



Republic of the Philippines  
**SOCIAL SECURITY SYSTEM**

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**CIRCULAR NO. 2025-003**

**TO : ALL SSS MEMBERS, EMPLOYERS, AND STAKEHOLDERS**

**SUBJECT : SUSPENSION OF THE NUMBER CODING SYSTEM AND BRANCH SERVICING GUIDELINES**

**I. PURPOSE**

In compliance with Proclamation No. 297 issued by the President of the Philippines on 21 July 2023 on the Lifting of the State of Public Health Emergency Throughout the Philippines due to COVID-19 and pursuant to Social Security Commission (SSC) Resolution No. 88-s.2025 dated 12 February 2025, the Circular on the Suspension of the Number Coding System and Branch Servicing Guidelines is hereby issued.

**II. SCOPE**

The suspension of the Number Coding System for walk-in transactions shall apply to all SSS branches nationwide.

**III. POLICIES**

- A. SSS members, employers, and stakeholders shall be free to visit SSS branches on their preferred day, during business hours from Monday to Friday.
- B. In cases of system downtime, the concerned SSS branch shall schedule appointments for willing SSS members, employers, and stakeholders who are already waiting in line.

Alternatively, SSS members, employers, and stakeholders may choose any of the following:

- file benefit claims and other applications available online through SSS Electronic Service Delivery Channels, such as the My.SSS Portal thru the SSS Website or the SSS Mobile App
- wait until the system is back online
- return the next day or on their preferred transaction day

**IV. REPEALING CLAUSE**

Circular No. 2020-017 (Number Coding System and Branch Servicing Guidelines) dated 22 July 2020 is hereby repealed upon issuance of this Circular.

**V. EFFECTIVITY CLAUSE**

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

Please be guided accordingly.

  
ROBERT JOSEPH MONTES DE CLARO  
President and CEO

11 MAR 2025

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Date

*(Policy - Others)*