

**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**

	<b>2020</b>	<b>2019</b>	<b>Increase/(decrease)</b>
	<b>Tentative</b>	<b>Restated</b>	
<b>Revenues</b>			
Members' contribution <sup>1</sup>	204,719,291,402	220,379,478,961	(15,660,187,559)
Investment and other income <sup>2</sup>	32,916,307,911	42,090,347,616	(9,174,039,705)
	<u>237,635,599,313</u>	<u>262,469,826,577</u>	<u>(24,834,227,264)</u>
<b>Expenditures</b>			
<b>Benefit payments</b>			
Retirement	113,414,699,649	114,267,999,625	(853,299,976)
Death	55,704,638,322	57,065,755,182	(1,361,116,860)
Disability	6,430,682,592	7,369,931,044	(939,248,452)
Maternity	10,494,277,060	10,411,803,431	82,473,629
Funeral grant	3,074,839,423	4,230,672,378	(1,155,832,955)
Sickness	2,010,912,997	3,226,363,930	(1,215,450,933)
Unemployment	1,709,010,067	177,863,624	1,531,146,443
Medical services	7,489,404	10,783,631	(3,294,227)
	<u>192,846,549,514</u>	<u>196,761,172,845</u>	<u>(3,914,623,331)</u>
<b>Operating expenses</b>			
Personnel services <sup>3</sup>	6,590,625,933	6,797,376,912	(206,750,979)
Maintenance and other operating expenses <sup>4</sup>	2,132,013,473	3,131,622,053	(999,608,580)
	<u>8,722,639,406</u>	<u>9,928,998,965</u>	<u>(1,206,359,559)</u>
	<u>201,569,188,920</u>	<u>206,690,171,810</u>	<u>(5,120,982,890)</u>
<b>Net revenue/profit for the period</b>	<u>36,066,410,393</u>	<u>55,779,654,767</u>	<u>(19,713,244,374)</u>
<b>Other comprehensive income/(loss)</b>			
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
Ordinary and Preferred Shares	2,086,175	36,135	2,050,040
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)
	<u>8,105,120,813</u>	<u>(679,240,533)</u>	<u>8,784,361,346</u>
	<u>8,185,133,926</u>	<u>75,865,193</u>	<u>8,109,268,733</u>
<b>Total comprehensive income for the period</b>	<u>44,251,544,319</u>	<u>55,855,519,960</u>	<u>(11,603,975,641)</u>

<sup>1</sup> includes interest and penalty on contribution in arrears<sup>2</sup> includes gains/losses, interest and dividend income, subsidy and investment expenses

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

$$\text{Percentage of Operating Expenses to Charter Limit} = \frac{\text{Php 8,722.64 million}}{12\% \text{ of Php 204,719.29 million} + 3\% \text{ of Php 32,916.31 million}}$$

$$\text{Percentage of Operating Expenses to Charter Limit} = 34.13\%$$

**TABLE 1**  
**MEMBER AND HOUSING LOAN RELEASES**  
**BY TYPE**  
**2020 VS. 2019**  
**JANUARY TO DECEMBER**

**AMOUNT**  
**(in millions)**

<b>Loan Type</b>	<b>2020</b>	<b>2019</b>	<b>% Inc./ (Dec.)</b>
Salary	30,471.48 <sup>a</sup>	40,128.18	(24.1)
Educational <sup>b</sup>	192.61 <sup>c</sup>	394.48	(51.2)
Calamity	31,686.30	68.13	46,409.6
Housing	1.70	5.56 <sup>d</sup>	(69.4)
<b>Total</b>	<b>62,352.10</b>	<b>40,596.35</b>	<b>53.6</b>

**NUMBER OF BORROWERS**

<b>Loan Type</b>	<b>2020</b>	<b>2019</b>	<b>% Inc./ (Dec.)</b>
Salary	1,275,262	1,940,752	(34.3)
Educational <sup>d</sup>	2,334	6,799	(65.7)
Calamity	2,119,433	6,319	33,440.6
Housing <sup>d</sup>	2	3	(33.3)
<b>Total</b>	<b>3,397,031</b>	<b>1,953,873</b>	<b>73.9</b>

*a) includes adjustments for 2018 and 2017*

*b) Includes subsequent releases*

*c) includes adjustments for 2018*

*d) new borrowers based on initial releases for the period*

**NOTE: 2020 FIGURES AS OF 05 FEBRUARY 2021**

**TABLE 1**  
**PENSION LOAN RELEASES**  
**BY MONTH**  
**2020 VS. 2019**  
**JANUARY TO DECEMBER**  
**AMOUNT AND NUMBER OF BORROWERS**

Month	Amount (in millions)				Number of Borrowers			
	2020	% to Total	2019	% Inc./ (Dec.)	2020	% to Total	2019	% Inc./ (Dec.)
January	590.15	17.4	105.55	459.1	13,132	17.6	4,405	198.1
February	476.02	14.0	97.75	387.0	10,862	14.5	4,081	166.2
March	334.05	9.8	150.34	122.2	7,473	10.0	6,211	20.3
April	2.71	0.1	118.18	(97.7)	55	0.1	4,915	(98.9)
May	55.91	1.6	119.37	(53.2)	1,285	1.7	4,944	(74.0)
June	298.65	8.8	96.06	210.9	6,149	8.2	4,007	53.5
July	335.44	9.9	114.12	193.9	7,283	9.7	4,820	51.1
August	218.22	6.4	90.96	139.9	4,882	6.5	3,856	26.6
September	309.38	9.1	90.88	240.4	6,667	8.9	3,810	75.0
October	309.66	9.1	486.28	(36.3)	6,717	9.0	10,995	(38.9)
November	242.81	7.1	501.33	(51.6)	5,308	7.1	10,559	(49.7)
December	225.81	6.6	554.05	(59.2)	4,986	6.7	11,900	(58.1)
<b>Total</b>	<b>3,398.79</b>	<b>100.0</b>	<b>2,524.86</b>	<b>34.6</b>	<b>74,799</b>	<b>100.0</b>	<b>74,503</b>	<b>0.4</b>

**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 Bogu 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



**Hanz 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**  
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**MEMORANDUM-**

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

- on leave -

**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** : **03 FEBRUARY 2021**

We would like to provide you with the report on the referrals for filing of cases from November 2019 to July 2020 (updated January to September 2020 report) and from November 2019 to October 2020 (January to December 2020 report) with filed cases and/or payments made after date of referral until 30 September 2020 and 31 December 2020, respectively. The reports are based on available records as of 21 January 2021 in the MS Excel-based Referrals Monitoring System maintained by the Employer Delinquency Monitoring Department (EDMD), and confirmed by the various Operations Legal Departments (OLDs) together with EDMD.

Overall, 97.4% and 100% of the referred employers for filing of cases considered for the third and fourth quarter reports in 2020, respectively, have cases filed or with payment/s made after its referral to the concerned OLDs by the branches/Large Accounts Division.

Report	No. of Referred ERs (A)	Filed/Collected/Settled			% B/A
		Filed	Collected	Total (B)	
January to September 2020	1,435	973	424	1,397	97.4
January to December 2020	1,913	1,247	666	1,913	100.0

We would like to request your concurrence by signing the attached 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 05 February 2021.

For your favorable 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 (UPDATED)  
WITH CASE FILED, ACCOUNTS COLLECTED AND ACCOUNTS SETTLED  
JANUARY TO SEPTEMBER 2020**

Division/OLD	Total No. of Referred Delinquent ERs for Filing of Case <sup>a/</sup> (A)	No. of Referrals with Filed Case, with Collection or with Settlement (Approved Installment Proposal) <sup>b/</sup>				% of B to A
		Filed	Collected	Settled	Total (B)	
<b>OLSD I</b>	<b>896</b>	<b>638</b>	<b>223</b>	<b>-</b>	<b>861</b>	<b>96.1%</b>
NCR North	116	78	38		116	100.0%
NCR East	146	114	31		145	99.3%
NCR West	55	47	7		54	98.2%
NCR South	82	65	14		79	96.3%
Luzon North 1					-	
Luzon North 2	8	1	7		8	100.0%
Luzon Central	301	176	96		272	90.4%
Luzon South 1	161	144	16		160	99.4%
Luzon South 2	21	10	11		21	100.0%
Luzon Bicol	6	3	3		6	100.0%
<b>OLSD II</b>	<b>539</b>	<b>335</b>	<b>201</b>	<b>-</b>	<b>536</b>	<b>99.4%</b>
Visayas Central	224	132	90		222	99.1%
Visayas West 1	46	16	30		46	100.0%
Visayas West 2	40	40			40	100.0%
Mindanao North	26	6	20		26	100.0%
Mindanao South	196	135	60		195	99.5%
Mindanao West	7	6	1		7	100.0%
<b>Total</b>	<b>1,435</b>	<b>973</b>	<b>424</b>	<b>-</b>	<b>1,397</b>	<b>97.4%</b>

*a/ Referrals from November 2019 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, etc.*

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

*per*  
*Paul*

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

Division/OLD	Total No. of Referred Delinquent ERs for Filing of Case <sup>a/</sup> (A)	No. of Referrals with Filed Case, with Collection or with Settlement (Approved Installment Proposal) <sup>b/</sup>				% of B to A
		Filed	Collected	Settled	Total (B)	
<b>OLSD I</b>	<b>1,057</b>	<b>740</b>	<b>317</b>	<b>-</b>	<b>1,057</b>	<b>100.0%</b>
NCR North	131	83	48		131	100.0%
NCR East	176	127	49		176	100.0%
NCR West	58	47	11		58	100.0%
NCR South	107	84	23		107	100.0%
Luzon North 1					-	
Luzon North 2	10	3	7		10	100.0%
Luzon Central	344	207	137		344	100.0%
Luzon South 1	191	168	23		191	100.0%
Luzon South 2	31	16	15		31	100.0%
Luzon Bicol	9	5	4		9	100.0%
<b>OLSD II</b>	<b>856</b>	<b>507</b>	<b>349</b>	<b>-</b>	<b>856</b>	<b>100.0%</b>
Visayas Central	373	196	177		373	100.0%
Visayas West 1	62	25	37		62	100.0%
Visayas West 2	49	46	3		49	100.0%
Mindanao North	50	16	34		50	100.0%
Mindanao South	314	219	95		314	100.0%
Mindanao West	8	5	3		8	100.0%
<b>Total</b>	<b>1,913</b>	<b>1,247</b>	<b>666</b>	<b>-</b>	<b>1,913</b>	<b>100.0%</b>

*a/ Referrals from November 2019 to October 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, etc.*

*b/ Filed, Collected and Settled as of 31 December 2020*

*[Signature]*  
*[Signature]*

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

Type of Member	2020	% to Total	2019	% inc./ (dec.)
<b>Employed</b>	<b>12,370,843</b>	<b>76.5</b>	<b>13,072,858</b>	<b>(5.4)</b>
<b>Regular</b>	<b>12,365,468</b>	<b>76.4</b>	<b>13,061,282</b>	<b>(5.3)</b>
Large Account	6,295,217	38.9	6,698,676	(6.0)
Branch Account	6,070,251	37.5	6,362,606	(4.6)
<b>Househelper</b>	<b>5,375</b>	<b>0.0</b>	<b>11,576</b>	<b>(53.6)</b>
<b>Self-Employed</b>	<b>777,433</b>	<b>4.8</b>	<b>1,137,411</b>	<b>(31.6)</b>
<b>Voluntary</b>	<b>2,489,735</b>	<b>15.4</b>	<b>2,754,504</b>	<b>(9.6)</b>
Separated	2,487,079	15.4	2,751,869	(9.6)
Non-Working Spouse	2,656	0.0	2,635	0.8
<b>OFW</b>	<b>543,360</b>	<b>3.4</b>	<b>675,068</b>	<b>(19.5)</b>
<b>Total</b>	<b>16,181,371</b>	<b>100.0</b>	<b>17,639,841</b>	<b>(8.3)</b>

*Rundate:*

*2020 Paying Members - February 6, 2021*

*2019 Paying Members - June 24, 2020*

$$\text{Percentage of Paying Members} = \frac{\text{SSS Paying Members} - \text{Paying OFW}}{\text{Labor Force 15 Years and Over} - \text{Government Workers}}$$

$$\text{Percentage of Paying Members} = \frac{16,181 \text{ thousand} - 543 \text{ thousand}}{43,880 \text{ thousand} - 3,740 \text{ thousand}}$$

$$\text{Percentage of Paying Members} = 38.96\%$$





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](mailto: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 55<sup>th</sup> 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



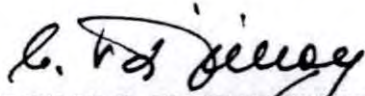
The following required documents should be the original or certified true copy issued by the City or Municipal Civil Registrar or Philippine Statistics Authority/National Statistics Office:

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**

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**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) (LAST NAME) (FIRST NAME) (MIDDLE NAME) (SUFFIX) RELATIONSHIP DATE OF BIRTH (MMDDYYYY)

1. 2.

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

**SELF-EMPLOYED (SE)**

Profession/Business

Year Prof./Business Started

Monthly Earnings

P

**OVERSEAS FILIPINO WORKER (OFW)**

Foreign Address

Monthly Earnings

P

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

☐ YES ☐ NO

**NON-WORKING SPOUSE (NWS)**

SS No./Common Reference No. of Working Spouse

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/creating 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







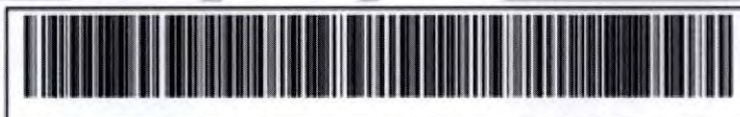
Republic of the Philippines  
SOCIAL SECURITY SYSTEM

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:*

*Approved for Release:*

  
**MARIA SALOME E. ROMANO**  
Concurrent Acting Head  
IT Operations Division

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





Republic of the Philippines  
**SOCIAL SECURITY SYSTEM**

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**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](http://www.sss.gov.ph) and in the SSS Mobile App.

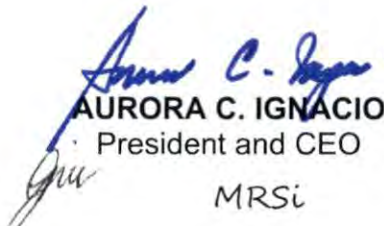
Please be guided accordingly.

**23 DEC 2020**

Date

(Policy – Membership)

Prepared by: Member Electronic Services Department

  
**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

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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 2020<sup>T</sup>

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
<b>SDR 000023</b> - SSS Mobile Application	➤ Creation of Employer Portal ➤ Online Submission by Employer of Request for Amendment of Contact Information
<b>SDR 000035 and SDR 000136</b> - SSS Website	➤ 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



**INFORMATION TECHNOLOGY  
MANAGEMENT GROUP**

**SYSTEMS NOTICE**  
File No. : 2020-160

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

**ROSA T. CRISOSTOMO**  
Department Manager III  
Information System Department II

**ROBERT B. CLEMENTE**  
Department Manager III  
Information System Department IV

DATE : 29 June 2020

SUBJECT : **SMEC SYSTEM**  
RFC-AS 2020-0242 dated 02 April 2020

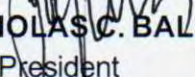
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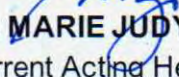
Please be informed that the request to develop facility for the employer to submit the Sickness Benefit Reimbursement Application (SBRA) thru employer's account in the SSS Website and to allow employers to access the approved Sickness Notification of their employees has been completed on 28 June 2020.

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*Recommending Approval:*

*Approved for Release:*

  
**NICHOLAS C. BALBUENA**  
Vice President  
IT Operations Division

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

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**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



**INFORMATION TECHNOLOGY  
MANAGEMENT GROUP**

**SYSTEMS NOTICE**  
**File No. : 2020-421**

FOR : **JOY A. VILLACORTA**  
Vice President, Benefits Administration Division  
Concurrent Acting Head, International operations Group

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

**ROSA T. CRISOSTOMO**  
Department Manager III  
Information Systems Department II

**ROBERT B. CLEMENTE**  
Department Manager III  
Information Systems Department IV


DATE : 25 November 2020


SUBJECT : **UNEMPLOYMENT BENEFIT SYSTEM ENHANCEMENT**  
SDR No. 000033 dated 13 July 2020

Please be informed that the request to implement Online Filing of Unemployment benefit Claim through the SSS Website was completed and deployed to Production on 25 July 2020.

*Recommending Approval:*

*Approved for Release:*

  
**MARIA SALOME E. ROMANO**  
Concurrent Acting Head  
IT Operations Division

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

**INFORMATION TECHNOLOGY  
MANAGEMENT GROUP**

**SYSTEMS NOTICE**  
File No. : 2020-210

FOR : **JOY A. VILLACORTA**  
Vice President, Benefits Administration Division  
Concurrent Acting Head, International operations Group

**ROSA T. CRISOSTOMO**  
Department Manager III  
Information Systems Department II

**ROBERT B. CLEMENTE**  
Department Manager III  
Information Systems Department IV

DATE : 04 August 2020

SUBJECT : **SSS FUNERAL SYSTEM ENHANCEMENT**  
RFC-AS No. 2020-0149 dated 18 February 2020


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Please be informed that the request to enhance the SSS Funeral (FN) System to include online submission of Funeral Benefit Claim Application (FCA) of SSS Members thru the E-Services menu of the following portals was completed and deployed to Production on 01 August 2020:

- My.SSS portal;
- SSS Self-Service Express Terminal (SET)


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*Recommending Approval:*

  
**HIDELZA B. CASTILLO**  
Concurrent Acting Head  
IT Operations Division

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*Approved for Release:*

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

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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

**REPORT ON APPLICATIONS PROCESSED WITHIN  
COMMITTED PROCESSING TIME  
JANUARY TO DECEMBER 2020**

<b>Type of Claim/ Application</b>	<b>Claims/Applications Processed Within Committed Processing Time (A)</b>	<b>Total Number of Claims Processed (B)</b>	<b>Committed Processing Time (3-7-20)</b>	<b>% to Total (% A/B)</b>
Retirement	53,389	134,852	7	39.59
Death	25,184	57,267	20	43.98
Disability	21,540	29,080	20	74.07
Sickness (ER)	174,049	234,545	7	74.21
Sickness (SEVM/OFW)	32,241	38,315	20	84.15
Maternity (Non-Medical)	148,286	253,572	7	58.48
Maternity (Medical)	17,110	19,525	20	87.63
Funeral	112,285	130,176	3	86.26
Loans Granting	690,011	690,011	3	100.00

*Notes:*

*1) Claims/Applications considered are those filed and approved within January to December 2020*

*2) Benefit claims filed from March 17 - April 13, 2020 at the offices under Luzon, NCR and International Operations Group were excluded*

*3) Benefit claims approved from March 17 - April 13, 2020 and filed at the offices under Luzon, NCR and International Operations Group were excluded*