francisco Agusan	Small	√	3	18-Sep-20	3 units
5 Surigao	Small	√	3	26-Aug-20	3 units
6 Tandag	Small	-	3	25-Aug-20	3 units
7 Valencia	Small	-	3	25-Aug-20	3 units
MINDANAO SOUTH 1					
8 Davao	Large	-	8	14-Sep-20	10 units
9 Davao-Ilustre	Small	-	3	28-Aug-20	9 units
10 Panabo	Small	-	3	02-Sep-20	3 units
11 Toril	Small	-	3	25-Aug-20	3 units
MINDANAO SOUTH 2					
12 Cotabato	Small	-	3	28-Aug-20	4 units
13 General Santos	Medium	√	6	18-Sep-20	7 units
14 Kidapawan	Small	-	3	18-Sep-20	3 units
15 Koronadal	Small	√	3	11-Sep-20	3 units
16 Tacurong	Small	√	3	11-Sep-20	6 units
MINDANAO WEST					
17 Basilan	Small	-	3	25-Aug-20	3 units
18 Dipolog	Small	√	3	28-Aug-20	3 units
19 Ipil	Small	-	3	26-Aug-20	3 units
20 Pagadian	Small	√	3	04-Sep-20	6 units
SUB-TOTAL – MINDANAO	20				
Summary:					
NCR	33				
LUZON	29				
VISAYAS	18				
MINDANAO	20				
TOTAL	100				

Prepared by:



Marian P. Soluta
Senior Specialist

Reviewed by:



Jose Eduardo S. Ramos
Senior Architect & OIC, Luzon & Mindanao Group



Hariz Howard Roy. F. Sabordo, Jr.
Senior Architect & OIC, Luzon & Mindanao Group

Noted by:

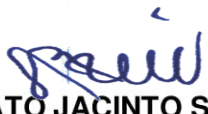



Mary Gay H. Galang
Officer-in-Charge, BEMSD




CORPORATE POLICY AND PLANNING DEPARTMENT
Management Services and Planning Division
6/F SSS Bldg., East Avenue, Diliman, Quezon City 1100
Tel. No. (632) 8920-6401 local 6046

MEMORANDUM—

For :  **RENATO JACINTO S. CUISIA**
Vice President, Operations Legal Services Division (OLSD) I and
Concurrent Acting Head, OLSD II

Thru :  **ELEONORA Y. CINCO**
Vice President, Management Services and Planning Division

From :  **COLETTE H. CORDIAL**
Department Manager III

Subject : **2020 REFERRED DELINQUENT EMPLOYER ACCOUNTS FOR FILING OF CASES**

Date : **27 November 2020**

We would like to provide you with the report on the referrals for filing of cases from November 2019 to July 2020 with filed cases; and/or payments made after the date of referral until 30 September 2020. The report is based on available records as of 24 November 2020 in the MS Excel-based Referrals Monitoring System maintained by the Employer Delinquency Monitoring Department (EDMD). The following information were obtained:

1. Overall, 96.8% of the 1,483 referred employers for filing of case, have cases filed (889 employers) or with payment/s made (547 employers) after its referral to the concerned Operations Legal Departments (OLDs) by the branches/Large Accounts Division (LAD); and
2. The commendable 96.8% computed measure is above the 95% target for the year.

Further, we would like to request that you sign the attached prepared summary report as we will attach the same in the 2020 SSS Performance Scorecard for submission to the GCG. We would appreciate receiving the signed summary report on or before 04 December 2020.

For your appropriate action please. Thank you.

Cc: **AURORA C. IGNACIO**, President and CEO
VOLTAIRE P. AGAS, SVP & Chief Legal Counsel (Legal and Enforcement Group)
LILIBETH E. CORTEZ, Acting Head (Employer Delinquency Monitoring Department)

Att: **A/S**

**PERCENTAGE OF REFERRALS FOR FILING OF CASE
WITH CASE FILED, ACCOUNTS SETTLED AND ACCOUNTS COLLECTED
JANUARY TO SEPTEMBER 2020**

Division/OLD	Total No. of Referred Delinquent ERs for Filing of Case ^{a/} (A)	No. of Referrals with Filed Case, with Collection or with Settlement (Approved Installment Proposal) ^{b/}				% of B to A
		Filed	Collected	Settled	Total (B)	
OLSD I	915	567	314	-	881	96.3%
NCR North	116	69	47		116	100.0%
NCR East	148	116	32		148	100.0%
NCR West	55	46	8		54	98.2%
NCR South	81	57	22		79	97.5%
Luzon North 1	3		3		3	100.0%
Luzon North 2	7	1	6		7	100.0%
Luzon Central	308	140	140		280	90.9%
Luzon South 1	170	126	43		169	99.4%
Luzon South 2	21	10	11		21	100.0%
Luzon Bicol	6	2	2		4	66.7%
OLSD II	568	322	233	-	555	97.7%
Visayas Central	228	127	98		225	98.7%
Visayas West 1	46	15	31		46	100.0%
Visayas West 2	40	38	2		40	100.0%
Mindanao North	23	3	11		14	60.9%
Mindanao South	218	127	90		217	99.5%
Mindanao West	13	12	1		13	100.0%
Total	1,483	889	547	-	1,436	96.8%

a/ Referrals from November 2018 to July 2020; Excludes those which were returned to the SSS Branch/LAD due to incomplete documents, recalled by the concerned AO for re-assessment or reconciliation, with R-8 due to closure/temporary suspension,

b/ Filed, Collected and Settled as of 30 September 2020


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Herras
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Table 1
Paying Members for January to December
By Type of Member
2020 vs. 2019

Type of Member	2020	% to Total	2019	% inc./ (dec.)
Employed	11,984,336	76.2	13,072,858	(8.3)
Regular	11,978,958	76.2	13,061,282	(8.3)
Large Account	6,099,500	38.8	6,698,676	(8.9)
Branch Account	5,879,458	37.4	6,362,606	(7.6)
Househelper	5,378	0.0	11,576	(53.5)
Self-Employed	791,409	5.0	1,137,411	(30.4)
Voluntary	2,412,626	15.3	2,754,504	(12.4)
Separated	2,410,018	15.3	2,751,869	(12.4)
Non-Working Spouse	2,608	0.0	2,635	(1.0)
OFW	533,163	3.4	675,068	(21.0)
Total	15,721,534	100.0	17,639,841	(10.9)

Rundate:

2020 Paying Members - January 5, 2021

2019 Paying Members - June 24, 2020

$$\text{Percentage of Paying Members} = \frac{\text{SSS Paying Members}}{\text{Employed Persons} - (\text{Workers in Gov't or Gov't Corp} + \text{Unpaid Family Workers})}$$

$$\text{Percentage of Paying Members} = \frac{15,722 \text{ thousand}}{39,406 \text{ thousand} - (3,740 \text{ thousand} + 2,483 \text{ thousand})}$$

$$\text{Percentage of Paying Members} = 47.38\%$$



Republic of the Philippines
SOCIAL SECURITY SYSTEM

East Ave., Diliman, Quezon City

Tel. Nos. (632) 920-6401 • (632) 920-6446

E-mail: member_relations@sss.gov.ph • Web site: <http://www.sss.gov.ph>

CIRCULAR NO. 2020-038

**TO : ALL SS NUMBER APPLICANTS
ALL CONCERNED**

**SUBJECT : ENHANCED ONLINE APPLICATION FOR SS NUMBER WITH
UPLOADING OF SUPPORTING DOCUMENTS**

Pursuant to Social Security Commission (SSC) Resolution No. 455-s.2020 dated 09 September 2020, to support the digitalization of SSS' core services, and to comply with the zero-contact policy under Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), the enhanced online application for SS number to allow uploading of supporting documents shall be implemented in the SSS Website and the SSS Mobile App based on the following guidelines:

1. The applicant shall be given the option to upload the required supporting documents provided by Circular No. 2015-012 (Annex A).
 - a. The applicant shall click the "Proceed" button to upload supporting documents.
 - b. The applicant shall select the type of document/s to be uploaded from the displayed list of supporting documents and click the "Upload" button.
2. The SSS Branch/Foreign Office shall review the uploaded supporting document/s and if found to be in order, the SS number shall be tagged with "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)".
3. The applicant shall receive an email with the advice to set an appointment with the branch using the Appointment System in the SSS Web for UMID enrollment.
4. The applicant who opted not to upload the required supporting documents shall receive an email containing the links to the required documents and to set an appointment with the branch using the Appointment System in the SSS Web.
 - a. For members who did not upload supporting documents, the SS number is tagged with "Application thru the SSS Web/SSS Mobile App - With No Submitted Document(s)". It can be used for payment of SS contributions but not for availment of loans and benefits and UMID enrollment.

- b. The applicant must go to an SSS branch where he/she set an online appointment to submit the required supporting documents for the SS number to be tagged as "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)" and be able to use the same to avail of loans and benefits and enroll for UMID.
5. Upon presentation of the supporting documents by the applicant to the SSS branch/foreign office, the SS number shall be tagged with "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)", after which the applicant shall be advised to proceed to UMID enrollment.

Please be guided accordingly.


AURORA C. IGNACIO
President and CEO

md

10 DEC 2020

Date

ATTACHMENT: Annex A - Circular No. 2015-012

(Policy – Membership)

Prepared by: Member Electronic Services Department



Republic of the Philippines
SOCIAL SECURITY SYSTEM

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CIRCULAR NO. 2015-012

TO : **ALL SSS MEMBERS
ALL CONCERNED**

SUBJECT : **LIST OF DOCUMENTARY REQUIREMENTS FOR REGISTRATION
IN SSS (ISSUANCE OF SS NUMBER) AND IN REQUESTING FOR
CORRECTION, CHANGE AND UPDATING OF MEMBER DATA
RECORD**

Pursuant to Social Security Commission Resolution Nos. 323-s.2015 dated 29 April 2015 and 246-s.2015 dated 18 March 2015, the revised list of documentary requirements for the application of registration in SSS (issuance of SS number) and the request for correction, change and updating of member data record are hereby issued:

- I. REGISTRATION IN SSS (ISSUANCE OF SS NUMBER)** – the registrant shall submit to the SSS a duly accomplished Personal Record Form (SS Form E-1) together with the following:

A. Required ID Cards and/or Documents for the Issuance of SS Number

1. Birth Certificate
2. In the absence of the Birth Certificate, any of the following documents:
 - Baptismal Certificate or its equivalent
 - Driver's License
 - Passport
 - Professional Regulation Commission (PRC) card
 - Seaman's Book (Seafarer's Identification and Record Book)
3. In the absence of the above ID card(s) and/or documents, any two (2) of the following, both with the correct name and at least one (1) with date of birth:
 - Alien Certificate of Registration
 - ATM card (with cardholder's name)
 - Bank Account Passbook
 - Baptismal Certificate of child/ren or its equivalent
 - Birth Certificate of child/ren

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- Certificate of Confirmation issued by National Commission on Indigenous Peoples (*formerly Office of Southern Cultural Community and Office of Northern Cultural Community*)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Company ID card
- Court Order granting petition for change of name or date of birth
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
- Health or Medical card
- Home Development Mutual Fund (Pag-IBIG) Transaction card/Member's Data Form
- Homeowners Association ID card
- ID card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID card issued by professional association recognized by PRC
- Life Insurance Policy
- Marriage Contract/Marriage Certificate
- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
- Police Clearance
- Postal ID card
- School ID card
- Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
- Senior Citizen card
- Student Permit issued by Land Transportation Office (LTO)
- Taxpayer's Identification Number (TIN) card
- Transcript of Records
- Voter's ID card/Affidavit/Certificate of Registration

B. Additional Supporting Documents

1. For married
 - Marriage Contract/Marriage Certificate **or** a copy of Member Data Change Request form (SS Form E-4) of the spouse duly received by the SSS where the name of the registrant is reported as the spouse
2. For widowed
 - Marriage Contract/Marriage Certificate **and** Death Certificate of spouse **or** Court Order on the Declaration of Presumptive Death, if previously reported spouse is presumed dead

3. For legally separated
 - Decree of Legal Separation
4. For annulled or with void marriage
 - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate
5. For divorced
 - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent
6. For divorced Muslim member
 - Certificate of Divorce (OCRG Form No. 102)
7. For reporting child/ren, whichever is applicable
 - Birth Certificate/s or Baptismal Certificate/s or its equivalent
 - Decree of Adoption

If the additional supporting documents required for reporting the civil status and dependent(s)/beneficiary(ies) of the registrant are not submitted at the time of registration, these data shall be tagged as "no documents submitted" in the registrant's personal record in SSS. The registrant should immediately update said data by submitting the required documents with the duly accomplished Member Data Change Request form (SS Form E-4). The immediate submission of additional supporting documents to SSS shall facilitate and expedite the processing of benefit claims upon contingency.

C. Required Documents for Local Enrolment in the Flexi-fund Program

- Valid Overseas Employment Certificate (OEC) or E-receipt issued by POEA

The processed copy of SS Form E-1 bearing the assigned SS number shall be released to the registrant.

II. REQUESTING FOR CORRECTION, CHANGE AND UPDATING OF MEMBER DATA RECORD – the member shall submit to the SSS a duly accomplished Member Data Change Request Form (SS Form E-4) together with the following documents, whichever is applicable:

A. Change of membership type

1. To Self-Employed
 - No required documents
2. To Non-Working Spouse (NWS)
 - Marriage Contract/Marriage Certificate or a copy of working spouse's Member Data Change Request form (SS Form E-4) duly received by the SSS where the name of the NWS is indicated as the spouse

B./C. Correction of name and/or date of birth

1. Birth Certificate or Passport
2. In the absence of the Birth Certificate and Passport, the following are the required ID cards and/or documents:
 - a. Certificate of Non-Availability of Birth Records from the City or Municipal Civil Registrar or Philippine Statistics Authority/National Statistics Office or National Archives, for the alleged correct name/date of birth; and
 - b. **Any two (2)** of the following, both with the correct name and at least one (1) with date of birth:

ID cards

- Driver's License
- Firearm License card issued by Philippine National Police (PNP)
- Government Service Insurance System (GSIS) ID Card
- Health or Medical card
- Home Development Mutual Fund (Pag-IBIG) Transaction card
- ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City)
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card
- Postal ID card
- Professional Regulation Commission (PRC) card
- Senior Citizen card
- Taxpayer's Identification Number (TIN) card
- Voter's Identification (ID) card

Documents

- Alien Certificate of Registration
- Baptismal Certificate or its equivalent (member's)
- Birth Certificate/Baptismal Certificate or its equivalent (child/ren's)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Court Order granting petition for change of name or date of birth
- GSIS Member's Record/Certificate of Membership
- Life Insurance Policy
- Marriage Contract/Marriage Certificate
- National Bureau of Investigation (NBI) Clearance
- Pag-IBIG Member's Data Form
- PHIC Member's Data Record
- Police Clearance
- Seaman's Book (Seafarer's Identification and Record book)
- Student Permit issued by Land Transportation Office (LTO)
- Transcript of Records
- Voter's Affidavit/Certificate of Registration

3. Additional required ID cards and/or documents for the following cases:

- a. **If for correction of date of birth** and submitted birth certificate is registered after the 55th birthday - two (2) ID cards and/or documents in Item 2.b above.
- b. **If for correction to totally different name/middle name (except if due to naturalization)** - Joint Affidavit of two (2) persons who have personal knowledge of the facts and circumstances on the use of the different name/middle name stating therein that the two (2) names refer to one (1) and the same person and the reason why the name was used.

4. Required ID cards and/or documents only for the following cases:

- a. **Correction of name due to naturalization from Filipino citizenship to foreign citizenship or vice-versa** - any of the following:
 - Certificate of Naturalization issued by the Philippine Department of Foreign Affairs
 - Identification Certificate issued by the Philippine Bureau of Immigration
 - Any foreign government issued ID cards and/or documents showing the new name (e.g., Passport, Driver's License)
- b. **Correction of name due to re-marriage** - new Marriage Contract/Marriage Certificate and any of the following, whichever is applicable:
 - Death Certificate of spouse, if due to death of previously reported spouse
 - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate, if due to annulled or void marriage with previously reported spouse
 - Court Order on Declaration of Presumptive Death, if previously reported spouse is presumed dead
 - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse
 - Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse

D. **Correction of sex** - any of the following, whichever is applicable:

- Birth Certificate
- Passport
- Member's copy of Personal Record (SS Forms E-1, RS-1, OW-1, NW-1) duly received by the SSS where the correct sex is indicated
- Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate

E. Change of civil status - any of the following, whichever is applicable:

1. From single to married
 - Marriage Contract/Marriage Certificate
2. From married to legally separated
 - Decree of Legal Separation
3. From married to widowed
 - a. Death Certificate of spouse, if due to death of previously reported spouse
 - b. Court Order on the Declaration of Presumptive Death, if previously reported spouse is presumed dead
4. For reversion from married to single
 - a. If legally married to previously reported spouse
 - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate, if due to annulled or void marriage with previously reported spouse
 - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse
 - Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse
 - b. If not legally married to previously reported spouse
 - Certificate of No Marriage (CENOMAR) from Philippine Statistics Authority/National Statistics Office; and
 - Affidavit executed by the member attesting to the fact of the non-existence of marriage between him/her and the previously reported spouse

F. Updating of contact information

- No required documents

G. Updating of bank information - any one of the following (must be single savings account or current account only):

- Passbook
- For ATM, machine-validated deposit slip showing the name and bank account number of member
- Any document showing the member's name and bank account number (e.g., print-out of online banking transaction, bank statement)

H. Updating of member record status (from "Temporary" to "Permanent")

1. Birth Certificate or in its absence, **any** of the following ID cards and/or documents:
 - Baptismal Certificate or its equivalent
 - Driver's License
 - Passport
 - Professional Regulation Commission (PRC) card
 - Seaman's Book (Seafarer's Identification and Record Book)
2. In the absence of the above ID cards/documents, **any two (2)** of the following, both with the correct name and at least one (1) with date of birth:
 - Alien Certificate of Registration
 - ATM card (with cardholder's name)
 - Bank Account Passbook
 - Baptismal Certificate of child/ren or its equivalent
 - Birth Certificate of child/ren
 - Certificate of Confirmation issued by National Commission on Indigenous Peoples (*formerly Office of Southern Cultural Community and Office of Northern Cultural Community*)
 - Certificate of Licensure/Qualification Documents from Maritime Industry Authority
 - Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
 - Company ID card
 - Court Order granting petition for change of name or date of birth
 - Credit card
 - Firearm License card issued by PNP
 - Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
 - GSIS card/Member's Record/Certificate of Membership
 - Health or Medical card
 - Pag-IBIG Transaction card/ Member's Data Form
 - Homeowners Association ID card
 - ID card issued by LGUs (e.g., Barangay/ Municipality/City)
 - ID card issued by professional association recognized by PRC
 - Life Insurance Policy
 - Marriage Contract/Marriage Certificate
 - NBI Clearance
 - OWWA card
 - PHIC ID card/Member's Data Record
 - Police Clearance
 - Postal ID card
 - School ID card
 - Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
 - Senior Citizen card
 - Student Permit issued by LTO
 - TIN card
 - Transcript of Records
 - Voter's ID card/Affidavit/Certificate of Registration

I. Updating of dependent(s)/beneficiary(ies)

1. For new/additional dependent(s)/beneficiary(ies)

- a. If spouse - Marriage Contract/Marriage Certificate, or a copy of Member Data Change Request form (SS Form E-4) of the spouse duly received by the SSS where the name of the member requesting for update is reported as the spouse
- b. If child/ren - Birth Certificate or Baptismal Certificate or its equivalent or Decree of Adoption

2. For deletion of previously reported dependent(s)/beneficiary(ies)

- a. If spouse - **any** of the following whichever is applicable:
 - Decree of Legal Separation, if legally separated with previously reported spouse
 - Death Certificate of spouse, if due to death of previously reported spouse
 - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate, if due to annulled or void marriage with previously reported spouse
 - Court Order on Declaration of Presumptive Death, if previously reported spouse is presumed dead
 - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse
 - Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse
- b. If parent/s
 - Death Certificate, if previously reported parent/s is/are already dead
- c. If other beneficiary/ies
 - No required documents

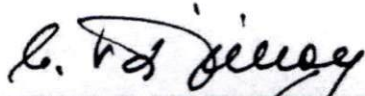
The following required documents should be the original or certified true copy issued by the City or Municipal Civil Registrar or Philippine Statistics Authority/National Statistics Office:

1. Birth Certificate
2. Marriage Contract/Marriage Certificate
3. Death Certificate

All ID cards and/or documents with English translation issued by foreign governments are acceptable.

This Circular shall take effect immediately. All other rules and regulations which are inconsistent with the provisions of this Circular are hereby repealed, amended or modified.

Please be guided accordingly.


EMILIO S. DE QUIROS, JR.
President and CEO

08 SEP 2015

Date

(Policies - Membership)



Republic of the Philippines
SOCIAL SECURITY SYSTEM

East Ave., Diliman, Quezon City
Tel. Nos. (632) 920-6401 • (632) 920-6446
E-mail: member_relations@sss.gov.ph • Web site: <http://www.sss.gov.ph>

OFFICE ORDER NO. 2020-083

**SUBJECT : ENHANCED ONLINE APPLICATION FOR SS NUMBER WITH
UPLOADING OF SUPPORTING DOCUMENTS**

Pursuant to Social Security Commission (SSC) Resolution No. 455-s.2020 dated 09 September 2020, to support the digitalization of SSS' core services, and to comply with the zero-contact policy under Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), the enhanced online application for SS number to allow uploading of supporting documents shall be implemented in the SSS Website and in the SSS Mobile App based on the following guidelines:

**I. ONLINE APPLICATION FOR SS NUMBER WITH UPLOADING OF
SUPPORTING DOCUMENTS**

1. The Personal Record/Unified Multipurpose ID Application (E-1/E-6) shall be used by the applicant in the online SS number application.
2. The applicant shall receive an email containing the PDF copies of his/her Personal Record/Unified Multipurpose ID Application (E-1/E-6) (Annex A), SS Number Slip (Annex B) and the Transaction Number Slip (Annex C).
3. The applicant shall be given the option to upload the required supporting documents provided under Circular No. 2015-012.
 - a. The applicant shall click the "Proceed" button to upload supporting documents.
 - b. The applicant shall select the type of document/s to be uploaded from the displayed list of supporting documents and click the "Upload" button.
4. The SSS Branch/Foreign Office shall review the uploaded supporting document/s and if found to be in order, the SS number shall be tagged with "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)".

The applicant shall receive an email with the advice to set an appointment with the branch using the Appointment System in the SSS Web for UMID enrollment.

5. The applicant who opted not to upload the required supporting documents shall receive an email containing the links to the required documents and to set an appointment with the branch using the Appointment System in the SSS Web.
 - a. For members who did not upload supporting documents, the SS number is tagged with "Application thru the SSS Web/SSS Mobile App - With No Submitted Document(s)". It can be used for payment of SS contributions but not for availment of loans and benefits and UMID enrollment.
 - b. The applicant still needs to go to an SSS branch where he/she set an online appointment to submit the required supporting documents for the SS number to be tagged as "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)" and be able to use the same to avail of loans and benefits and enroll for UMID.
6. All online application for SS number (Personal Record/Unified Multipurpose ID Application (E-1/E-6) shall be archived in the Automated Records Management System (ARMS) and retained based on the approved SSS Records Disposition Schedule (RDS).

II. UMID DATA CAPTURE

1. The applicant who uploaded supporting documents and has received an email to enroll for UMID shall proceed to the Data Capture Operator (DCO) together with the Transaction Number slip for UMID enrollment.
2. The applicant who opted not to upload supporting documents shall proceed to the SSS branch/foreign office to present his/her two (2) valid IDs with signature and photo, transaction number slip (printed copy or photo of transaction number slip saved in cellphone) and required supporting documents, for identity verification and tagging of SS number's status with "Application thru the SSS Web/SSS Mobile App - With Submitted Document(s)", after which he/she shall be advised to proceed to DCO for UMID enrollment.

Upon submission of the Software Development Request (SDR) by the Member Electronic Services Department (MESD), the Information Technology Management Group (ITMG) shall develop the necessary application system interface to ensure successful implementation of the above-mentioned online service in December 2020.

The Public Affairs and Special Events Division (PASED) shall be responsible for the preparation of information materials to disseminate the enhancements.



All guidelines consistent with those cited above shall continue to be observed and implemented


AURORA C. IGNACIO
President and CEO

10 DEC 2020

Date

ATTACHMENTS: Annex A - Personal Record/Unified Multipurpose ID Application (E-1/E-6)
Annex B - SS Number Slip
Annex C - Transaction Number Slip

(Policy - Membership)

Prepared by: Member Electronic Services Department



Republic of the Philippines
SOCIAL SECURITY SYSTEM
PERSONAL RECORD/UNIFIED MULTI-PURPOSE ID
(UMID) APPLICATION (E-1/E-6)

Transaction Number: MO0WIIYYMMDD9999999 Date/Time Generated: 23 January 2020 08:15 AM

SS NUMBER

NAME
 (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX)

FACTS OF BIRTH

DATE OF BIRTH (MMDDYYYY) PLACE OF BIRTH (CITY/MUNICIPALITY) (PROVINCE/STATE) (COUNTRY) SEX

FATHER'S NAME (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX)

MOTHER'S MAIDEN NAME (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX)

DEMOGRAPHIC DATA

HOME ADDRESS (RM./FLR./UNIT NO. & BLDG. NAME or HOUSE/LOT NO. & BLK NO.) (STREET NAME) (SUBDIVISION)

(BARANGAY/DISTRICT/LOCALITY) (CITY/MUNICIPALITY) (PROVINCE) POSTAL CODE COUNTRY CODE

CIVIL STATUS HEIGHT (IN CENTIMETERS) WEIGHT (IN KILOGRAMS) DISTINGUISHING FEATURE/S TIN NO. NATIONALITY RELIGION

OTHER APPLICANT DATA

TELEPHONE NUMBER (AREA CODE + TEL NO.) MOBILE NUMBER EMAIL ADDRESS

DEPENDENT(S)/BENEFICIARY/IES

SPOUSE (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX) DATE OF BIRTH (MMDDYYYY)

CHILDREN (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX) DATE OF BIRTH (MMDDYYYY)

1. 2. 3. 4. 5.

OTHER BENEFICIARY/IES (If without spouse & child and parents are both deceased) RELATIONSHIP DATE OF BIRTH (MMDDYYYY)

(LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX)

1. 2.

FOR SELF-EMPLOYED/OVERSEAS FILIPINO WORKER/NON-WORKING SPOUSE

SELF-EMPLOYED (SE) OVERSEAS FILIPINO WORKER (OFW) NON-WORKING SPOUSE (NWS)

Profession/Business

Foreign Address

SS No./Common Reference No. of Working Spouse

Year Prof./Business Started

Monthly Earnings

Monthly Earnings

Are you applying for membership in the Flexi-Fund Program?

P

P

☐ YES ☐ NO

Monthly Income of Working Spouse (P)

PURPOSE OF APPLICATION

PURPOSE PROFESSION/BUSINESS ESTIMATED MONTHLY SALARY

UMID APPLICATION WITH ATM OPTION

☐ UMID CARD AS ATM (BANK NAME) (BANK BRANCH)

CERTIFICATION, DATA PRIVACY CONSENT AND AUTHORIZATION

- I certify that the information provided are true and correct.
- I hereby consent to:
 - the collection, data capture, storage, biometric matching and the retention of my personal data for the generation/updating of my CRN, production and delivery, further processing and payment of my loans and SSS benefits;
 - sharing of these data with SSS service providers to carry out the purposes stated above; and
 - disposal of this application in the manner consistent with the Data Privacy Act.
- I trust that all these data shall be kept confidential by SSS and its service providers and my bank.
- I further give my consent to SSS to share necessary data with my chosen bank for the generation of bank account number, crediting of loan and benefit proceeds to the account number and payment of said loan and benefit proceeds. For this purpose, I consent for the sharing of my bank account number with SSS.



Republic of the Philippines
SOCIAL SECURITY SYSTEM
SS NUMBER SLIP

SS Number: 33-1234567-8
DELA CRUZ, JUANNA SANTOS
Birthdate: 09/01/1975





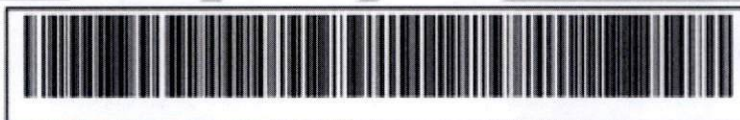
Republic of the Philippines
SOCIAL SECURITY SYSTEM

Transaction Number Slip

MO0WIYYYYMMDD99999999

Name of Applicant : DELA CRUZ, JUANNA SANTOS

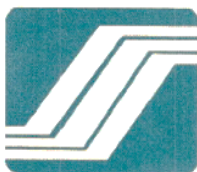
Date of Birth : 09/01/1975



INSTRUCTIONS:

1. Present this transaction number slip at the SSS Branch/Service Office/Foreign Office together with your two (2) valid IDs, both with signature and at least 1 with photo, and the required supporting documents (list was emailed to you) for tagging of your SS number's status with "APPLICATION THRU THE SSS WEB/SSS MOBILE APP - WITH SUBMITTED DOCUMENT(S)".
2. Upon the advice of our Member Service Representative, proceed to UMID enrollment. Secure and maintain the confidentiality of your Transaction Number until you have completed your enrollment.

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Republic of the Philippines
SOCIAL SECURITY COMMISSION
12th Floor, SSS Makati Building
6782 Ayala Avenue Corner V.A. Rufino St., Makati City
Tel. Nos. 813-4297; 813-4898; 813-4294 / Fax No. 813-4316

Regular Meeting No. 13
09 September 2020

RESOLUTION NO. 455-s.2020

RESOLVED, That the Commission approve, as it hereby approves, the Circular on the Enhanced Online Application for SS Number with Uploading of Supporting Documents.

RESOLVED, LIKEWISE, That the Commission grant, as it hereby grants, the authority for the SSS President and CEO to sign the Circular.

The above is based on the Memorandum of the Vice President, Member Relations Support Division and Concurrent Acting Head, Member Services and Support Group, dated 27 August 2020, and endorsed by the President and CEO, with Certification of compliance with all the policies, procedures and requirements and pertinent government rules and regulations.

CERTIFIED BY:



SANTIAGO D.R. AGDEPPA
Commission Secretary/
Executive Commission Clerk

**INFORMATION TECHNOLOGY
MANAGEMENT GROUP**

SYSTEMS NOTICE

File No. : 2020-472

FOR : NORMITA M. DOCTOR
Vice President, Member Relations and Support Division
Concurrent Acting Head, Member Services and Support Group

VAN RENE M. ORPILLA
Department Manager III
Information Systems Department I

ROBERT B. CLEMENTE
Department Manager III
Information Systems Department IV

DATE : 11 December 2020p

SUBJECT : WES ENHANCEMENT
Partial Implementation
SDR No. 000035 dated 13 July 2020

Please be informed that the requested enhancement in the Web Enhanced System (WES) to include additional service "Enhanced Online Application for SS Number with Uploading of Supporting Documents" for members was deployed to Production on 10 December 2020.

Recommending Approval:


MARIA SALOME E. ROMANO
Concurrent Acting Head
IT Operations Division

Approved for Release:


ALAN GENE O. PADILLA
Concurrent Acting Head
Information Technology Management Group



Republic of the Philippines
SOCIAL SECURITY SYSTEM

East Ave., Diliman, Quezon City
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E-mail: member_relations@sss.gov.ph • Web site: <http://www.sss.gov.ph>

CIRCULAR NO. 2020-040

TO : ALL SSS EMPLOYERS

SUBJECT : ONLINE SUBMISSION OF REQUEST FOR AMENDMENT OF CONTACT INFORMATION THROUGH THE MY.SSS EMPLOYER ACCOUNT IN THE SSS WEBSITE OR SSS MOBILE APP

Pursuant to Social Security Commission (SSC) Resolution No. 473-s.2020 dated 09 September 2020, to support the digitalization of SSS' core services, and to comply with the zero-contact policy under Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), employers shall be allowed to submit the request for amendment of the following contact information using their My.SSS Employer account in the SSS Website or in the SSS Mobile App:

1. Email Address;
2. Telephone Number; and
3. Mobile/Cellphone Number.

The above-mentioned request does not require submission of supporting documents.

Employers shall be able to log in and access their Employer Account in the SSS Website or in the SSS Mobile App using their My.SSS Employer account's user id and password.

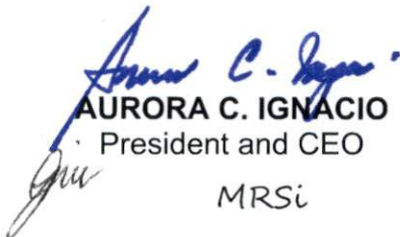
The acknowledgment and transaction number of the online submission of the above-mentioned Employer Data Change Request shall be emailed to the employer's company email address registered in the SSS Website.

All changes in the above-mentioned contact information submitted online by the employer shall be considered valid/official and shall be displayed in the Inquiry module of the My.SSS Employer account in the SSS Website at www.sss.gov.ph and in the SSS Mobile App.

Please be guided accordingly.

23 DEC 2020

Date


AURORA C. IGNACIO
President and CEO

MRSi



Republic of the Philippines
SOCIAL SECURITY SYSTEM

East Ave., Diliman, Quezon City
Tel. Nos. (632) 920-6401 • (632) 920-6446
E-mail: member_relations@sss.gov.ph • Web site: <http://www.sss.gov.ph>

OFFICE ORDER NO. 2020-086

SUBJECT : ONLINE SUBMISSION BY EMPLOYER OF REQUEST FOR AMENDMENT OF CONTACT INFORMATION THROUGH THE SSS WEBSITE AND THE SSS MOBILE APP

Pursuant to Social Security Commission (SSC) Resolution No. 473-s.2020 dated 09 September 2020, to support the digitalization of SSS' core services, and to comply with the zero-contact policy under Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018), the online submission by employers of request for amendment of contact information shall be implemented in the SSS Website and the SSS Mobile App based on the following guidelines:

1. Employers shall be allowed to submit amendment of their contact information, which is a part of the Employer Data Change Request (Form R8), through the existing My.SSS Employer portal in the SSS Website and the My.SSS Employer portal that shall be developed for the SSS Mobile App.
2. Employers shall be able to log in and access their Employer Account in the SSS Mobile App using their My.SSS Employer account's user id and password.
3. The following are the contact information that the employer may request to be amended using the Employer's account in My.SSS-or in the SSS Mobile App and which do not require supporting documents as stated in SSS Form R8:
 - a. Email Address;
 - b. Telephone Number; and
 - c. Mobile/Cellphone Number.
4. All changes in the above-mentioned contact information submitted online by the employer shall be considered valid/official. Moreover, the said changes shall be updated in the RRCS ER Inquiry module and shall be displayed in the Web Inquiry System (WINS) and Inquiry modules of the My.SSS Employer account in the SSS Website and SSS Mobile App.
5. An audit trail shall be maintained for each online amendment submission by the Employer, which shall include all the changes requested for each particular submission.
6. The SSS Web/SSS Mobile App shall send to the Employer through email the transaction number for each successfully submitted online request for amendment of contact information, together with a PDF copy of the electronic

Guin and

PM




Employer Data Change Request containing the requested and effected changes in contact information.

7. All online requests for amendment of Employer contact information shall be archived in the Automated Records Management System (ARMS) and retained based on the approved SSS Records Disposition Schedule (RDS).

Upon submission of the Software Development Request (SDR) by the Member Electronic Services Department (MESD), the Information Technology Management Group (ITMG) shall develop the necessary application system interface to ensure successful implementation of the above-mentioned online service in December 2020.

The Public Affairs and Special Events Division (PASED) shall be responsible for the information materials to disseminate the said service to the public.

All guidelines consistent with those cited above shall continue to be observed and implemented.


AURORA C. IGNACIO
President and CEO 
MRSi 

23 DEC 2020⁷

Date

(Policy - Membership)

Prepared by: Member Electronic Services Department

**INFORMATION TECHNOLOGY
MANAGEMENT GROUP**

SYSTEMS NOTICE
File No. :2021-018

FOR : **VP NORMITA M. DOCTOR**, Member Relations and Support Division
Concurrent Acting Head, Member Services and Support Group

SVP MARIO R. SIBUCAO, Account Management Group
Concurrent Acting Head – Large Accounts Division

DM III ROBERT B. CLEMENTE, Information Systems Department IV

DM III VAN RENE M. ORPILLA, Information Systems Department I

DATE : 15 January 2021

SUBJECT : **SSS WEBSITE AND SSS MOBILE APPLICATION ENHANCEMENTS**
SDR No. 000023 dated 28 June 2020 (Partial Implementation)
SDR No. 000035 dated 13 July 2020
SDR No. 000136 dated 22 October 2020

Please be informed that the requested enhancements of SSS Website and SSS Mobile Application to include the following were completed and deployed to Production on 29 December 2020:

SDR/APPLICATIONS	ENHANCEMENTS
SDR 000023 - SSS Mobile Application	<ul style="list-style-type: none">➤ Creation of Employer Portal➤ Online Submission by Employer of Request for Amendment of Contact Information
SDR 000035 and SDR 000136 - SSS Website	<ul style="list-style-type: none">➤ Online Submission by Employer of Request for Amendment of Contact Information

This supersedes **SN 2020-503** dated **31 December 2020**.

Recommending Approval:


MARIA SALOME E. ROMANO
Concurrent Acting Head
IT Operations Division

Approved for Release:


ALAN GENE O. PADILLA
Concurrent Acting Head
Information Technology Management Group



Republic of the Philippines
SOCIAL SECURITY COMMISSION
12th Floor, SSS Makati Building
6782 Ayala Avenue Corner V.A. Rufino St., Makati City
Tel. Nos. 813-4297; 813-4898; 813-4294 / Fax No. 813-4316

Regular Meeting No. 13
09 September 2020

RESOLUTION NO. 473-s.2020

RESOLVED, That the Commission approve, as it hereby approves, the Circular on the Online Submission by Employer of Request for Amendment of Contact Information Through the SSS Website and the SSS Mobile App.

The Circular will allow the following online submissions:

1. Employers to submit amendment of their contact information, which is a part of the Employer Data Change Request (Form R8), through the existing My.SSS Employer portal in the SSS Website and the My.SSS Employer portal soon to be developed for the SSS Mobile App; and
2. Employers to amend the certain contact information using the Employer's account in the My.SSS or SSS Mobile App and which do not require supporting documents as stated in SSS Form R8:
 - a. Email Address
 - b. Telephone Number
 - c. Mobile/Cellphone Number.

All changes in the above-mentioned contact information submitted online by the employer shall be posted in the RRCS ER Inquiry Module and shall be displayed in the Web Inquiry System (WINS) and in the My.SSS and SSS Mobile App's Inquiry Module.

SOCIAL SECURITY COMMISSION
Regular Meeting No. 13
SSC Resolution No. 473
09 September 2020

RESOLVED, LIKEWISE, That the Commission grant, as it hereby grants, the authority to the SSS President and CEO to sign the Circular.

The above is based on the Memorandum of the Vice President, Member Relations Support Division and Concurrent Acting Head, Member Services and Support Group, dated 27 August 2020, as endorsed by the President and CEO, with Certification of compliance of all office policies, procedures and requirements and pertinent government rules and regulations.

CERTIFIED BY:



SANTIAGO D.R. AGDEPPA
Commission Secretary/
Executive Commission Clerk

January 06, 2021

Ms. NORMITA M. DOCTOR

Acting Senior Vice President
VP, Member Relations and Support Division
SOCIAL SECURITY SYSTEM
SSS Bldg. East Ave, Diliman
Quezon City, Metro Manila

Dear ASVP Doctor,

EXAKT IT Services, Inc (EXAKT) has been a partner of Social Security System (SSS) in providing services to its members through the **SSS Mobile App** since 2017. SSS provides the “Web Services” while EXAKT develops and hosts the application.

For 2020 the following services were planned to be incorporated into the application:

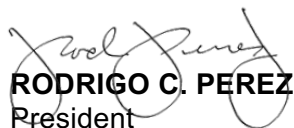
- **Online PRN Payment through BPI**
- **Employer Portal**
- **Customer Exit Survey**
- **Online Submission by Employer of Request for Amendment of Contact Information** (Governance Commission for GOCCs (GCG) commitment)
- **Enhanced SS Number Issuance with uploading of supporting documents** (Governance Commission for GOCCs (GCG) commitment)

The above services were made operational except the **Enhanced SS Number Issuance**. SSS was able to provide the “Web Services” but EXAKT encountered some technical issues that caused a delay in the implementation.

We have resolved the issues and we will complete the development and deployment of the pending service within the 2nd week of January 2021.

Please be assured of our continuing support to SSS and its members.

Very truly yours,



RODRIGO C. PEREZ
President

**INFORMATION TECHNOLOGY
MANAGEMENT GROUP**

SYSTEMS NOTICE
File No. : 2020-115

FOR : **NORMITA M. DOCTOR**
Vice President
Benefits Administration Division

MARIO R. SIBUCAO
Senior Vice President, Member Services and Support Group
Concurrent Acting Head, Member Relations and Support Division

ROSA T. CRISOSTOMO
Department Manager III
Information Systems Department II


DATE : 12 March 2020

SUBJECT : **SSS WEB FACILITY ENHANCEMENT**
RFC-AS No. 2019-0654 dated 05 December 2019

Please be informed that the request to implement Phase II of Online Submission of Application for Retirement Benefit thru the SSS Website and Online Appointment System as follows was completed on 10 March 2020:

1. Expansion of coverage to include covered members at least 60 years old (optional retirement);
2. Provision for the online certification of separation from member's last employer; and
3. Inclusion of facility for all members (Employed, Voluntary Members (VM), Overseas Filipino Worker (OFW) land-based) who are at least 60 years old and with less than 120 monthly contributions to submit lump sum retirement claim application.

Recommending Approval:


NICHOLAS C. BALBUENA
Vice President
IT Operations Division

Approved for Release:



GWEN MARIE JUDY D. SAMONTINA
Concurrent Acting Head
Information Technology Management Group

TABLE 2
PERCENTAGE OF CLAIMS PROCESSED WITHIN COMMITMENT
BY TYPE OF BENEFIT/LOAN
FILED AND APPROVED FROM JANUARY TO DECEMBER 2020

Type of Benefit/Loan	Committed Processing Time	Number of Claims/Applications Processed Within Committed Processing Time	Total Number of Claims Processed	% to Total
Retirement	18	105,538	135,655	77.80
Death	33	34,887	57,414	60.76
Disability	17	20,206	29,275	69.02
Sickness	10	221,779	275,600	80.47
Maternity	10	206,803	275,133	75.16
Funeral	5	120,540	130,196	92.58
Loans Granting	1	690,011	690,011	100.00