



# **Social Security System**

**CITIZEN'S CHARTER 2025 1ST EDITION**

# Agency Details

## I. Mandate

It is the policy of the State to establish, develop, promote and perfect a sound and viable tax-exempt social security system suitable to the needs of the people throughout the Philippines which shall promote social justice through savings, and ensure meaningful social security protection to members and their beneficiaries against the hazards of disability, sickness, maternity, old age, death, and other contingencies resulting in loss of income or financial burden. Towards this end, the State shall endeavor to extend social security protection to Filipino workers, local or overseas, and their beneficiaries.

In the pursuit of this policy, a social security program shall be developed emphasizing the value of "work, save, invest and prosper". The maximum profitability of investible funds and resources of the program shall be ensured through a culture of excellence in management grounded upon sound and efficient policies employing internationally recognized best practices."(Section 2, RA11199).

## II. Vision

A viable social security institution providing universal and equitable social protection through world-class service.

## III. Mission

To manage a sound and viable social security system which shall promote social justice and provide meaningful protection to members and their families against the hazards of disability, sickness, maternity, old age, death and other contingencies resulting in loss of income or financial burden.

## IV. Service Pledge

SSS is committed to provide prompt, convenient, reliable, and meaningful social security protection services to its current and future members and their beneficiaries.

As such, the SSS shall continually improve its systems and processes to enhance its performance and ensure customer satisfaction in conformity with customer, internal and applicable statutory and regulatory requirements in relation to the context of the organization.

## Committee on Red Tape Authority

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# List of Services

## External Services

1. Filing of Sickness Benefit Reimbursement Application for Employers
2. Enrollment for Pension Booster
3. Public Assistance/Complaints Desk Services
4. Release of Surrendered Unclaimed UMID Card to Claimant at SSS Main office
5. Filing of Retirement Benefit Claim Application Over-the-Counter
6. Consolidation of Past Due Short-Term Member Loans with Condonation of Penalty through the SSS website (My.SSS)
7. Filing of Social Security System Educational Assistance Loan (SSS EAL) - Initial Application
8. Filing of Employer Data Change Request (EDCR) for Change of Business Status (Temporary Suspension and Termination/Dissolution)
9. Non-ATM UMID Card Request for Authentication
10. Filing of Disability Benefit Claim Application Personally by the Member
11. My.SSS Registration for Member Account
12. Filing of Pension Loan through SSS Branch - Over the Counter (OTC)
13. Online Application of SS number in the SSS website without uploading of supporting documents
14. SSS Sickness Notification (SN) through My.SSS for Employer
15. Resetting of My.SSS Account and Password - Member
16. Generation of PRN for SSS Housing Loans
17. Filing of Retirement Benefit Claim Application (My.SSS)
18. Filing of Maternity Benefit Reimbursement Application by Employer for Live Childbirth and for Stillbirth/Fetal Death
19. Online Application of SS number in the SSS website with uploading of supporting documents
20. Filing of Pension Loan through SSS Website - Online (My.SSS)
21. Application for UMID Pay Card Upgrade
22. Release of Surrendered Unclaimed UMID Card at SSS Branch upon request of the claimant
23. Filing of EC Disability Benefit Application Personally
24. Filing of Disability Benefit Claim Application Through the Member's My.SSS account
25. Compliance with the Annual Confirmation of Pensioners Program (ACOP) of a Pensioner through E-mail or Mail
26. Compliance with the Annual Confirmation of Pensioners Program(ACOP) of a pensioner through a Representative
27. Compliance with the Annual Confirmation of Total Disability Pensioner's Program(ACOP) of a Pensioner through Video Conference
28. Filing of Adjustment of Maternity Benefit Reimbursement Application for Employers
29. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of a Pensioner through E-mail
30. Compliance with the Annual Confirmation of Pensioners (ACOP) Program through Personal Compliance
31. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of a Pensioner through a Representative
32. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of Pensioner through Video Conference (ACOP-VC)
33. Online Certification of Employers on the Maternity Benefit Application filed by Separated Members

34. Filing of Social Security System Educational Assistance Loan (SSS EAL) - Subsequent Application
35. Request for Cancellation of Educational Assistance Loan Checks
36. Request for Replacement of Educational Assistance Loan Checks
37. Filing of Maternity Notification by Employers
38. Filing of Maternity Notification by Individual Members
39. Filing of Maternity Benefit Application by Individual Members for Live Childbirth and for Stillbirth/Fetal Death
40. Filing of Maternity Benefit Application by Individual Members for Miscarriage/Emergency Termination of Pregnancy
41. Filing of Maternity Benefit Reimbursement Application by Employers for Miscarriage/Emergency Termination of Pregnancy
42. Membership/Coverage Verification Request
43. Payment of Contribution (Individual and Employer) in the Branch Teller
44. Submission of Contribution Collection List (SS Form R-3)
45. Filing of Member Data Change Request (MDCR) for Simple Corrections/Changes
46. Filing of Adjustment of Maternity Benefit Application for Individual Members
47. Request for Stock Investment Loan (SIL) and Privatization Fund Loan (PFL) Statement of Account (SOA) Filed by Authorized Representative
48. Filing of Maternity Benefit for Special Cases for Individual Members and Employers
49. Generation of Payment Reference Number (PRN) for Member Loan Payments Through the SSS Website (My.SSS)
50. Generation of Payment Reference Number (PRN) for Employer Loan Payments through the SSS website (My.SSS)
51. Filing of Request in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through the SSS branch
52. Request for Application of Overpayment to Current Loan
53. Generation of Payment Reference Number (PRN) through the SSS Website (My.SSS) for Members' Contributions
54. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through SSS Foreign Office
55. Salary Loan Application in My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers
56. Filing of Sickness Benefit Application for Individual Members
57. Salary Loan Application in My.SSS for Employed Members
58. Online "Payment Reference Number"(PRN) Contribution payment through the SSS website (My.SSS Member Portal)
59. Payment of Contribution Underpayment Over-the-counter (OTC)
60. Pensioners (ACOP) Program through Domiciliary Visit at Home/Hospital/Prison for pensioners residing in the Philippines
61. Filing of Adjustment of Sickness Benefit Application for Individual Members
62. Filing of Request in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Email
63. Application for Employer ID Number (SS Form R-1)
64. Filing of Employee Compensation Sickness Notification
65. Filing of Adjustment of Sickness Benefit Reimbursement Application for Employers
66. Generation of Payment Reference Number (PRN) for Contribution through the SSS mobile app (MySSS)
67. Generation of Payment Reference Number (PRN) through the SSS Website (My.SSS) for Employers
68. Filing of Sickness Benefit for Special Cases for Individual Members and Employers
69. Online Payment Reference Number (PRN) for Contribution payment through the SSS mobile app (MySSS)

70. Filing of Unemployment Benefit Claim Application (My.SSS)
71. Filing of SS Funeral Benefit Claim Application (My.SSS)
72. Filing of SS Funeral Benefit Claim Application Over-the-Counter
73. Filing of Employer Data Change Request (EDCR) for the following Simple Corrections: 1. Correction of Simple Error in Spelling of Employer's Name 2. Correction of Simple Error in Spelling Employer's Business Address 3. Change of Employer's Business Address
74. Filing of Employer Data Change Request (EDCR) for the following changes: 1. Legal Personality/Nature of Business 2. Date of Coverage 3. Name of Owner/Managing Partner/President/Chairman 4. Updating of Contact Information
75. Payment of Contribution (Coverage and Collection Partner) in the Cash Management Department
76. Filing of Employer Data Change Request (EDCR) for Change in Business Status (Resumption of Operation)
77. Application of Employer ID Number and initial Filing of Employee Report via Central Business Portal - Philippine Business Hub (CBP-PBH) of the Department of Information and Communications Technology (DICT)
78. My.SSS Registration for Employer Account
79. Request for Cancellation of Multiple SS Number/s
80. Online Submission of Employment Report (R1A) in My.SSS
81. Filing of Death Benefit Claim Application Over-the-Counter
82. Filing of Member Record Request (eg., E1, E4, RS1, OW1)
83. Filing of Request for Certificate of Membership and/or Pensioner Records
84. Request for Deletion of Entry in Employment History Record
85. Request for Encoding/Correction of Date of Coverage (DOC)
86. Request for Correction/Refund/Posting/Adjustment of Contribution
87. Request for Stock Investment Loan (SIL) and Privatization Fund Loan (PFL) Statement of Account (SOA) Filed by Member
88. Receiving of Member's Complaint against Employer
89. Resetting of My.SSS Account and Password - Employer
90. Enrollment of Disbursement Account
91. Filing of Death Benefit Claim Application (My.SSS)
92. Request for Manual Verification of Contribution
93. Request of Consolidation of Contributions (For Members with Multiple Employers)
94. Submission of Pensioner Data Change Request (PDCR) by Pensioner
95. Submission of Request for Re-disbursement of Returned Death Benefit
96. Submission of Request for Re-disbursement of Returned Funeral Benefit for SS Member-Claimants
97. Loan Payment via Branch Telling Using Payment Reference Number (PRN) for Individual Members and Employers
98. Request for Refund or Replacement of Refund check under Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) Filed by Authorized Representative
99. Request for Refund or Replacement of Refund check under Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) Filed by Member
100. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through SSS Branch Office
101. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through Member Loans Department, SSS Main Office



## **Service Details**

## **External Services**

# 1. Filing of Sickness Benefit Reimbursement Application for Employers

A sickness benefit is a daily cash allowance paid for the number of days a member is unable to work due to sickness or injury.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)			
<b>Who may avail:</b>	All employers who have paid in advance the SS Sickness Benefit to the qualified employees.			
<b>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b> 1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/WiFi or Mobile Data		Applicant / Client		
2. Enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Reimbursement proceeds shall be credited to the Employer's enrolled and approved disbursement.		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1. Login at My.SSS Portal in the SSS Website. <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a>	1. The employer log-in page in the SSS website will be displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>2. Under the Benefits Tab click "Submit SS Sickness Benefit Reimbursement Application (SBRA)"</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>2. The system displays the page to enter employee's SSS Number.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Fill-in the employee's Common Reference Number (CRN)/SSS Number in the SS Sickness Benefit Reimbursement Application and click "Search" button.</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>3. The system displays the list of approved sickness notification of the employee for filing of Sickness Benefit Reimbursement Benefit.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Choose the Claim Reference Number of approved sickness notification and click "Proceed" button.</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>4. The system displays the information of members approved sickness notification.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Fill-in the required information needed in the Sickness Benefit Reimbursement Application screen and click the "Certification" tick box to certify that the information are true and correct and click "Submit" button to continue submission.</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>5. The system displays the screen of Sickness Benefit Reimbursement Application</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

6. Confirm the submitted sickness reimbursement thru online by clicking the "Yes" informing that this action will send the supplied information to the system for processing of benefit disbursement <b>Location:</b>  http://employer.sss.gov.ph	6.1. On-screen message appears that the SS Sickness Benefit Reimbursement Application is successfully submitted with Transaction Reference Number, date and time.	None	1 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	6.2. The system will notify the Employer and Member through e-mail and My.SSS notifications		1 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
7. Receipt of advance payment shall be confirmed/certified by the employee within seven (7) days from the date of e-mail by the SSS. <b>Location:</b>  None	7.1. Processing of Sickness Benefit Reimbursement Application online	None	5 working day/s, 7 hour/s, 44 minute/s	<ul style="list-style-type: none"><li>• Claims Processor III, SMEC Section; Central Processing Group</li><li>• Corporate Executive Officer II, SMEC Section; Central Processing Group</li></ul>
	7.2. Issuance of Letter of Introduction to funding bank for disbursement of approved sickness reimbursement		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			7 working day/s	
Total Processing Fee:			None	

## 2. Enrollment for Pension Booster

The Pension Booster Program is a provident fund that offers all types of SSS Members a safe, competitive, convenient and tax-free savings scheme, so they can earn more compared to regular savings or time-deposits and receive additional benefits during retirement.

<b>Office or Division:</b>	Voluntary Provident Fund Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<b>Who may avail:</b>	All SSS Members with My.SSS account			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Login your account in the My.SSS portal <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	1.1. The system displays the login page.	None	1 minute/s	<ul style="list-style-type: none"> <li>Department Manager; Member Communications and Assistance Department</li> </ul>
	1.2. The system validates the login credentials of the member		1 minute/s	<ul style="list-style-type: none"> <li>Department Manager; Member Communications and Assistance Department</li> </ul>
2. Go to "SERVICES" then click "Enroll to Pension Booster" <b>Location:</b> <a href="Http:member.sss.gov.ph">Http:member.sss.gov.ph</a> <b>Notes/Instruction:</b> For Enrolled Members, the system displays that the member is already enrolled in the Pension Booster Program.	2. The system displays the Pension Booster "HOMEPAGE"	None	1 minute/s	<ul style="list-style-type: none"> <li>Department Manager ; Member Communications and Assistance Department</li> </ul>
3. Click the "VIEW TERMS AND CONDITIONS" <b>Location:</b> <a href="Http/member.sss.gov.ph">Http/member.sss.gov.ph</a>	3. The system will display the Pension Booster Terms and Conditions	None	1 minute/s	<ul style="list-style-type: none"> <li>Department Manager; Member Communications and Assistance Department</li> </ul>
4. Read and Accept the Pension Booster Terms and Conditions <b>Location:</b> <a href="Http/member.sss.gov.ph">Http/member.sss.gov.ph</a>	4. The system displays a notification that member is successfully enrolled in the program	None	1 minute/s	<ul style="list-style-type: none"> <li>Department Manager; Member Communications and Assistance Department</li> </ul>
<b>Total Processing Time:</b>			5 minute/s	
<b>Total Processing Fee:</b>			None	

### 3. Public Assistance/Complaints Desk Services

The Public Assistance/Complaints Desk provides information and initial/general assistance to all clients of the SSS Branch Offices for the purpose of establishing order and direction to the transacting public.

<b>Office or Division:</b>	Branch Systems and Procedures Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)			
<b>Who may avail:</b>	All SSS Members, Employers, and Stakeholders			
<b>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>For Standard Requirement</b></p> <p>1. For identification purposes, present/submit one (1) Primary ID card/document such as:</p> <p>Any of the following:</p> <p>A. Filed by member/claimant:</p> <ul style="list-style-type: none"> <li>• Unified Multi-Purpose ID (UMID) Card - Social Security System/ Government Service Insurance System</li> <li>• Social Security (SS) ID Card - Social Security System</li> <li>• Philippine Identification (PhilID) Card - Philippine Statistics Authority</li> <li>• Alien Certificate of Registration - Bureau of Immigration</li> <li>• Driver's License - Land Transportation Office</li> <li>• Firearm Registration - Philippine National Police</li> <li>• License to Own and Possess Firearms - Philippine National Police</li> <li>• National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation</li> <li>• Passport - Department of Foreign Affairs</li> <li>• Permit to Carry Firearms Outside of Residence - Philippine National Police</li> <li>• Postal Identity Card - Philippine Postal Corporation</li> <li>• Seafarer's Identification &amp; Record Book (Seaman's Book) - Maritime Industry Authority</li> <li>• Voter's ID Card - Commission on Elections</li> </ul> <p>In the absence of a Primary ID card/document, filer shall submit/present any two (2) ID cards/documents, both with signature at least one (1) with photo.</p> <hr/> <p>B. Filed by representative:</p> <ul style="list-style-type: none"> <li>• Letter of Authority (LOA) or Special Power of Attorney (SPA)</li> <li>• member's/claimant's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) with photo.</li> <li>• representative's primary ID card/document or any two (2) ID cards/documents both with signature at least one (1) with photo.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

1. Inquire/secure information and appropriate SSS form/s based on the transaction, if necessary. <b>Location:</b> SSS Branches	1. Provide information, initial assistance and appropriate form/s, if necessary.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
2. Accomplish the form/s and ask for the next step/s (if applicable). <b>Location:</b> SSS Branches	2.1. Screen the accomplished SSS forms and its supporting documents, if any, for completeness and accuracy.	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
	2.2. Provide additional directions.		1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
3. Get a queue number (if applicable). <b>Location:</b> SSS Branches	3. Issue queue number.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
<b>Total Processing Time:</b>			10 minute/s	
<b>Total Processing Fee:</b>			None	

#### 4. Release of Surrendered Unclaimed UMID Card to Claimant at SSS Main office

This service facilitates the release of unclaimed Unified Multi-Purpose Identification (UMID) cards that were surrendered by Social Security System (SSS) branches to the Identity Management Department. These cards will be retained in the said department for a period of Five years to give ample time for members to claim their card through personal pick up or through SSS branch via a request.

UMID card shall only be released to the claimant presenting the *Acknowledgement Stub* or SMS/Email notifications together with the complete identification requirements based on the Identification Requirements Guide.

Office or Division:	Identity Management Department		
Category:	External Service		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All SSS members who did not claim their UMID card at the SSS branch office where they filed their application and who received an SMS or email notification may pick up their unclaimed cards at the Identity Management Department.		
Operating Hours:	8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement			

<p>1. SMS/Email Notification</p> <p>(Sample: None None)</p> <p><b>Remarks:</b></p> <p>Member will present SMS/Email Notification from SSS upon claiming the UMID.</p>	Applicant / Client
<p>2. Acknowledgement Stub (1 original)</p> <p>(Sample: none none)</p> <p><b>Remarks:</b></p> <p>Member will present the Acknowledgement Stub upon claiming the UMID.</p>	Applicant / Client
<p>3. Primary ID Cards/Documents</p> <ul style="list-style-type: none"> <li>• National ID - Philippine Statistics Authority (PSA)</li> <li>• Driver's License - Land Transportation Office (LTO)</li> <li>• Passport - Department of Foreign Affairs (DFA)</li> <li>• Professional Regulation Commission (PRC) card - Professional Regulation Commission (PRC)</li> <li>• Seaman's Book (Seafarer's Identification and Record Book) - Maritime Industry Authority (MARINA)</li> </ul> <p><b>Remarks:</b></p> <p>The primary ID card shall be government-issued ID card/document with photo, signature and underwent biometric data capture process.</p>	
<p>4. For Authorized representative</p> <p>(Sample: None None)</p> <p><b>Remarks:</b></p> <p>If being claimed by Authorized Representative</p> <p><b>Authorization Letter</b></p> <p>1. Primary and Secondary ID Cards/Documents</p> <p>See item number 3</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>▪ Letter of Authority (1 original copy) issued by the card applicant;</li> <li>▪ Any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo of card applicant (1 original)</li> <li>▪ Any one (1) Primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo of Authorized Representative (1 original)</li> </ul>	Applicant / Client
<p><b>Member may personally claim his/her UMID card at Identity Management Department</b></p>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Proceed to SSS Main office - Identity Management Department <b>Location:</b> SSS Main Office - Identity Management Department <b>Notes/Instruction:</b> <ul style="list-style-type: none"> <li>Present your Acknowledgement Stub and identity documents</li> </ul>	1.1. Establishes the identity of member/claimant.	None	15 minute/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Identity Management Department</li> <li>Senior Clerk; Identity Management Department</li> <li>Courier; Identity Management Department</li> </ul>
	1.2. Screens the Acknowledgement Stub or SMS/Email notification.		5 minute/s	<ul style="list-style-type: none"> <li>Senior Data; Identity Management Department</li> <li>Senior Clerk; Identity Management Department</li> <li>Courier; Identity Management Department</li> </ul>
	1.3. Retrieves from the secured vault or cabinet the surrendered UMID card to be claimed.		30 minute/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Identity Management Department</li> <li>Senior Clerk; Identity Management Department</li> <li>Courier; Identity Management Department</li> </ul>
	1.4. Tags thru UMS the release of surrendered UMID card to claimant by any of the following: -Tapping each UMID card on the smart card reader -Encoding the CRN of each UMID card if smart card reader is defective or not available.		10 minute/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Identity Management Department</li> </ul>
2. Receive your UMID card <b>Location:</b> SSS Main Office - Identity Management Department	2. Issues to claimant the following: - UMID card -Acknowledgement Stub, a copy of SMS/email notification (in case of authorized representative), and identification requirements	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Identity Management Department</li> </ul>
3. Sign in the Log Book for receipt of card <b>Location:</b> SSS Main Office - Identity Management Department	3. Provides log book for client to sign in as card received.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Identity Management Department</li> </ul>
<b>Total Processing Time:</b>			1 hour/s, 15 minute/s	
<b>Total Processing Fee:</b>			None	

## 5. Filing of Retirement Benefit Claim Application Over-the-Counter

This service outlines the over-the-counter filing of retirement benefit claim applications, guiding members through the submission of required documents for timely processing and approval. The retirement benefit is a monthly pension or lump sum granted to a member who can no longer work due to old age.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	<p>Members who are:</p> <ol style="list-style-type: none"> <li>1. At least 60 years old and separated from employment or has ceased to be self-employed/Overseas Filipino Workers/Household helper (optional retirement);</li> <li>2. At least 65 years old whether employed/self-employed, working as Overseas Filipino Workers/Household helper or not (technical retirement);</li> <li>3. At least 55 years old and separated from employment or has ceased to be self-employed whose actual date of retirement must not be earlier than 13 March 1998, if underground mineworker (optional retirement);</li> <li>4. At least 50 years old and separated from employment or has ceased to be self-employed (optional retirement) or 60 years old whether employed/self-employed or not whose actual date of retirement must not be earlier than 27 April 2016, if surface/underground mineworker (technical retirement); or</li> <li>5. At least 55 years old whose actual date of retirement is not earlier than 24 May 2016, if racehorse jockey.</li> </ol> <p>The above may submit his/her retirement benefit claim through over-the-counter filing with the following conditions:</p> <ul style="list-style-type: none"> <li>• Member has a dependent child/children;</li> <li>• Member is incapacitated, under guardianship, or confined in an applicable institution such as penitentiary, correctional institution or rehabilitation center;</li> <li>• Member is applying under Portability Law or Bilateral Social Security Agreements; or</li> <li>• Member has an outstanding Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Loan balance. Outstanding loan balance shall be for salary/calamity or Salary Loan Early Renewal Program (SLERP).</li> </ul>	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>For Standard Requirement</b></p> <p>1. Retirement Claim Application Form or Retirement Claim Application under the Portability Law</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Retirement Claim Application Form or Retirement Claim Application under the Portability Law may also be downloaded from the Social Security System Website.</p>		<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>

<p>2. Disbursement Account</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Proof of disbursement account showing the Name and Account Number of the member, through any of the following:</p> <ul style="list-style-type: none"> <li>• Bank account through any PESONet participating banks (Automated Telling Machine Card, Passbook, Validated deposit slip, Bank Certificate or Statement issued within three (3) months prior to filing of claim)</li> <li>• Electronic Wallets, such as Maya or Gcash</li> <li>• Remittance Transfer Companies/Cash Payout Outlets</li> </ul> <p>Note: The member's preferred disbursement account must be enrolled and approved through the Disbursement Account Enrollment Module (DAEM) on the SSS Website. However, if the member has a UMID card enrolled as an ATM, the benefit proceeds will be credited directly to the said card.</p>	<p>Applicant / Client</p>
<p>3. Unified Multipurpose Identification Card</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>If the member does not have a Unified Multipurpose Identification Card issued by the Social Security System or Government Service Insurance System (as a primary identification), two (2) other government-issued identification cards or documents with both signature, and at least one (1) with photo and biometric data capture, such as but not limited to the following must be presented and submitted:</p> <ul style="list-style-type: none"> <li>• Social Security Card - Social Security System</li> <li>• National Identification Card - Philippine Statistics Authority</li> <li>• Alien Certificate of Registration - Bureau of Immigration</li> <li>• Driver's License - Land Transportation Office</li> <li>• Firearm Registration - Philippine National Police</li> <li>• License to Own and Possess Firearms - Philippine National Police</li> <li>• National Bureau of Investigation Clearance - National Bureau of Investigation</li> <li>• Passport - Department of Foreign Affairs/ Foreign Government</li> <li>• Permit to Carry Firearms Outside of Residence - Philippine National Police</li> <li>• New Postal Identification - Philippine Postal Corporation</li> <li>• Seafarer's Identification &amp; Record Book (Seaman's Book) - Maritime Industry Authority</li> <li>• Voter's ID Card - Commission on Election</li> </ul>	<p><b>Agency - Division:</b></p> <p>Social Security System or Government Service Insurance System - Branch Office</p>
<p>4. Member's/Claimant's Photo and Signature Card</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Note: Member's/Claimant's Photo and Signature Card is required if member/guardian has not been issued a Unified Multi-purpose Identification Card.</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p><b>If member is at least 60 years old but below 65 years old</b></p>	
<p><b>Sub Situational Requirement/s</b></p> <p><b>For For Employed/Household Helper</b></p> <p>A. For Employed/Household Helper</p> <p>Any of the following:</p>	

A. Certificate of separation issued by the last employer or all employers (if with multiple employers)

(1) Original Copy And (1) Photo Copy

**Remarks:**

If a member has no contributions for the last twelve (12) months prior date of retirement, member shall no longer be required to submit Certificate of separation.

Applicant / Client

B. SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking

(1) Original Copy

**Remarks:**

Regardless of status of employer

**Agency - Division:**

Social Security System - Branch Office

**For For Self-Employed (SE) Member**

A. For Self-Employed (SE) Member

Any of the following:

A. Certificate of Non-renewal for All of Member's Business Permit or License

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Local Government Unit - Business Permit and Licensing Office

B. Certificate of Cessation of Business

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Local Government Unit - Government Regulatory Office

C. SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking

(1) Original Copy

**Agency - Division:**

Social Security System - Branch Office

**For For Overseas Filipino Worker, Voluntary Member and Technical Retirement - No additional supporting documents required**

**For For member of Cooperative or registered Association (e. g. Tricycle Operators and Drivers Association, Card Inc., Market Vendors Association)**

A. For member of Cooperative or registered Association (e. g. Tricycle Operators and Drivers Association, Card Inc., Market Vendors Association)

Any of the following:

A. SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking

(1) Original Copy

**Agency - Division:**

Social Security System - Branch Office

B. Certificate of termination of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the Cooperative/Association

(1) Original Copy

Applicant / Client

**If member is an Underground/Surface Mineworker**

1. If member is an Underground/Surface Mineworker

Any of the following:

<p>A. Certification from the employer/s that member was an underground/ surface mineworker indicating the period of employment and worker's job description</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>B. Affidavit of two (2) co-employees attesting that member was an underground/surface mineworker indicating the period of employment and worker's job description</p> <p>(1) Original Copy</p>	Applicant / Client
<p><b>Sub Situational Requirement/s</b></p> <p><b>For If underground/ surface mineworker is at least 50 years old but below 60 years old (for actual retirement date not earlier than 27 April 2016) or at least 55 years old but below 60 years old (for actual retirement date prior to 27 April 2016) depending on the last coverage status of member</b></p> <p>A. If underground/ surface mineworker is at least 50 years old but below 60 years old (for actual retirement date not earlier than 27 April 2016) or at least 55 years old but below 60 years old (for actual retirement date prior to 27 April 2016) depending on the last coverage status of member</p> <p>Any of the following:</p>	
<p>A. Certificate of separation issued by the last employer; or all employers (if with multiple employers)</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>B. SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p>C. Certificate of non-renewal for all of member's business permit/license</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Government Unit - Business Permit and Licensing Office</p>
<p>D. Certificate of cessation of business from Barangay/non-renewal of business</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Government Unit - Government Regulatory Office</p>
<p><b>If member is a Racehorse Jockey</b></p> <p>1. Certification that member was employed as racehorse jockey</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Certification must indicate period of employment and certifying employer must be duly licensed by the Philippine Racing Commission</p>	
<p><b>Agency - Division:</b></p> <p>Local Government Unit - Barangay Office</p>	
<p><b>If filed by Authorized Representative</b></p> <p>1. Original Primary ID Card/Document</p> <p>Any one (1) of his/her original primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo</p>	
<p>2. Original Letter of Authority (LOA)/Special Power of Attorney (SPA)</p> <p>(1) Original Copy</p>	Applicant / Client
<p><b>LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS</b></p>	

**Sub Situational Requirement/s****For If with more than five (5) legitimate, legitimated, legally adopted and illegitimate children**

1. Birth certificate of dependent child/ren duly registered with the LCR or issued by the PSA

(1) Original Copy And (1) Photo Copy

**Remarks:**

if dependent children are not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information

**Agency - Division:**

LCR/PSA - Branch Office

2. Marriage certificate of member duly registered with the LCR or issued by the PSA

(1) Original Copy And (1) Photo Copy

**Remarks:**

if legal spouse is not reported in member's Personal Record (E1/E4/RS1/OW1/NW1) or with discrepancy in information

**Agency - Division:**

LCR/PSA - Branch Office

**For Additional documents If member is incapacitated and under guardianship**

1. Photo and Signature Card of guardian

(1) Original Copy And (1) Photo Copy

**Remarks:**

if guardian has not been issued UMID card

Applicant / Client

2. Medical certificate issued by his/her attending physician (with license number and address of clinic), within three (3) months from date of filing of claim for guardianship confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs)

(1) Original Copy And (1) Photo Copy

Applicant / Client

3. In-trust for savings account

(1) Original Copy And (1) Photo Copy

Applicant / Client

4. Affidavit for Guardianship and Incomplete Pensioner

(1) Original Copy And (1) Photo Copy

**Remarks:**

if guardians is the legal spouse

Applicant / Client

5. Application for Representative Payee and Guarantor's Bond Form

(1) Original Copy And (1) Photo Copy

**Remarks:**

if guardian is other than the legal spouse

Applicant / Client

**For In the absence of Marriage Certificate**

1. Certification of non-availability from LCR/PSA or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and

(1) Original Copy And (1) Photo Copy

Applicant / Client

2. Marriage certificate issued by Parish/Church/Ministry/Congregation/Sect/other religious organizations/LGU/other person authorized to administer the marriage

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document if member is married abroad and has previous marriage in the Philippines, whichever is applicable**

1. Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Certificate  (1) Original Copy And (1) Photo Copy	Applicant / Client
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2. Certificate of Naturalization prior to marriage abroad and Decree of Divorce after acquiring foreign citizenship, or its equivalent  (1) Original Copy And (1) Photo Copy	Applicant / Client
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**For In the absence of Birth Certificate**

1. Certification of non-availability from LCR/PSA or issued by foreign government; and  (1) Original Copy And (1) Photo Copy	Applicant / Client
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2. Baptismal/Dedication certificate or it's equivalent issued by the Parish/Church/Ministry/Congregation/ Sect/other religious organizations (with date of birth of the child and name of parents)  (1) Original Copy And (1) Photo Copy	Applicant / Client
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**For Additional document for legally adopted child/ren and birth certificate is without annotation**

1. Decree of Adoption or Certificate of Finality  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  Note: Date of adoption should be prior to date of retirement.	Applicant / Client
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**For Additional document for illegitimate child/children**

1. Any proof of filiation, such as, but not limited to  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  Birth certificate duly signed by the father as informant <input type="checkbox"/> Birth certificate with Affidavit of acknowledgement duly signed by the father <input type="checkbox"/> Will <input type="checkbox"/> Statement made before any judicial or quasi-judicial proceedings <input type="checkbox"/> Any authentic writing signed by the father (e.g. letter, diary, or other documents such as school records and other public records)	Applicant / Client
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**For Additional document if dependent child is incapacitated**

1. Medical certificate issued by the attending physician  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  (with license number and address of clinic), within 3 months from date of filing of claim for dependent's pension confirmed/certified by the Medical Specialist of PECs	Applicant / Client
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**For Additional documents if dependent child is under guardianship**

1. In-trust-For account  (1) Original Copy And (1) Photo Copy	Applicant / Client
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2. Member's/Claimant's Photo and Signature card (for the guardian)  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  in case the guardian has not been issued a UMID card	Applicant / Client
3. Claim for Dependent's Pension Benefit form  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  if guardian is the parent and legal spouse separated from the member	Applicant / Client
4. Application for Representative Payee and Guarantor's Bond Form  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  if guardian is other than the paren	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get/download and accomplish the Retirement Claim Application and other supporting form/s. <b>Location:</b>  Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)  <b>Notes/Instruction:</b>  Forms can be downloaded from the SSS website (www.sss.gov.ph)	1. Issue Retirement Claim Application form	None	10 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
2. Get a queue number and wait for the number to be called. <b>Location:</b>  Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)  <b>Notes/Instruction:</b>  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	2. Issues a queue number	None	1 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
3. Submit the duly accomplished Retirement Claim Application, other supporting forms and documentary requirements <b>Location:</b>  Member Services Section	3.1. Receives RCA together with other supporting forms and submitted documentary requirements.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	3.2. Checks the following: - identity of the filer - proper accomplishment of SSS forms - completeness of submitted documentary requirements - alterations or erasures on the submitted documentary requirements - name and signature of claimant in RCA form against submitted IDs or documentary requirements - name and signature of claimant & claimant's representative in Letter of Authority (LOA) or Special Power of Attorney (SPA) against submitted IDs and/or documentary requirements, if filed by claimant's representative - Member's information (SS number, name, date of birth/coverage, membership/coverage status) - Posted contributions (posted/underpayment/abrupt increase/valid/invalid) - Employment history - Pensions (inprocess, settled claim) - Loans (salary/emergency/educational, stock investment, vocational/technical loan balance/s) - Sickness (overlapping with retirement) - Eligibility to retirement benefit - Pending SSC case		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.3. Conducts question and answer.		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.4. Encodes applicable data thru DDR Processing Module in the IDDR Benefit System.		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.5. Issues acknowledgment letter to claimant and return original copies of submitted documentary requirements		3 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
4. Get Acknowledgment Stub and original copies of submitted documentary requirements. <b>Location:</b> SSS Branch	4.1. Conducts the following, as necessary: - fact of birth/guardianship - fact of employment - fact of incapacitation/guardianship of member dependent	None	2 working day/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

4.2. Requests membership record, if applicable.
4.3. Forwards batched RCAs, supporting documents and Transmittal List (TL) to Processing Center for processing.
4.4. 5.4 Evaluates retirement claim application and the submitted supporting documents
4.5. Checks the following: - completeness of the submitted RCA, other supporting forms and documentary requirements - information in the submitted RCA and other SSS forms against the documentary requirements and online database inquiry/retrieved documents - member's information (name, date of birth/coverage, SS number status, coverage status) - loan balance/s, settled claim/s and/or contributions under member's cancelled SS number - details of dependent's pension claim if with minor dependent child/children - contributions (posted/ underpayment/ abrupt increase/valid/ invalid) - in-process/ previously settled claim - pending SSC Case - entitlement to retirement benefit (if pension or lump sum payment) - awaits result of fact of birth/marriage/ death
4.6. Performs the following, as necessary: - returns claim folder to branch for submission of lacking documents - posting of loans payment/ contributions - updating of membership status - consolidation/ cancellation of multiple SS number - correction of date of coverage/ member's name/date of birth/credited years of service - manual verification of contributions - request statement of loan balances - transfer claims from cancelled to retained SS number - compute employer liability - request for personal record

1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk, Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk, Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
2 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>
2 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>
2 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>

	4.7. Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System	10 minute/s	• Processor/SSO III; Central Processing Group
	4.8. Reviews encoded retirement benefit claim thru the Online Review Facility and validates the encoded data.	1 working day/s, 4 hour/s	• SSO IV, CEO II, DDR Section, Processing Center & PC Head; Central Processing Group
	4.9. Approves processed claim for payment.	7 hour/s	• SSO IV, CEO II, DDR Section, Processing Center & PC Head; Central Processing Group
	4.10. Issues Letter of Instruction (LOI).	1 working day/s	• Senior Data Controller; Treasury Division
<b>Total Processing Time:</b>		15 working day/s	
<b>Total Processing Fee:</b>		None	

## 6. Consolidation of Past Due Short-Term Member Loans with Condonation of Penalty through the SSS website (My.SSS)

An online platform designed to assist members in applying for the Consolidation of Past Due Short-Term Member Loans with Condonation of Penalty Program. This initiative offers financial relief to member-borrowers with past due short-term loan/s whose livelihoods and financial capacities may have been impacted by the recent pandemic. Through this program, members are given the opportunity to settle their outstanding short-term member loans by consolidating them, with the added benefit of having accumulated penalties waived upon full payment of the consolidated amount.

<b>Office or Division:</b>	Lending and Asset Management Group			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	SSS Members with loan account/s that is/are past due for more than 3 months as of the time of the Consolidated Loan application, have not been granted any final benefit, i.e. permanent total disability, or retirement and have not been disqualified due to fraud committed against the SSS.			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

1. Visit the SSS website. <b>Location:</b> <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	1. The SSS homepage will be displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Corporate Executive Officer III / Department Manager III; Information Systems Department IV</li> </ul>
2. Click "Create a My.SSS account or login", then click "Login", and input the username and password. Generate and input One Time Pin (OTP) <b>Location:</b> <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	2. The system will prompt the member to generate a One-Time PIN (OTP) which shall be sent to the member's registered mobile number, to be encoded in the designated field.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Corporate Executive Officer III / Department Manager III; Member Electronic Services Department</li> </ul>
3. Under the Services portion, search for Loan Condonation among the options and click "Apply" button <b>Location:</b> <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  <b>Notes/Instruction:</b>  For unqualified members, the system will display a notice that the member has no qualified past-due loans for consolidation.	3. The system will perform the following: a. For qualified members, display the Conso Loan page indicating the qualified loan accounts for condonation. b. For unqualified members, the system will display a notice that the member has no qualified past-due loans for consolidation.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III; Information Systems Department III</li> </ul>
<b>4.Select the preferred payment plan. One-Time Payment (OTP) or Installment Plan (IP).</b>				
<b>For One-Time Payment.</b> 4.A.In the Preferred Term portion, select One-Time Payment from the dropdown menu. <b>Location:</b> SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> . Loans > Loan Condonation.	4.A. The system will display the total consolidated loan amount, terms in days, payment due date, and condonable penalty based on the selected term.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III; Information Systems Department III</li> </ul>
<b>For Installment Plan</b> 4.B. In the Preferred Term portion, select the Installment Plan from the dropdown menu. Select the percentage of the preferred downpayment and preferred payment in months. <b>Location:</b> SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> . Loans > Loan Condonation.	4.B. The system will display the details of the computed downpayment and the remaining installment plan based on the selected term. The downpayment portion will display the loan amount, term in days, payment due date, and condonable penalty. For the installment part, system will display the remaining loan amount, monthly due, terms in months, first amortization, first amortization due date, last amortization due date, interest per annum, and condonable penalty.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III ; Information Systems Department III</li> </ul>

<p>5. Tick the checkbox at the bottom of the page to display the Conso Loan Program Terms and Conditions and click "Confirm" button affirming that they have read and understand the Conso Loan Terms and Condition.</p> <p><b>Location:</b></p> <p>SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>.</p> <p>Loans &gt; Loan Condonation.</p>	<p>5. System to display the Terms and Conditions. Upon confirmation of the member, system to return to the Conso Loan application interface.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III; Information Systems Department III</li> </ul>
<p>6. Click "PROCEED" to continue with the submission and review the Conso Loan summary</p> <p><b>Location:</b></p> <p>SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>.</p> <p>Loans &gt; Loan Condonation.</p>	<p>6. System to display the Conso Loan summary showing the chosen payment term, consolidated loan amount, due date and condonable penalty. For Installment Plan system will also display a Disclosure Statement for the remaining Conso Loan amount.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III; Information Systems Department III</li> </ul>
<p>7. Click the "SUBMIT" button. When the confirmation pop-up appears, click the "YES" button to finalize and confirm your submission.</p> <p><b>Location:</b></p> <p>SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>.</p> <p>Loans &gt; Loan Condonation.</p>	<p>7. System to conclude the Conso Loan application process. Issue and display the corresponding Payment Reference Number</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist / Senior Specialist / Project Supervisor / Department Manager III ; Information Systems Department III</li> </ul>
<p>8. Secure/Save a copy of the Payment Reference Number for payment at SSS branches with tellering facility or Accredited Collecting Partners. Then logout from the SSS website.</p> <p><b>Location:</b></p> <p>SSS website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>.</p> <p>Loans &gt; Loan Penalty Condonation.</p>	<p>8. System to logout and save a copy of the Payment Reference Number in the Payment Reference Loan module for future reference.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III ; Information Systems Department III</li> </ul>
<b>Total Processing Time:</b>			11 minute/s	
<b>Total Processing Fee:</b>			None	

## 7. Filing of Social Security System Educational Assistance Loan (SSS EAL) - Initial Application

Receipt and processing of initial SSS EAL Application of low-income member-borrowers for the payment of tuition fees of their beneficiary. The initial EALP shall be continuously received but shall be on a queue system. Loan release of which shall be subject to funds availability.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<p><b>Who may avail:</b></p>	<ol style="list-style-type: none"> <li>1. Member-borrowers who are below sixty (60) years old</li> <li>2. Member-borrowers actual monthly basic salary or income is ₱25,000 or below</li> <li>3. Member-borrowers with at least thirty-six (36) posted monthly contributions, six (6) of which are posted within the last twelve (12) months prior to the month of filing the EAL Application</li> <li>4. Member-borrowers who have not been granted any final benefit, i.e. permanent total disability, or retirement</li> <li>5. Member-borrowers who are up-to-date in the payment of salary/housing and other member loan amortization. Those with overdue accounts are not entitled to the EALP.</li> </ol> <p><b>Covered Beneficiaries:</b></p> <ol style="list-style-type: none"> <li>1. Member-borrower</li> <li>2. Legal Spouse of member-borrower</li> <li>3. Child of a member-borrower (legitimate, illegitimate, or legally adopted)</li> <li>4. Sibling of member-borrower, if civil status is single (including half-brother/sister)</li> </ol> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• No substitution of beneficiary shall be allowed.</li> <li>• Full scholars with zero tuition/miscellaneous fees/assessment balance shall be exempt under the EALP.</li> <li>• Each eligible member-borrower shall be allowed to avail for one beneficiary. Upon full payment of the EAL and subject to availability of the EALP fund, he/she may avail for another/new covered beneficiary.</li> </ul>
<p><b>Operating Hours:</b></p>	<p>8:00 AM - 5:00 PM</p>
<p><b>Statute:</b></p>	<p>SSS Circular 2017-005 - Revised Implementing Guidelines for the Educational Assistance Loan Program (EALP)</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For Standard Requirement</b></p>	
<p>1. Social Security System Educational Assistance Loan Program (EALP) Application MLP-01338 (06-2017)</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>▪ May also download the Social Security System Educational Assistance Loan Program application form through SSS website - <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Download Forms and electronic applications.</li> <li>▪ Duly accomplish the Social Security System Educational Assistance Loan Program application form.</li> <li>▪ Always indicate "N/A" or "Not Applicable", if the required data is not applicable.</li> <li>▪ Always affix is on all erasures/alteration/s on the form.</li> </ul>	<p><b>Agency - Division:</b></p> <p>Social Security System - Nearest Social Security System Branch office</p>
<p>2. Current assessment /billing statement issued by the school of member/beneficiary</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p>Applicant / Client</p>

<p>3. Proof of monthly salary/income of member-borrower</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Any of the following proof of income:</p> <ul style="list-style-type: none"> <li>▪ Latest payslip, employment contract, or employer's certification of basic salary</li> <li>▪ Latest Income Tax Return or Certificate of Compensation Payment/Tax Withheld (BIR Form 2316) duly received by the Bureau of Internal Revenue</li> <li>▪ Duly notarized Affidavit of Source and Amount Monthly Income or Affidavit of No Income</li> </ul>	<p>Applicant / Client</p>																		
<p>4. Valid identification card/s or Document/s</p> <p><b>A. PRIMARY ID CARD/DOCUMENTS</b></p> <p>1. Social Security System (SSS) Digitized ID issued by Social Security System</p> <p>2. Birth Certificate issued by Philippine Statistics Authority</p> <p>3. Driver's License issued by Land Transportation Office</p> <p>4. Passport issued by Department of Foreign Affairs</p> <p>5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority</p> <p>6. Professional Regulation Commission (PRC) card issued by Professional Regulation Commission</p> <p>7. Seafarer's Identification &amp; Record Book (Seaman's Book) issued by Maritime Industry Authority</p> <p>8. Unified Multi-Purpose ID (UMID) Card issued by Social Security System/Government Service Insurance System</p> <table> <thead> <tr> <th data-bbox="167 1451 394 1499"><b>B. SECONDARY ID CARDS/DOCUMENTS</b></th><th data-bbox="573 1461 690 1486"><b>ISSUED BY</b></th></tr> </thead> <tbody> <tr> <td data-bbox="167 1524 524 1549">1. ATM Card (with cardholder's name)</td><td data-bbox="573 1524 623 1549">Bank</td></tr> <tr> <td data-bbox="167 1575 477 1600">2. Alien Certificate of Registration</td><td data-bbox="573 1575 781 1600">Bureau of Immigration</td></tr> <tr> <td data-bbox="167 1625 423 1650">3. Bank Account Passbook</td><td data-bbox="573 1625 623 1650">Bank</td></tr> <tr> <td data-bbox="167 1675 488 1701">4. Baptismal Certificate of child/ren</td><td data-bbox="573 1675 643 1701">Church</td></tr> <tr> <td data-bbox="167 1726 440 1751">5. Birth Certificate of child/ren</td><td data-bbox="573 1726 846 1751">Philippine Statistics Authority</td></tr> <tr> <td data-bbox="167 1776 527 1822">6. Certificate of Licensure/Qualification Documents</td><td data-bbox="573 1776 824 1801">Maritime Industry Authority</td></tr> <tr> <td data-bbox="167 1848 527 1894">7. Certificate of Confirmation issued by NCIP</td><td data-bbox="573 1848 995 1873">National Commission on Indigenous Peoples</td></tr> <tr> <td data-bbox="167 1919 513 1944">8. Certificate of Muslim Filipino Tribal</td><td data-bbox="573 1919 961 1944">National Commission on Muslim Filipinos</td></tr> </tbody> </table>	<b>B. SECONDARY ID CARDS/DOCUMENTS</b>	<b>ISSUED BY</b>	1. ATM Card (with cardholder's name)	Bank	2. Alien Certificate of Registration	Bureau of Immigration	3. Bank Account Passbook	Bank	4. Baptismal Certificate of child/ren	Church	5. Birth Certificate of child/ren	Philippine Statistics Authority	6. Certificate of Licensure/Qualification Documents	Maritime Industry Authority	7. Certificate of Confirmation issued by NCIP	National Commission on Indigenous Peoples	8. Certificate of Muslim Filipino Tribal	National Commission on Muslim Filipinos	
<b>B. SECONDARY ID CARDS/DOCUMENTS</b>	<b>ISSUED BY</b>																		
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8. Certificate of Muslim Filipino Tribal	National Commission on Muslim Filipinos																		

Affiliation issued by NCMF		
9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth	Philippine Statistics Authority /National Archives	
10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC	Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission	
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court	
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court	
13. Credit Card	Bank / Credit Card Company	
14. Firearm License Card	Philippine National Police (PNP)	
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)	
16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership	GSIS	
17. Health or Medical Card	Health Maintenance Organization	
18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record	Pag-IBIG	
19. Homeowners Association ID Card	Homeowners Association	
20. ID Card issued by Local Government Units (LGUs)	Local Government Units	
21. ID Card issued by Professional Association recognized by PRC	Philippine Regulatory Commission	
22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM	
23. Life Insurance Policy	Insurance Company	
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority	
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System	
26. Membership card issued by Private Co.	Private Company	
27. National Bureau of Investigation (NBI) Clearance	NBI	
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA	
29. Permit to Carry Firearms Outside of Residence	PNP	
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth	
31. Police Clearance	PNP	

32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit issued by Land Transportation Office (LTO)	Land Transportation Office
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue
38. Transcript of Records	University or Colleges
39. Voter's ID card or Affidavit/Certification of Registration	Commission on Elections
<b>Remarks:</b>  <b>1. Filed by Member-Borrower</b>  Present the original copy of any one (1) of the primary ID cards/documents in Item A or two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.  <b>2. Filed by Authorized Representative of Member-Borrower</b>  Present the following:  2.1. Original copy of any one (1) of the Authorized Representative's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.  2.2. Original copy of any one (1) of the Member-Borrower's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.	
5. Birth Certificate	<b>Agency - Division:</b>
(1) Original Copy And (1) Photo Copy	Philippine Statistics Authority - Serbilis Center
<b>Baptismal Certificate</b>	
1. Baptismal Certificate	Applicant / Client
(1) Original Copy And (1) Photo Copy	
<b>Remarks:</b>  Baptismal certificate may be submitted in lieu of birth certificate.	
<b>Proof of Relationship</b>	
<b>Sub Situational Requirement/s</b>	
<b>For Child</b>	
A. Child	
Any of the following:	

A. Birth Certificate

(1) Original Copy And (1) Photo Copy

**Remarks:**

May submit local civil registry copy in lieu of the birth certificate

**Agency - Division:**

Philippine Statistic Authority - Census Serbilis Center

B. Baptismal Certificate

(1) Original Copy And (1) Photo Copy

**Remarks:**

Baptismal certificate may be submitted in lieu of birth certificate.

Applicant / Client

**For Sibling**

A. Sibling

Any of the following:

A. Birth Certificate

(1) Original Copy And (1) Photo Copy

**Remarks:**

May submit local civil registry copy in lieu of the birth certificate

**Agency - Division:**

Philippine Statistic Authority - Census Serbilis Center

B. Baptismal Certificate

(1) Original Copy And (1) Photo Copy

**Remarks:**

Baptismal certificate may be submitted in lieu of birth certificate.

Applicant / Client

**For Spouse**

1. Marriage Certificate

(1) Original Copy And (1) Photo Copy

**Remarks:**

May submit local civil registry copy in lieu of the marriage certificate

**Agency - Division:**

Philippine Statistic Authority - Census Serbilis Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Filing of SSS EAL application form <b>Location:</b> SSS Branch Office	1.1. Receipt of EALP application, identification card/s or document/s and supporting documentary requirement/s up to the informing of the filer regarding the verification of approval of loan and the pick-up of check.	None	20 minute/s	<ul style="list-style-type: none"><li>Junior/Senior. Member Service Representative; Branch Operations Sector</li></ul>

	1.2. Generation of List of Encoded Applications up to the forwarding of EALP Applications with photocopy of supporting documentary requirement/s and signed Disclosure Statements on Loan/Credit Transactions to Social Security Officer III/Corporate Executive Officer II.	30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	1.3. Generation and Printing of List of Encoded EALP applications, approval of applications, and forwarding to Senior Clerk (Document Groomer) the approved EALP applications and other EALP documents.	45 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III/Corporate Executive Officer II; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>		1 hour/s, 35 minute/s	
<b>Total Processing Fee:</b>		None	

## 8. Filing of Employer Data Change Request (EDCR) for Change of Business Status (Temporary Suspension and Termination/Dissolution)

This process ensure efficient processing of Employer Data Change Request (EDCR) filed by Employers, in compliance with the requirements of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<b>Office or Division:</b>	Account Management Group				
<b>Category:</b>	External Service				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	G2B (Government to Business)				
<b>Who may avail:</b>	All Business Employers				
<b>Operating Hours:</b>	8:00 AM - 5:00 PM				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <b>For Standard Requirement</b>  1. Employer Data Change Request Form   (2) Original Copy  <b>Remarks:</b>   The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>   The form should be properly accomplished and notarized/administered by SSS personnel   The form shall be signed by the following authorized signatories:  a. Single Proprietorship - Owner  b. Partnership - Managing Partner  c. Corporation - President, Chairman or Corporate Secretary  d. Cooperative - Chairman or Board Secretary </td><td> <b>Agency - Division:</b>   Social Security System - SSS Branches </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<b>For Standard Requirement</b> 1. Employer Data Change Request Form  (2) Original Copy <b>Remarks:</b>  The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The form should be properly accomplished and notarized/administered by SSS personnel  The form shall be signed by the following authorized signatories: a. Single Proprietorship - Owner b. Partnership - Managing Partner c. Corporation - President, Chairman or Corporate Secretary d. Cooperative - Chairman or Board Secretary	<b>Agency - Division:</b>  Social Security System - SSS Branches
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
<b>For Standard Requirement</b> 1. Employer Data Change Request Form  (2) Original Copy <b>Remarks:</b>  The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The form should be properly accomplished and notarized/administered by SSS personnel  The form shall be signed by the following authorized signatories: a. Single Proprietorship - Owner b. Partnership - Managing Partner c. Corporation - President, Chairman or Corporate Secretary d. Cooperative - Chairman or Board Secretary	<b>Agency - Division:</b>  Social Security System - SSS Branches				

<p>2. Certification and Agreement on Data Privacy Notice</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - SSS Branches</p>
<p>3. Identification Requirements Checklist</p> <p><b>If filed by Business Employer/Authorized Signatory:</b></p> <p>Present the original and submit photocopy of any of the following:</p> <p>a. Primary ID card/document:</p> <ol style="list-style-type: none"> <li>1. Unified Multi-Purpose ID Card - Government Service Insurance System or Social Security System</li> <li>2. Social Security Card - Social Security System</li> <li>3. Philippine Identification Card/National ID - Philippine Statistics Authority</li> <li>4. Driver's License - Land Transportation Office</li> <li>5. Firearm Registration - Philippine National Police</li> <li>6. License to Own and Possess Firearms - Philippine National Police</li> <li>7. National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation</li> <li>8. Passport - Department of Foreign Affairs/Foreign Government</li> <li>9. Permit to Carry Firearms Outside of Residence - Philippine National Police</li> <li>10. Postal Identity Card - Philippine Postal Corporation</li> <li>11. Seafarer's Identification Card &amp; Record Book (Seaman's Book) - Maritime Industry Authority</li> <li>12. Voter's ID Card - Commission on Elections</li> </ol> <p>b. Any two (2) other ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document).</p> <p><b>If filed by Authorized Representative:</b></p> <p>Present the original and submit photocopy of any of the following:</p> <ol style="list-style-type: none"> <li>1. For Business Employer/Authorized Signatory: <ol style="list-style-type: none"> <li>a. One (1) Primary ID card/document of the Business Employer/Authorized Signatory; OR</li> <li>b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Business Employer/Authorized Signatory.</li> </ol> </li> <li>2. For Authorized Representative: <ol style="list-style-type: none"> <li>a. One (1) Primary ID card/document of the Authorized Representative; OR</li> <li>b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Authorized Representative.</li> </ol> </li> <li>3. Submit Original copy of any of the following: <ul style="list-style-type: none"> <li>o Special Power of Attorney</li> <li>o Letter of Authority</li> </ul> </li> </ol> <p><b>If filed by Company Representative:</b></p> <p>Present the original of Authorized Company representative Card (ACR)</p>	
<p><b>For Temporary Suspension (TS) (Employer shall submit any of the documents enumerated below)</b></p>	

1. Certificate of Non-Renewal of Business License  (1) Original Copy Or (1) Certified True Copy	<b>Agency - Division:</b>  Municipal/City Government Unit - Municipal/City Treasurer's Office
2. Notification of Suspension of Operation duly received by the Bureau of Internal Revenue (BIR) within the prescribed period  (1) Original Copy Or (1) Certified True Copy	Applicant / Client
3. Certification from the Bureau of Fire Protection (BFP) or concerned unit of the Municipal/City, in case of destruction of corporate facilities due to fire/fortuitous event  (1) Original Copy Or (1) Certified True Copy	<b>Agency - Division:</b>  Bureau of Fire Protection / City/Municipal Government Unit - BFP/concerned unit of Municipal/City
4. Board Resolution approving the suspension of business operation adopted within the prescribed period and duly acknowledged received by BIR, Securities and Exchange Commission (SEC) or the Cooperatives Development Authority (CDA)  (1) Original Copy Or (1) Certified True Copy	Applicant / Client
5. Notice of Strike duly received by the Department of Labor and Employment (DOLE) with a certification that there was no operation and employees during the strike  (1) Original Copy Or (1) Certified True Copy <b>Remarks:</b>  Copy from Employer/DOLE	Applicant / Client
6. Audited Financial Statements and Income Tax Return (ITR) showing non- operation for the applicable period/s filed with SEC or the BIR within the prescribed period  (1) Original Copy Or (1) Certified True Copy	Applicant / Client

**For Termination/Dissolution (Employer shall submit any of the documents enumerated below)**

**Sub Situational Requirement/s**

**For Single Proprietorship**

1. Approved Application for Business Retirement  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  City/Municipal Government - Municipal/City Treasurer's Office
2. Certification of Non-Operation of Business  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  City/Municipal Government / Bureau of Internal Revenue (BIR) - Municipal/City Treasurer's Office or BIR Office
3. Certification of Cancellation of Registration  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Department of Trade and Industry (DTI) - DTI Office
4. Certification of Cancellation/Transfer of all Franchise issued to the single proprietorship  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Land Transportation and Franchising Regulatory Board (LTFRB) - LTFRB Office
5. Death Certificate of the owner  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA) or Philippine Consul - LCR/PSA/Philippine Consul Office

6. Certification of Cancellation of License from regulatory agencies  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Philippine Contractors Accreditation Board (PCAB), Philippine National Police Supervisory Office for Security and Investigation Agency (PNP SOSIA) / Department of Labor and Employment (DOLE) - PCAB, PNP SOSIA, DOLE Office
<b>For Partnership/Corporation/Cooperative</b>  1. Certification of Filing of Articles of Dissolution/Cancellation of Registration  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA) - SEC/CDA Office
2. Notification of business termination duly received by the SEC or the BIR within the prescribed period  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	Applicant / Client
3. Board Resolution approving the termination of business operation adopted within the prescribed period and duly acknowledged received by BIR, SEC or CDA  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	Applicant / Client
4. Audited Financial Statements and ITR showing nonoperation/no earnings for the applicable period/s filed with the SEC or the BIR within the prescribed period  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	Applicant / Client
<b>For Termination/Dissolution due to Merger/Consolidation of Registration</b>  1. Certification of Filing of Articles of Merger/Consolidation  (1) Original Copy Or (1) Certified True Copy And (1) Photo Copy	<b>Agency - Division:</b>  Securities and Exchange Commission - SEC office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number. <b>Location:</b>  General Information and Forms Issuance Desk, SSS Branches  <b>Notes/Instruction:</b>  <i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i>  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

<p>2. Submit the properly accomplished EDCR (2 copies)</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p> <p><b>Notes/Instruction:</b></p> <p>If with discrepancy/ies or with incomplete supporting documents, Employer Data Change Request Form will be returned for proper accomplishments and/or submission of pertinent attachments/supporting documents.</p>	2.1. Receives the two (2) copies of EDCR & supporting document/s and checks completeness and accuracy of data	None	15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative &amp; Senior Clerk, Servicing Branch; Branch Operations Sector</li> </ul>
	2.2. Checks from EDCR if effectivity date, if any, matches with supporting documents		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. Access ER Static File in On-line inquiry System and encodes ER ID No. to determine correctness of SS ID number		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative &amp; Senior Clerk, Servicing Branch; Branch Operations Sector</li> </ul>
	2.4. Compares business name on the application against ER Static		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative &amp; Senior Clerk, Servicing Branch; Branch Operations Sector</li> </ul>
<p>3. Receives the duly stamped "Received" EDCR and original copy/ies of supporting documents</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p>	3.1. Issues to filer the duly stamped "Received" EDCR and original copy/ies of supporting documents	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Forwards EDCR with complete supporting documents and with no discrepancies to Sr. Clerk for preparation of Transmittal List to the Branch – AMS or Large Accounts Department		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> <li>Senior Clerk; Branch Operations Sector</li> </ul>
	3.3. Evaluates supporting documents. Access ER's Accounts Management System (AMaS) account to determine if ER is compliant to the monthly remittances and has no delinquencies.		1 working day/s	<ul style="list-style-type: none"> <li>Jr./Sr. Analyst; Branch Operations Sector</li> <li>Jr./Sr. Analyst; Large Accounts Division</li> </ul>
	3.4. Prepares Account Officer's Report (AOR) and forwards to Team/Section Head for review		40 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Analyst; Branch Operations Sector</li> <li>Jr./Sr. Analyst; Large Accounts Division</li> </ul>

	3.5. Reviews/Signs AOR and forwards to Branch/ Department Head for approval	15 minute/s	<ul style="list-style-type: none"> <li>Team/Section Head; Branch Operations Sector</li> <li>Team/Section Head,; Large Accounts Division</li> </ul>
	3.6. Reviews and signs the AOR and returns to Jr./Sr. Analyst to be forwarded to respective Processing Center	10 minute/s	<ul style="list-style-type: none"> <li>Branch Head; Branch Operations Sector</li> <li>Department Head; Large Accounts Division</li> </ul>
	3.7. Receives and evaluates request accompanied with AOR and supporting documents. Input the R-8 Transaction in the Monitoring tool. SSO III assigns request to Processor	1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>SSO III; Central Processing Group</li> </ul>
	3.8. Evaluates the request together with the attached documentary requirement	1 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
	3.9. Reviews the request together with the attached documentary requirements	1 working day/s, 4 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Processor III; Central Processing Group</li> </ul>
	3.10. Encoding of the approved EDCR in the RRCS Module / Preparation of rejection letter to the Branch for the rejected R-8	1 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
	3.11. Data control and review of the encoded changes	1 working day/s	<ul style="list-style-type: none"> <li>SSO III/ Processor III; Central Processing Group</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

## 9. Non-ATM UMID Card Request for Authentication

This service allows concerned SSS Units to request and verify the authenticity of presenthd UMID

<b>Office or Division:</b>	Identity Management Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	Other SSS Units

Operating Hours:		8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Standard Requirement</b>  1. UMID Card  (1) Electronic Copy <b>Remarks:</b>  Scanned copy of UMID Card submitted should be front and back		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Identity Management Department (IMD) received memo request from Opinion and Research Department to perform verification of subject UMID record with attached request from various government agencies <b>Location:</b>  salazaral@sss.gov.ph  <b>Notes/Instruction:</b>  Should IMD receive requests directly from governments agencies, we advise them to forward it to ORD	1.1. Verify UMID record	None	1 working day/s	• Junior Specialist; Identity Management Department
	1.2. Issue Certification based on verified output		2 working day/s	• Jr. Specialist; Identity Management Department
	1.3. Reply to concerned SSS Unit and issue memo regarding the outcome of the verification		1 working day/s	• Jr. Executive Assistant; Identity Management Department
Total Processing Time:			4 working day/s	
Total Processing Fee:			None	

## 10. Filing of Disability Benefit Claim Application Personally by the Member

Cash benefit granted to a member who becomes permanently disabled either partially or totally.

<b>Office or Division:</b>	Medical Operations Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Any SS member with at least one (1) contribution six (6) months before the contingency before the occurrence of disability and has not been granted with any SSS final benefit or claim.
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b>	

1. Disability Claim Application Form (1) Original Copy	<b>Agency - Division:</b> MECs, SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Evaluation Center
2. Member's/Claimant's Photo and Signature Form (for initial claims only) (1) Original Copy	<b>Agency - Division:</b> MECs, SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Evaluation Center
3. SSS UMID Card /Valid IDs SSS UMID Card/Valid IDs- Member	
4. SSS Medical Certificate Form - accomplished by attending physician within 6 months from the date of filing (1 original) (1) Original Copy And (1) Photo Copy	<b>Agency - Division:</b> MECs, SSS WEBSITE at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Evaluation Center
5. Medical records - reckoning date shall be date of filing (1) Original Copy Or (1) Certified True Copy	<b>Agency - Division:</b> Hospital, Laboratory & Diagnostic Center - Medical Evaluation Center
6. Single Savings Account Passbook; or <input type="checkbox"/> ATM Card with account number(photocopy); or <input type="checkbox"/> Validated Deposit Slip; or <input type="checkbox"/> Bank Statement  (1) Original Copy <b>Remarks:</b>  Enrolled to Disbursement Account Enrollment Module.  Single Savings Account Passbook; or <input type="checkbox"/> ATM Card with account number(photocopy); or <input type="checkbox"/> Validated Deposit Slip; or <input type="checkbox"/> Bank Statement	<b>Agency - Division:</b>  Issuing bank - Medical Evaluation Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get or download the Required documents <b>Location:</b> Medical Evaluation Center	1. None	None	2 hour/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative (MSS)/ Senior Clerk/ Junior Nurse, Medical Evaluation Center (MEC); Any of requesting office / division</li> </ul>
2. Read instructions and fill-out the form <b>Location:</b> Medical Evaluation Center	2. None	None	3 hour/s	<ul style="list-style-type: none"> <li>Member; Any of requesting office / division</li> </ul>
3. Get a queue number and wait for the number to be called <b>Location:</b> Medical Evaluation Center	3. Issues queue number	None	1 hour/s	<ul style="list-style-type: none"> <li>Member; Medical Operations Department</li> </ul>

<p>4. Submit properly filled out Disability Claim Application together with the supporting documents <b>Location:</b> Medical Evaluation Center</p>	4.1. Receipt and screening of application form and supporting documents	None	2 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	4.2. Receives and screens Disability Claim Application and supporting documents Data Entry and notation of application form		2 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	4.3. Performs data entry in the Death, disability, and retirement (DDR) Processing Module; up to 1st Q&A		5 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC); Any of requesting office / division</li> </ul>
	4.4. Performs data entry in the Death, disability, and retirement (DDR) Processing Module; up to 2nd Q&A		4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior Nurse/ MS II/III, Medical Evaluation Center (MEC); Any of requesting office / division</li> </ul>
	4.5. Determines and indicates if for PEI or not based on illness, as stated in Medical Certificate		2 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	4.6. Forwards screened Disability Claim Application and supporting documents to MS II/III.		1 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	4.7. Pre-evaluation. 1.Conducts PEI; if required 2. Requests member to affix signature on Complete Medical Record form (MD-15)		5 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
<p>5. Affix signature over printed name on the MD-15 <b>Location:</b> Medical Evaluation Center</p>	5. Issues Acknowledge- ment Stub of Disability Claim Application; returns supporting documents (original copies)	None	1 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>

<p>6. Get Acknowledgment stub <b>Location:</b> Medical Evaluation Center</p> <p><b>Notes/Instruction:</b></p> <p>1. The same procedure shall be followed in filing of disability that happened abroad. 2. Applications for Disability benefits must be filed with the Social Security System within ten (10) years from the date/occurrence of disability. 3. Medical Specialist shall decide if additional medical records/documents will be required through a Disapproval Notice/Letter. 4. The issuance of Disapproval Notice/Letter shall be construed as completion of a process. In the event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a new processing. 5. This procedure is designed for branches with 2 or more Medical Specialists. 6. For branches with only one Medical Specialist, after evaluation of the claim, the next task shall be followed by DDRWF-updating, and then, forwarding of the claim to another MEC for the review. Preferably, the review shall be in the MES where the Processing Center is located to facilitate the processing of claim, thereafter.</p>	6.1. Evaluates claim	None	7 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.2. Indicates evaluation result in the Disability Claim Application; affixes signature over printed name on MD-15		1 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.3. Forwards evaluated claim to SMS III/IV		1 hour/s	<ul style="list-style-type: none"> <li>MS II/III, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.4. Review of evaluated claim		7 hour/s	<ul style="list-style-type: none"> <li>SMS III, SMS IV, Medical Evaluation Center (MEC)); Medical Operations Department</li> </ul>
	6.5. Affixes signature over printed name on MD-15		1 hour/s	<ul style="list-style-type: none"> <li>SMS III, SMS IV, Medical Evaluation Center (MEC)); Medical Operations Department</li> </ul>
	6.6. Forwards reviewed claim to Senior Clerk/ Junior Nurse		1 hour/s	<ul style="list-style-type: none"> <li>SMS III, SMS IV, Medical Evaluation Center (MEC)); Medical Operations Department</li> </ul>
	6.7. Encodes evaluation result in the Medical Verification System (MEDVS)		4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior Nurse, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.8. Updates the DDRWF by performing 2nd Q&A		4 hour/s	<ul style="list-style-type: none"> <li>Senior clerk/Junior Nurse, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.9. Prepares Transmittal List (TL) of DDRWF- encoded		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior Nurse, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>

	6.10. Forwards TL, Disability Claim Application, and supporting documents to PC	1 hour/s	<ul style="list-style-type: none"> <li>Senior Cler/Junior Nurse, Medical Evaluation Center (MEC); Medical Operations Department</li> </ul>
	6.11. Processing of disability benefit claim	7 working day/s	<ul style="list-style-type: none"> <li>Processor IV, Social Security Officer IV/Corporate Executive Officer III,DDR section, Processing Center; Any of requesting office / division</li> </ul>
	6.12. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved claim	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller -Cash Management; Any of requesting office / division</li> </ul>
<b>Total Processing Time:</b>		15 working day/s	
<b>Total Processing Fee:</b>		None	

## 11. My.SSS Registration for Member Account

Facilitates the online registration of SS members on the SSS website to obtain exclusive access to their SSS records and perform online transactions.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Self-Employed, Voluntary, or Overseas Filipino Worker (OFW) members with an SS number, at least one posted contribution, and has date of coverage.			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

<p>1. Visit the official SSS website, click on "Login to My.SSS", then select "Create Now" and choose "Member".</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>1. The system provides 24/7 access to the My.SSS portal and allows members to register with My.SSS by creating an account.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>2. Choose one of the following registration preferences, as applicable: 1.Savings Account Number/Citibank Cash Card/UBP Quick Card/UMID- ATM Savings Account Number registered in SSS. 2. UMID Card 3. Employer/Household ID 4. Payment Reference Number 5. Date of Loan 6. Transaction Number in UMID/Personal Record 7. Check Number of any monthly pension</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/ppl/register/exec">https://member.sss.gov.ph/member/ppl/register/exec</a></p> <p><b>Notes/Instruction:</b></p> <p>Each of the following registration preferences must align with its corresponding requirement:</p> <ol style="list-style-type: none"> <li>1. The Savings Account Number, Citibank Cash Card, UBP Quick Card, or UMID- ATM Savings Account Number should be registered with the SSS.</li> <li>2. The UMID Card must have been activated at the SSS Information Terminal located at SSS branches.</li> <li>3. The Payment Reference Number must have been paid.</li> <li>4. The member should enter the Date of Loan that have existing loan balance not the Date of Loan that has been fully paid.</li> <li>5. The Transaction Number displayed on the Personal Record or Unified Multi-Purpose ID (UMID) Application (E-1/E-6) (for those who applied for an SS number from December 10, 2020, onwards).</li> <li>6. The Check Number for any monthly pension of a retiree or disability pensioner receiving benefits through check.</li> </ol>	<p>2. The system validates the encoded preferred registration detail.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>3. Properly fill out the fields under "Account Information", "Personal Information", "Mailing Address Information", "Foreign Address Information" fields. Review the encoded registration details and accept the "Terms of Service" and click "Create Account". <b>Location:</b> <a href="https://member.sss.gov.ph/member/pol/register/exec">https://member.sss.gov.ph/member/pol/register/exec</a></p> <p><b>Notes/Instruction:</b> All fields in the "<b>Account Information</b>" section must be completed.  The following fields in the "<b>Personal Information</b>" section are mandatory:</p> <ol style="list-style-type: none"> <li>1. Last Name</li> <li>2. Given Name</li> <li>3. Birth Date</li> </ol> <p>Fields under "<b>Mailing Address Information</b>" and "<b>Foreign Address Information</b>" are optional.</p>	<p>3. The system validates if all required fields are fully filled out and informs the member through an on-screen message if there are issues requiring correction.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>4.Encoding of the mobile number in the "Account Information".</b></p>				
<p><b>The encoded mobile number is the same on the SSS database</b> 4.A.Enter One Time Password (OTP) and click "Proceed". <b>Location:</b> <a href="https://member.sss.gov.ph/member/pol/register/exec">https://member.sss.gov.ph/member/pol/register/exec</a></p>	<p>4.A. The system validates the entered OTP and informs the member through an on-screen message that his/her registration for the My.SSS Member Portal has been successful. He/she can now log in to use My.SSS account.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>The encoded mobile number is not the same with the SSS database.</b> 4.B.Accomplish Member Data Change Request (SSS Form E-4) and submit the same to any SSS branch to update mobile number, and may complete the registration process at the branch's E-Center. <b>Location:</b> <a href="https://member.sss.gov.ph/member/pol/register/exec">https://member.sss.gov.ph/member/pol/register/exec</a></p>	<p>4.B. The system validates that the encoded mobile number is not the same with the SSS database and provides an on-screen notification that the member is required to accomplish SSS Form E-4 and submit the same to any SSS branch to update mobile number.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<b>Member has no registered mobile number in the SSS database.</b> 4.C.Click the confirmation link sent through e-mail. Provide the last 6 digits of his/her CRN/SS number and click "Proceed". <b>Location:</b> <a href="https://member.sss.gov.ph/member/plb/register/exec">https://member.sss.gov.ph/member/plb/register/exec</a> <b>Notes/Instruction:</b> The member needs to activate his/her account within five (5) working days. Otherwise, the link will expire and he/she will need to repeat the registration process.	4.C. The system sends an email with a confirmation link for the member to activate his/her account. Once activated, an on-screen message confirms the successful submission of the My.SSS Member Registration, and a system notification is also sent to the member's email.	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Information Systems Department IV</li> <li>Senior Specialist; Information Systems Department IV</li> <li>Corporate Executive Officer III; Information Systems Department IV</li> <li>Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			6 minute/s	
<b>Total Processing Fee:</b>			None	

## 12. Filing of Pension Loan through SSS Branch - Over the Counter (OTC)

PENSION LOAN PROGRAM (PLP) is a loan facility that allows qualified SSS retiree-pensioners to apply for Pension Loan with a loanable amount of up to Php200,000.00. The PLP aims to assist SSS retiree-pensioners in their financial needs through a loan window which does not require ATM cards as collateral, and at a very low interest.

Office or Division:	Lending and Asset Management Group										
Category:	External Service										
Classification:	Complex										
Type of Transaction:	G2C (Government to Citizen)										
Who may avail:	<p>Retiree pensioners or Pension Loan Borrowers (PLB) with the following requirements:</p> <ul style="list-style-type: none"><li>• The retiree-pensioner must be registered in the SSS Website (My.SSS).</li><li>• Must be eighty-five (85) years of age or below at the end of the month of loan term;</li></ul> <p>Note: the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below:</p> <table><tr><td>Payment Term</td><td>Age at the Time of Availment</td></tr><tr><td>6 months</td><td>84 years and 4 months</td></tr><tr><td>12 months</td><td>83 years and 10 months</td></tr><tr><td>24 months</td><td>82 years and 10 months</td></tr></table> <ul style="list-style-type: none"><li>• Must have no deductions, such as outstanding loan balance, benefit overpayment to SSS, etc., from his/her monthly pension;</li><li>• Must have no existing advance pension under the SSS Calamity Package</li><li>• Must be receiving his/her regular monthly pension for at least one (1) month and status of pension is “Active”</li></ul> <p>Note: If the retiree pensioner availed the 18 months advance pension, he/she must be receiving his/her regular monthly pension for at least one (1) month.</p> <ul style="list-style-type: none"><li>• Must have updated contact information (mobile number, email and mailing address)</li></ul>			Payment Term	Age at the Time of Availment	6 months	84 years and 4 months	12 months	83 years and 10 months	24 months	82 years and 10 months
Payment Term	Age at the Time of Availment										
6 months	84 years and 4 months										
12 months	83 years and 10 months										
24 months	82 years and 10 months										
Operating Hours:	8:00 AM - 5:00 PM										
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE									
For Standard Requirement											

1. Present 1 original and submit photocopy of valid identification (ID) cards.

List of Primary Identification Cards:

- Unified Multi-Purpose ID (UMID) Card - Social Security System, Government Service Insurance System
- National ID - Philippine Statistics Authority
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearms Registration - Philippine National Police
- License to Own and Process Firearms - Philippine National Police
- NBI Clearance - National Bureau of Investigation
- Passport - Department of Foreign Affairs/Foreign Gov't.
- Permit to Carry Firearms Outside of Residence - Philippine National Police
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification and Record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

**Remarks:**

In the absence of a primary ID card/document, pension loan borrower shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number and wait for the number to be called. Once called, present the required valid IDs and/or documents to the Junior/Senior Member Service Representative. <b>Location:</b> SSS Counters	1.1. Establishes the identity of Pension Loan Borrower (PLB).	None	10 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Service Member Representative; Branch Operations Sector</li> </ul>
	1.2. Performs the following: a) Verifies the PLB's eligibility for PLP in the PL System, b) Inquires from PLB if contact number and/or email address is/are updated, c) Screens and receives the Pensioners Data Change Request (PDCR), d) Inputs applicable data of PLB in the Pensioner's Monitoring Module (PMM), e) Displays onscreen the contact number and/or email address and confirms from PL Borrower's, f) Informs PLB of the available loan amount and loan term.		10 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Service Member Representative; Branch Operations Sector</li> </ul>
	1.3. Process the Pension Loan Disclosure Statement (PLADS). Issues to the PLB the following: a) Pension Loan Application and Disclosure Statement (PLB's copy), b) IDs (original copy), c) Pensioners Date Change Request (PDCR) (PLB's copy, if applicable), d) Cash card		1 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Service Member Representative; Branch Operations Sector</li> </ul>

<p>2. Receives from the J/SMSR the following: a) PLADS (PLB's copy), b) IDs (original copy), c) PDCR (PLB's copy, if applicable), d) Cash card, if any.</p> <p><b>Location:</b></p> <p>SSS Counters</p> <p><b>Notes/Instruction:</b></p> <p>Cashcard fees shall be automatically deducted from the PL proceeds.</p>	<p>2. Issues the following: a) PLADS (PLB's copy), b) IDs (original copy), c) PDCR (PLB's copy, if applicable), d) Cash card, if any.</p>	<p><b>Standard Fees</b> Breakdown: Cashcard Fee: PHP 25</p> <hr/> <p>Total: PHP 25</p> <p><b>Formula Fees</b> Breakdown: Credit Life Insurance</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Service Member Representative; Branch Operations Sector</li> </ul>
<p>3. Wait for the disbursement of the pension loan proceeds to your disbursement account.</p> <p><b>Location:</b></p> <p>Disbursement account</p>	<p>3. System to process the disbursement of the pension loan proceeds to your disbursement account.</p>	<p>None</p>	<p>6 working day/s, 7 hour/s, 38 minute/s</p>	<ul style="list-style-type: none"> <li>Head; Information Systems Department III</li> <li>Head; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>			7 working day/s	
<b>Total Processing Fee:</b>			None	

### 13. Online Application of SS number in the SSS website without uploading of supporting documents

This facility allows applicants to obtain an SS number online with "Temporary" status.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Individual members such as Prior Registrant, Self-employed (SE), Overseas Filipino Workers (OFW), Non Working Spouse (NWS), Claimant and Survivor Pensioner/Guardian.			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b> (Designation; Office)

<p>1. Visit the SSS website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  <b>Location:</b>  <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <p>1. Go to "Apply for an SS number online" box, then click "Start".</p> <p>2. Supply the needed information, tick "I'm not a robot" and "I certify that above information are true and correct" and click "Submit".</p>	<p>1. The system validates the encoded information against SSS records.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>
<p>2. Access the continuation link sent to the email address of the registrant.  <b>Location:</b>  email address of the registrant</p> <p><b>Notes/Instruction:</b></p> <p>Notes/Instructions:</p> <p>1. If there is no existing record yet in SSS, registrant receives the link containing the Phase 2 of the registration.</p> <p>2. If there is already an existing record in SSS, registrant receives an email informing him/her to visit the SS branch for further assistance.</p>	<p>2. The system sends an email containing the result of the registration after validating the encoded information against SSS records.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>
<p>3. Registrant clicks the link sent to his/her email address to continue the Phase 2 of the registration.  <b>Location:</b>  email address of the member</p> <p><b>Notes/Instruction:</b></p> <p>Notes/Instructions:</p> <p>1. Registrant fills out the Phase 2 of the online registration form.</p> <p>2. Review the encoded data in the screen before final submission and edit necessary corrections, if any.</p> <p>3. Select "Yes" or "Maybe later" for enrollment of Pension Booster.</p>	<p>3. The system displays the Phase 2 of the online registration form and the options to edit the encoded data, if any.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>

<p>4. Registrant clicks the "Generate SS number" button.</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <p>Applicants are still encouraged to visit any SSS branch to submit supporting documents so that their SS number can be tagged as "Permanent", otherwise, their SS number status will remain "Temporary"; thus, limiting the services they can utilize to payment/contributions. Other online services will be disabled such as loans/benefits claim.</p>	<p>4. The system displays the SS number of the registrant and the options to Print/Download the SS number slip, transaction number and Personal Record form.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>
<b>Total Processing Time:</b>			20 minute/s	
<b>Total Processing Fee:</b>			None	

## 14. SSS Sickness Notification (SN) through My.SSS for Employer

Cash benefit paid to a member for the number of days of inability to work due to illness/injury.  
An Online facility that allows registered Employers to submit their employees' SS sickness notification through My.SSS

<b>Office or Division:</b>	Medical Operations Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	All qualified Employers registered at My.SSS			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b>		<b>Agency - Division:</b>		
1. My.SSS Employer Account (1) Original Copy		SSS Website- <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a> - Medical Operations Department		
2. WiFi access or mobile data (Sample: Internet Service Provider .)		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

1. Logs-in at My.SSS portal of the SSS Website <b>Location:</b> N/A	1. The employer log-in page of the SSS website is displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Processed by the System; Medical Operations Department</li> </ul>
2. Selects the "Submit Sickness Notification" under the Benefits Tab <b>Location:</b> N/A	2. The system displays the SN Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Processed by the System; Medical Operations Department</li> </ul>
3. Fills-in the required information in the SN screen and click "Proceed" to continue <b>Location:</b> N/A	3. The system displays the employee's encoded sickness information	None	1 minute/s	<ul style="list-style-type: none"> <li>Processed by the System; Medical Operations Department</li> </ul>
4. Uploads the required supporting documents; Medical Certificate, Hospital/medical records, if any <b>Location:</b> N/A	4. The system displays the screen of the summary of details, uploading of required supporting documents, and certification portion of Notification	None	1 minute/s	<ul style="list-style-type: none"> <li>processed by the System; Medical Operations Department</li> </ul>
5. Clicks "Certify and Submit" button to proceed <b>Location:</b> N/A	5. System generates transaction details. SSS shall send an email notification of successful submission to both Employer and employee through their respective email addresses	None	1 minute/s	<ul style="list-style-type: none"> <li>Processed by the System; Medical Operations Department</li> </ul>
6. Take note of generated transaction details of successful submission of SN <b>Location:</b> Medical Evaluation Center  <b>Notes/Instruction:</b> 1. Applications for SS Sickness benefits must be filed with the Social Security System within five (5) days from receipt of notification from employee, unless hospitalized, then the employer is given one (1) year from date of discharge to file both the notification and reimbursement. 2. A rejected claim shall be construed as completion of a process. Compliance by the member shall be treated as a new transaction and shall be generated a new Transaction Number. 3. All successfully filed SS-SN applications shall be enqueued to a General Inbox which shall be available to all Medical Specialists nationwide. 4. The processing time (PT) for SS-SN claim ends once it is medically evaluated, unless the claim is approved, then the count shall resume upon successful	6.1. N/A	None	1 minute/s	<ul style="list-style-type: none"> <li>N/A; Medical Operations Department</li> </ul>
	6.2. Medical evaluation of retrieved claim from General inbox.		4 working day/s, 7 hour/s, 52 minute/s	<ul style="list-style-type: none"> <li>Medical specialist II/III; Medical Operations Department</li> </ul>
	6.3. Employer and employee shall be notified of the claim status through their respective email addresses		1 minute/s	<ul style="list-style-type: none"> <li>Medical specialist II/III; Medical Operations Department</li> </ul>

submission of SBRA up to its settlement.	6.4. Medically approved SS-SN claims are enqueued to Employer's account for advance payment	1 minute/s	<ul style="list-style-type: none"> <li>Medical specialist II/III; Medical Operations Department</li> </ul>
<b>Total Processing Time:</b>		5 working day/s	
<b>Total Processing Fee:</b>		None	

## 15. Resetting of My.SSS Account and Password - Member

A facility in the SSS website which allows members to reset their forgotten My.SSS account.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Individual members such as Employed, Voluntary, Self employed and Overseas Filipino Workers (OFW) with My.SSS account.			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1.Visit the SSS website and click "Login to My.SSS". Click "Forgot Password". Click "Member".				

<p><b>Member chooses Multi-factor Authentication (MFA).</b>  1.A.Member chooses One-Time Pin (OTP).  <b>Location:</b>  www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <ul style="list-style-type: none"> <li>• Visit the SSS website and click "Login to My.SSS".</li> <li>• Click "Forgot Password".</li> <li>• Click "Member".</li> <li>• Click "Multi-factor Authentication".</li> <li>• Click "Next".</li> <li>• Enter "CRN/SS Number".</li> <li>• Click "Proceed".</li> <li>• Click "Choose Authentication".</li> <li>• Click "One-Time Pin through SMS".</li> <li>• Enter "One-Time Pin".</li> <li>• Click "Proceed".</li> <li>• Enter "New Password" and "Confirm New Password".</li> <li>• Click "Submit".</li> <li>• Click "Yes".</li> </ul>	<p>1.A. The system resets the password using OTP.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>Member chooses Multi-factor Authentication (MFA).</b>  1.B.Member chooses Time-based One-Time Password (TOTP).  <b>Location:</b>  www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <ul style="list-style-type: none"> <li>• Visit the SSS website and click "Login to My.SSS".</li> <li>• Click "Forgot Password".</li> <li>• Click "Member".</li> <li>• Click "Multi-factor Authentication".</li> <li>• Click "Next".</li> <li>• Enter "CRN/SS Number".</li> <li>• Click "Proceed".</li> <li>• Click "Choose Authentication".</li> <li>• Click "Time-based One Time Password".</li> <li>• Enter "Time-based One Time Password".</li> <li>• Click "Proceed".</li> <li>• Enter "New Password" and "Confirm New Password".</li> <li>• Click "Submit".</li> <li>• Click "Yes".</li> </ul>	<p>1.B. The system resets the password through TOTP.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<b>Member Chooses Security Questions (SQA).</b> 1.C.Member Chooses Security Questions (SQA). <b>Location:</b> www.sss.gov.ph <b>Notes/Instruction:</b> <ul style="list-style-type: none"> <li>• Visit the SSS website and click "Login to My.SSS".</li> <li>• Click "Forgot Password".</li> <li>• Click "Member".</li> <li>• Click "Security Questions".</li> <li>• Click "Next".</li> <li>• Enter "CRN/SS Number".</li> <li>• Provide the answers to the security questions presented.</li> <li>• Click "Proceed".</li> <li>• Enter new password and confirm the new password.</li> <li>• Click "Submit".</li> </ul>	1.C. The system resets the password through SQA.	None	10 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>				
<b>Total Processing Fee:</b>			None	

## 16. Generation of PRN for SSS Housing Loans

This will facilitate the SSS housing loan borrowers in generating his/her own Payment Reference Number (PRN) under his/her SSS Member Account thru WEB when paying monthly amortization for housing loan.

<b>Office or Division:</b>	Member Loans Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	All SSS Housing Loan Borrowers with Outstanding Balances			
<b>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b> (Designation; Office)

1. Request for generation of PRN for Housing Loan thru email <b>Location:</b>  HLPRN@sss.gov.ph	1.1. Acknowledge the email request upon receipt.	None	3 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li><li>• Junior Analyst; Housing and Acquired Assets Management Department</li><li>• Senior Analyst; Member Loans Department</li><li>• Senior Analyst; Investments Accounting Department</li><li>• Senior Analyst; Housing and Acquired Assets Management Department</li></ul>
	1.2. Generate the PRN based on the information provided in the email request.		4 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li><li>• Junior Analyst; Housing and Acquired Assets Management Department</li><li>• Senior Analyst; Member Loans Department</li><li>• Senior Analyst; Investments Accounting Department</li><li>• Senior Analyst; Housing and Acquired Assets Management Department</li></ul>
	1.3. Reply to the member's email with the generated PRN attached in image format.		3 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li><li>• Junior Analyst; Housing and Acquired Assets Management Department</li><li>• Senior Analyst; Member Loans Department</li><li>• Senior Analyst; Investments Accounting Department</li><li>• Senior Analyst; Housing and Acquired Assets Management Department</li></ul>
	Total Processing Time:		10 minute/s	

<b>Total Processing Fee:</b>	None
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### 17. Filing of Retirement Benefit Claim Application (My.SSS)

This service outlines the online filing of retirement benefit claim applications through the SSS Website, offering a convenient and efficient process without the need to visit a branch. The retirement benefit is either a monthly pension or lump sum granted to a member who can no longer work due to old age.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	<div> 1. All employee-members who are at least sixty (60) to sixty-four (64) years old and separated from employment, except for underground/surface mineworkers or racehorse jockeys; 2. All land-based Overseas Filipino Workers (OFWs) and Voluntary Members (VMs) who are at least sixty (60) years old upon the date of submission of claim; 3. All members who are at least sixty-five (65) years old upon the date of online filing of claim. </div> <div> To qualify for online filing, the member must also meet the following conditions: <ul style="list-style-type: none"> <li>SS number is not a cancelled SS number;</li> <li>Has no outstanding Stock Investment Loan Program (SILP)/Privatization Loan Program/Educational Loan/Vocational Technology Loan balance. Outstanding loan balance shall be for salary/calamity or Salary Loan Early Renewal Program (SLERP) only;</li> <li>Has no dependent child/children;</li> <li>Has no dependent child/children under guardianship;</li> <li>Is not incapacitated, under guardianship, or confined in an applicable institution such as penitentiary, correctional institution or rehabilitation;</li> <li>Application not under Portability Law or Bilateral Social Security Agreement;</li> <li>Application not for adjustment or re-adjudication of claim; and</li> <li>Member is not an underground/surface mineworker or a racehorse jockey.</li> </ul> </div>		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. My.SSS Account  (1) Electronic Copy <b>Remarks:</b>  Note: Member must be registered in the SSS Website to be able to apply for retirement benefit through the My.SSS Portal.		<b>Agency - Division:</b>  Social Security System - Branch Office/Website	

<div> <div>2. Disbursement Account</div> <div>(1) Original Copy And (1) Photo Copy</div> <div> <b>Remarks:</b>   Proof of disbursement account showing the Name and Account Number of the member, through any of the following: <ul style="list-style-type: none"> <li>Bank account through any PESONet participating banks (Automated Telling Machine Card, Passbook, Validated deposit slip, Bank Certificate or Statement issued within three (3) months prior to filing of claim)</li> <li>Electronic Wallets, such as Maya or Gcash</li> <li>Remittance Transfer Companies/Cash Payout Outlets</li> </ul> </div> <div>Note: The member's preferred disbursement account must be enrolled and approved through the Disbursement Account Enrollment Module (DAEM) on the SSS Website. However, if the member has a UMID card enrolled as an ATM, the benefit proceeds will be credited directly to the said card.</div> </div>				
Applicant / Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Visit the Social Security System website (www.sss.gov.ph) <b>Location:</b> Online	1. The Member-claimant login page of the SSS website will be displayed.	None	30 minute/s	• Junior/Senior Programmer; Information Systems Department II
2. Logs in thru the My.SSS Service Portal and clicks the "Apply for Retirement Benefit" via Benefits Menu. <b>Location:</b> Online	2. My.SSS will display the Retirement Claim Application Module.	None	15 minute/s	• Junior/Senior Programmer; Information Systems Department II
3. Reads instruction and encodes the information details of the claim. <b>Location:</b> Online	3. My.SSS will display the button where the personal information of the memberclaimant can be updated, if necessary.	None	15 minute/s	• Junior/Senior Programmer; Information Systems Department II
4. Answers Q and A. <b>Location:</b> Online	4. My.SSS will display the Q and A.	None	10 minute/s	• Junior/Senior Programmer; Information Systems Department II
5. Selects option to avail advance 18 months retirement pension, if applicable. <b>Location:</b> Online	5. My.SSS will display option to avail advance 18 months retirement pension, if applicable.	None	5 minute/s	• Junior/Senior Programmer; Information Systems Department II
6. Reads the Certification carefully and click the "Certify and Proceed" box to agree and proceed. <b>Location:</b> Online	6.1. My.SSS will validate all information provided and check eligibility to the benefit.	None	5 minute/s	• Junior/Senior Programmer; Information Systems Department II

	6.2. My.SSS will send an email notification on the following: - certifying employer for request for online certification of member's date of separation from employment - member for the successful submission/approval of request for online certification and assignment of claim to the concerned branch for processing		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> </ul>
<p>7. Receives email or checks My.SSS inbox notification for the notice from SSS: - Acknowledgement of action taken by employer on the request for certification and/or expiration of the request for employer's online certification - Successful submission and assignment of claim to concerned branch office for processing; and - Status of claim (approval/ rejection)</p> <p><b>Location:</b></p> <p>Online</p>	7.1. Retrieves and evaluates retirement claim application in the IDDR Benefit System.	None	7 working day/s	<ul style="list-style-type: none"> <li>Processor/ SSO III/CEO II, RDF Section, Processing Center (PC); Central Processing Group</li> </ul>
	7.2. Checks the following: - member's information (name, date of Birth or coverage, SS number status, membership or coverage status) - posted contributions (posted/underpayment/abrupt increase/valid/invalid) - employment history - Pensions (in-process, settled claim) - loans (salary/emergency/educational, stock investment, vocational/technical loan balance/s) - settled benefits (overlapping with retirement) - Eligibility to retirement benefit - Pending SSC case - Net amount of the retirement (lumpsum benefit) is less than the total loan balance - Discrepancies in contribution - overlapping benefits (sickness, disability and unemployment) - Encoded date of retirement/ contingency - Settled claim (in-process/previously settled claim) - contributions and loan balance under member's cancelled SS number are not yet transferred to the retained SS number per SSS record		3 working day/s	<ul style="list-style-type: none"> <li>Processor/ SSO III/CEO II, RDF Section, Processing Center (PC); Central Processing Group</li> </ul>
	7.3. Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System for batch validation		5 minute/s	<ul style="list-style-type: none"> <li>Processor/ SSO III/CEO II, RDF Section, Processing Center (PC); Central Processing Group</li> </ul>
	7.4. Reviews thru the Online Review Facility and validates the encoded data.		3 working day/s	<ul style="list-style-type: none"> <li>SSO IV, CEO II, DDR Section, Processing Center &amp; PC Head; Central Processing Group</li> </ul>

	7.5. Approves processed claim for payment.		6 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>SSO IV, CEO II, DDR Section, Processing Center &amp; PC Head; Central Processing Group</li> </ul>
	7.6. Issuance of Letter of Instruction (LOI).		1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Treasury Division</li> </ul>
<b>Total Processing Time:</b>			15 working day/s	
<b>Total Processing Fee:</b>			None	

## 18. Filing of Maternity Benefit Reimbursement Application by Employer for Live Childbirth and for Stillbirth/Fetal Death

Maternity Benefit is granted to a female employee who was unable to work due to Live Childbirth and Stillbirth/Fetal Death.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B (Government to Business)		
<b>Who may avail:</b>	Qualified employers who have paid in advance the amount of maternity benefit to the qualified female employee and registered in My.SSS		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b>			
1. Enrollment/Registration of My.SSS Account in SSS Website (Sample: ) <b>Remarks:</b> Internet/Wifi Access or Mobile Data		Applicant / Client	
2. Employer must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Reimbursement proceeds shall be credited to employer's enrolled and approved disbursement account.		Applicant / Client	
3. Supporting documents, whichever is applicable (1) Electronic Copy <b>Remarks:</b>		Applicant / Client	

**Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:**

**1. For Live Childbirth (Normal or Caesarian) Any of the following:**

- a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or
- b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Reimbursement Application is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable.

**2. For Stillbirth or Fetal Death - Any of the following:**

- a. Certificate of Fetal Death duly registered with the Local Civil Registrar with corresponding Official Receipt or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or
- b. Certificate of Fetal Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if filing date of Maternity Benefit Reimbursement Application is beyond (6) months from the date of delivery; or
- c. Certificate of Fetal Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in foreign country with English translation, if applicable.

**3. For Qualified Solo Parents under Republic Act (RA) 8972 or the Solo Parents' Welfare Act of 2000**

- a. Any of the following documents issued by the Local Government Unit and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:
  - i. Valid Solo Parent ID; or
  - ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.
- b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.
- c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of Solo Parent, date of validity/issuance, name and date of birth of child/ren).

**4. For contingencies that occurred prior to 11 March 2019, or the effectivity date of Republic Act 11210 or the Expanded Maternity Leave Law**

Any of the following documents issued by the hospital/medical facility indicating the type of delivery:

- a. Operating Room Record;
- b. Surgical Memorandum;
- c. Discharge Summary Report;
- d. Medical/Clinical Abstract;

- e. Delivery Report;
- f. Detailed invoice showing applicable charges, only if the caesarian delivery occurred abroad; or
- g. Similar medical documents.

**5. For employers who already paid the maternity benefit in advance to their female employees but cannot provide the required documents since said employees did not return or report back to work after childbirth or stillbirth/fetal death or are already separated from employment or deceased**

The following documents shall be required for submission, whichever is applicable:

- a. Any medical document issued by the hospital/medical facility indicating live childbirth
- b. Certification from employer that the employee did not return or report back to work after the childbirth, or that the employee is already separated from employment; or deceased employee's Certificate of Death issued by the Philippine Statistics Authority or Local Civil Registry; and
- c. Any of the following proofs of advance payment by the employer of the SSS Maternity benefit of the female member:
  - i. Cash voucher or relevant document indicating receipt of advance payment signed by the member; or
  - ii. Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment.

Note: For employers who cannot provide the child's Certificate of Live Birth/ Certificate of Death or any medical document issued by the hospital/medical facility indicating live birth, the reimbursement shall only corresponds to sixty (60) days.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Login at My.SSS Portal in the SSS website <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	1. The employer Log-in page in the SSS website will be displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
2. Select the "Submit Maternity Benefit Reimbursement Application" under the Benefits Tab <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	2. The system display the Maternity Benefit Reimbursement Application Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>3. Encode the Common Reference Number/ SSS Number of employee and click "Search"</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>3. The details of employee will be displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Fill-in the required information in the Maternity Benefit Reimbursement Application screen an click "Proceed" to continue</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>4. The System displays the screens of Maternity Benefit Reimbursement Application Module</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Upload the required supporting documents and click "Proceed" button to proceed</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>5.1. The System displays the screen on the summary of details and uploading of required documents and certification portion of Maternity Benefit Reimbursement Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.2. Confirmation of filed Maternity Benefit Reimbursement Application will be displayed for review</p>		<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>6. Take note of the generated transaction details of successful submission of Maternity Benefit Reimbursement Application</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>6.1. The system displays the transaction number of submitted Maternity Benefit Reimbursement Application</p>	None	2 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	<p>6.2. The System will notify the employer and member thru e-mail and My.SSS notifications</p>		5 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
<p>7. Receipt of advance payment shall be confirmed/certified by the employee within seven (7) days from the date of e-mail by the SSS</p> <p><b>Location:</b></p> <p><a href="https://employee.sss.gov.ph">https://employee.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <p>Once confirmed by the employee, filed Maternity Benefit Reimbursement Application online will be processed</p>	<p>7.1. Processing of filed Maternity Benefit Reimbursement Application online</p>	None	5 working day/s, 7 hour/s, 36 minute/s	<ul style="list-style-type: none"><li>• Claims Processor III, SMEC Section; Central Processing Group</li><li>• Corporate Executive Officer II, SMEC Section; Central Processing Group</li></ul>
	<p>7.2. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Maternity Benefit Reimbursement Application</p>		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
<b>Total Processing Time:</b>			7 working day/s	
<b>Total Processing Fee:</b>			None	

## 19. Online Application of SS number in the SSS website with uploading of supporting documents

This facility allows applicants to obtain an SS number online with uploading of supporting documents.

<b>Office or Division:</b>	Member Electronic Services Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)

Who may avail:	Individual members such as Prior Registrant, Self-employed (SE), Overseas Filipino Workers (OFW), Non Working Spouse (NWS), Claimant and Survivor Pensioner/Guardian.		
Operating Hours:	24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>For Standard Requirement</b>			
1. Birth Certificate		Agency - Division:	
(1) Original Copy Or (1) Certified True Copy And (1) Photo Copy		PSA - sample_psa	
<b>In the absence of birth certificate, submit:</b>			
1. [object Object],[object Object]		Agency - Division:	
		-	
<b>In the absence of the above ID cards and/or documents, any two (2) of the following documents both with the correct name and at least one (1) with date of birth:</b>			

1. Alternative supported documents.

(1) Original Copy And (1) Photo Copy

**Remarks:**

- (GSIS) card/Member's Record/Certificate of Membership
- ATM Card (with cardholder's name)
- Alien Certificate of Registration
- Bank Account Passbook
- Baptismal Certificate of child/ren
- Birth Certificate of child/ren
- Cert. of Licensure/Qualification Document from Maritime Industry Auth.
- Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Certificate of Non-Availability of Birth Records from the City or Municipal Civil Registrar or Philippine Statistic Authority/National Statistics Office or National Archives, for the alleged correct name/date of birth
- Company ID card
- Court Order granting petition for change of name or date of birth
- Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Health or Medical Card
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form/Transaction Card
- Homeowners Association ID Card
- ID card issued by (LGUs) (e.g. Barangay/Municipality/City)
- ID card issued by professional association recognized by PRC
- License ID issued by Philippine Racing Commission (PHILRACOM)
- Life Insurance Policy
- Marriage Contract/Certificate of Marriage
- Member's copy of Personal Record(SS Form E-1, RS-1, OW-1, NW-1) duly received by the SSS where the correct sex is indicated
- Membership card issued by Private Co.
- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member 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 Identification card or Affidavit/Certificate of Registration

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Visit the SSS website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  <b>Location:</b>  <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b>  Notes/Instructions:  1. Go to "Apply for an SS number online" box, then click "Start".  2. Supply the needed information, tick "I'm not a robot" and "I certify that above information are true and correct" and click "Submit".</p>	<p>1. The system validates the encoded information against SSS records.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>
<p>2. Access the continuation link.  <b>Location:</b>  Email Address</p> <p><b>Notes/Instruction:</b></p> <ul style="list-style-type: none"> <li>• Supply the required information from Basic Information up to Beneficiaries Information correctly.</li> <li>• Review and correct filled out electronic registration form.</li> <li>• Provide preferred User ID for your My.SSS account.</li> <li>• Provide personal record information - height and weight.</li> <li>• Click "Generate SS Number" button.</li> </ul>	<p>2. The system redirects the member to other fields to be filled up.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> </ul>

<p>3. Upload required documents for the tagging of SS number. <b>Location:</b>  www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <p>Member Service Representatives (MSRs) will review the application. Once approved, the status of the SS number will be tagged as "Permanent", otherwise it will be tagged as "Temporary".</p> <p>- MSRs access the RRCS - Membership Status Tagging module and retrieves Personal Record (E-1) and the uploaded supporting documents.</p> <p>- MSRs compare the uploaded supporting document/s against the information in the Personal Record (E-1).</p>	3. Evaluation and verification of application.	None	2 working day/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative; Member Services Section</li> <li>• Senior Member Service Representative; Member Services Section</li> <li>• Social Security Officer III; Member Services Section</li> <li>• Corporate Executive Officer III; Member Services Section</li> <li>• Junior Member Service Representative; Branch Operations Sector</li> <li>• Senior Member Service Representative; Branch Operations Sector</li> <li>• Social Security Officer III; Branch Operations Sector</li> <li>• Corporate Executive Officer III; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			2 day/s, 10 minute/s	
<b>Total Processing Fee:</b>			None	

## 20. Filing of Pension Loan through SSS Website - Online (My.SSS)

PENSION LOAN PROGRAM (PLP) is an online loan facility that allows qualified SSS retiree-pensioners to apply for Pension Loan with a loanable amount of up to Php200,000.00. The PLP aims to assist SSS retiree-pensioners in their financial needs through a loan window which does not require ATM cards as collateral, and at a very low interest rate.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)

Who may avail:	Retiree pensioners with the following requirements: <ul style="list-style-type: none"><li>• The retiree-pensioner must be registered in the SSS Website (My.SSS).</li><li>• Must be eighty-five (85) years of age or below at the end of the month of loan term;</li></ul> Note: the age of the retiree pensioner at the time of loan application should not exceed eighty-five (85) years as illustrated below: <table><tr><td>Payment Term</td><td>Age at the Time of Availment</td></tr><tr><td>6 months</td><td>84 years and 4 months</td></tr><tr><td>12 months</td><td>83 years and 10 months</td></tr><tr><td>24 months</td><td>82 years and 10 months</td></tr></table> <ul style="list-style-type: none"><li>• Must have no deductions, such as outstanding loan balance, benefit overpayment to SSS, etc., from his/her monthly pension;</li><li>• Must have no existing advance pension under the SSS Calamity Package</li><li>• Must be receiving his/her regular monthly pension for at least one (1) month and status of pension is "Active"</li></ul> Note: If the retiree pensioner availed the 18 months advance pension, he/she must be receiving his/her regular monthly pension for at least one (1) month. <ul style="list-style-type: none"><li>• Must have updated contact number, email and mailing address; and</li><li>• Must have bank account encoded in the Disbursement Account Enrollment Module.</li></ul>				Payment Term	Age at the Time of Availment	6 months	84 years and 4 months	12 months	83 years and 10 months	24 months	82 years and 10 months
	Payment Term	Age at the Time of Availment										
6 months	84 years and 4 months											
12 months	83 years and 10 months											
24 months	82 years and 10 months											
Operating Hours:	24/7											
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE										
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)								
1. Log-in in the SSS website. Select "Loans" tab and click "Apply for Pension Loan" from the list of services. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	1. The system displays the options on number of months to be applied for and the corresponding computation.	None	1 minute/s	<ul style="list-style-type: none"><li>• Project Specialist/Department Manager III; Information Systems Department III</li></ul>								
2. Nominate the chosen disbursement account to enable the "Submit" button of the PLB's preferred loan term. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	2. The "Submit" button will be automatically enabled from your selected loan term.	None	1 minute/s	<ul style="list-style-type: none"><li>• Project Specialist/Department Manager III; Information Systems Department III</li></ul>								
3. Select the preferred PL amount displayed on screen by clicking the "Submit" button below the computation of the desired option. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	3. The System displays the confirmation page of the PL details.	None	1 minute/s	<ul style="list-style-type: none"><li>• Project Specialist/Department Manager III; Information Systems Department III</li></ul>								
4. Review the following PL details e.g. PL amount, disbursement account, Terms and Conditions, etc. Then tick the small box at the lower left portion of the "Acknowledgement, Authorization and Agreement". <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	4. The System displays Terms and Conditions.	None	1 minute/s	<ul style="list-style-type: none"><li>• Project Specialist/Department Manager III; Information Systems Department III</li></ul>								

5. Click the "I have read and agree to the Terms and Conditions" tab. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	5. The System displays the Pension Loan Disclosure Statement.	None	1 minute/s	<ul style="list-style-type: none"> <li>Project Specialist/Department Manager III; Information Systems Department III</li> </ul>
6. Download or print the Pension Loan Disclosure Statement. Note: Click "Close" tab to activate the "Submit Pension Loan" button. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	6. The System enables the download or print command of the PL borrower.	None	1 minute/s	<ul style="list-style-type: none"> <li>Project Specialist/Department Manager III; Information Systems Department III</li> </ul>
7. Click "Submit Pension Loan" and open registered email address and/or "Inbox" folder in the My.SSS facility to check the electronic notification sent by SSS as confirmation for the successful submission of the Pension Loan Application. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	7. The System will send an email notification to the Retiree-Pensioner indicating the PL details of the Pension Loan application.	<b>Standard Fees</b> Breakdown: Transaction Fee: PHP 1.05 <hr/> Total: PHP 1.05  <b>Formula Fees</b> Breakdown: Credit Life Insurance	1 minute/s	<ul style="list-style-type: none"> <li>Project Specialist/Department Manager III; Information Systems Department III</li> </ul>
8. Wait for the disbursement of the pension loan proceeds to your chosen disbursement account. <b>Location:</b>  Disbursement Account	8. System to process the disbursement of the pension loan proceeds to your chosen disbursement account.	None	5 working day/s	<ul style="list-style-type: none"> <li>Head; Information Systems Department III</li> <li>Head; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>			5 working day/s, 7 minute/s	
<b>Total Processing Fee:</b>			None	

## 21. Application for UMID Pay Card Upgrade

UMID Pay Card is an EMV-compliant SSS-issued UMID card that is co-branded with the Participating Financial Institutions or Banks. The UMID Pay Card is used by SSS for the disbursement of proceeds for benefits, loans, and refunds to SSS members, pensioners and beneficiaries

<b>Office or Division:</b>	Identity Management Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	<p>Who May Avail: SSS members and beneficiaries who are Filipino citizens with:</p> <ol style="list-style-type: none"> <li>Existing SSS-issued UMID Cards whose date of their UMID biometric data capture or UMID card application is not more than ten (10) years on the application date of upgrading to UMID ATM Pay Card.</li> <li>My.SSS account at SSS Website</li> <li>With registered local home address</li> <li>With registered local mobile number.</li> </ol>

<b>Operating Hours:</b>		24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log-in to your My.SSS Account and check your personal info such as name, date of birth. Access the "Member Information Menu" and "Upgrade to UMID Pay Card" and submit the Data Sharing Consent. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b> The process depends on the speed of the network provider on the side of the applicant</p>	1.1. The Systems displays the registered mobile number, email address, home and mailing address.	None	1 minute/s	<ul style="list-style-type: none"> <li>Corporate Executive Officer III; Information Systems Department IV</li> </ul>
	1.2. The System displays the Data Sharing Consent		1 minute/s	<ul style="list-style-type: none"> <li>Corporate Executive Officer III; Identity Management Department</li> </ul>
<p>2. Receives the email acknowledging the submission of Data Sharing Consent <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <ol style="list-style-type: none"> <li>After submission of the Data Sharing Consent, access the UnionBank's mobile app, the SSS partner-bank or its website at <a href="https://online.unionbankph.com/online-banking/signup/open-account">https://online.unionbankph.com/online-banking/signup/open-account</a> to open a UMID Pay Card account</li> <li>The UMID Pay Card will be delivered to the SSS registered address within fifteen (15) banking days for address within Metro Manila and twenty (20) banking days for provincial address.</li> <li>The SSS-partner bank may require other documents upon delivery of the UMID Pay Card.</li> <li>Activate your UMID Pay Card upon receipt.</li> </ol> <p>The process depends on the speed of the network provider on the side of the applicant</p>	<p>2. The system displays a confirmation message and sends email to applicant acknowledging the submission of the Data Sharing Consent.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Corporate Executive Officer III; Information Systems Department IV</li> <li>Corporate Executive Officer III; Identity Management Department</li> </ul>
<b>Total Processing Time:</b>			3 minute/s	
<b>Total Processing Fee:</b>			None	

## 22. Release of Surrendered Unclaimed UMID Card at SSS Branch upon request of the claimant

This service facilitates the release of unclaimed Unified Multi-Purpose Identification (UMID) cards that were surrendered by Social Security System (SSS) branches to the SSS Main office-Identity Management Department. These cards will be retained by the department for a period of five years, allowing members sufficient time to claim their card either through personal pickup or by requesting delivery to an SSS branch.

<b>Office or Division:</b>	Identity Management Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All SSS members who are unable to claim their UMID card at the SSS Main Office due to geographical constraints, and who have received an SMS or email notification indicating that their unclaimed cards are available for pick-up at the SSS branch where they submitted their request, may claim their cards at the designated branch.	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b> 1. SMS/Email Notification (Sample: None None) <b>Remarks:</b> Member will present SMS/Email Notification from SSS upon claiming the UMID.		Applicant / Client
<b>For Authorize representative</b> 1. Authorization Letter (1) Original Copy 2. Government-Issued valid IDs Primary IDs <ul style="list-style-type: none"> <li>National ID - Philippine Statistics Authority</li> <li>Driver's License - Land Transportation Office</li> <li>Passport - Department of Foreign Affairs</li> <li>Professional Regulation Commission (PRC) card - Professional Regulation Commission</li> <li>Seaman's Book (Seafarer's Identification and Record Book) - Maritime Industry Authority</li> </ul> Secondary IDs <b>In the absence of the above ID card(s), any two (2) of the following, both with the correct name and at least one(1) with date of birth:</b> <ul style="list-style-type: none"> <li>(GSIS) card/Member's Record/Certificate of Membership</li> <li>ATM Card (with cardholder's name)</li> <li>Alien Certificate of Registration</li> <li>Bank Account Passbook</li> <li>Baptismal Certificate of child/ren</li> </ul>		Applicant / Client

- Birth Certificate of child/ren
- Cert. of Licensure/Qualification Document from Maritime Industry Auth.
- Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Certificate of Non-Availability of Birth Records from the City or Municipal Civil Registrar or Philippine Statistic Authority/National Statistics Office or National Archives, for the alleged correct name/date of birth\
- Company ID card
- Court Order granting petition for change of name or date of birth
- Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Health or Medical Card
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form/Transaction Card
- Homeowners Association ID Card
- ID card issued by LGUs (e.g. Barangay, Municipality or City)
- ID card issued by professional association recognized by PRC
- License ID issued by Philippine Racing Commission (PHILRACOM)
- Life Insurance Policy
- Marriage Contract/Certificate of Marriage
- Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by the SSS where the correct sex is indicated
- Membership card issued by Private Co.
- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member 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 Identification card or Affidavit/Certificate of Registration

**Member may personally claim his/her UMID card at SSS branch upon request**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. The SSS Branch Office shall submit the member's letter of request, along with a copy of the acknowledgement stub and valid identification documents, to facilitate the transfer of the unclaimed card to the member's preferred SSS branch for pick-up. <b>Location:</b> SSS Branch Office	1.1. Acknowledge receipt of the member's letter of request, acknowledgement stub, and identification documents submitted through the SSS branch office.	None	5 minute/s	<ul style="list-style-type: none"> <li>• Sr. Clerk/Courier /Sr. Data Controller; Identity Management Department</li> </ul>

<b>Notes/Instruction:</b>  After tagging the card in the UMID Monitoring System (UMS), an email notification will be sent to the SSS Branch Office unable to travel to the SSS Main Office, informing them that the card is in transit. The SSS Branch Office that can travel will receive a notification that the card is ready for pick-up at the SSS Main Office – Identity Management Department.	1.2. Screen the letter of request, acknowledgement stub, and identification documents to verify the identity of the requesting member or claimant.	20 minute/s	<ul style="list-style-type: none"> <li>Sr. Clerk/Courier /Sr. Data Controller; Identity Management Department</li> </ul>
	1.3. Retrieve the surrendered unclaimed UMID card from the secured vault or cabinet for release upon approval.	30 minute/s	<ul style="list-style-type: none"> <li>Sr. Clerk/Courier /Sr. Data Controller; Identity Management Department</li> </ul>
	1.4. Place the retrieved card in a secure, tamper-proof package for dispatch.	5 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Identity Management Department</li> <li>Courier; Identity Management Department</li> </ul>
	1.5. Tag the surrendered unclaimed card through the UMID Monitoring System (UMS) for release upon approval.	10 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Identity Management Department</li> </ul>
	1.6. Release the UMID card package and Transmittal Summary to the authorized representative of the BO/SO who will travel to the SSS Main Office via service vehicle.	5 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Identity Management Department</li> <li>Courier; Identity Management Department</li> </ul>
	1.7. Approve and transmit the card package and transmittal summary to the Office Services Department (OSD) for delivery via cargo forwarder to the other Branch/Service Offices (BO/SOs) that are unable to send representatives to the SSS Main Office.	10 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer IV/Junior Specialist; Identity Management Department</li> </ul>
<b>Total Processing Time:</b>		1 hour/s, 25 minute/s	
<b>Total Processing Fee:</b>		None	

## 23. Filing of EC Disability Benefit Application Personally

Cash benefit granted to a member who becomes permanently disabled either partially or totally due to a work-related illness or injury

<b>Office or Division:</b>	Medical Operations Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<b>Who may avail:</b>	Any employed/self-employed SS member who suffers a work-related illness or injury CHECKLIST OF REQUIREMENTS WHERE TO			
<b>Operating Hours:</b>	8:00 AM - 5:00 PM			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Standard Requirement</b>				
1. Disability Claim Application Form (1copy) (1) Original Copy		<b>Agency - Division:</b> MECs, SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Operations Department		
2. Member's/Claimant's photo and Signature Form (for initial claim only) (1) Original Copy		Applicant / Client		
3. Identification card SSS ID/UMID Card Any 2 valid IDs- Member				
4. SSS Medical Certificate Form- accomplished by the attending physician within 6 months from date of filing (1Copy) (1) Original Copy		<b>Agency - Division:</b> MECs, SSS website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Operations Department		
5. medical Records- reckoning date shall be date of filing (original or certified true copy) (1) Original Copy Or (1) Certified True Copy		<b>Agency - Division:</b> Hospital, Laboratory and Diagnostic Center - Hospital, Laboratory and Diagnostic Center		
6. EC Documents: Accident/Illness report; EC Company Logbook Entry of accident/illness; Police Report (for vehicular accidents); Pre-employment PE (for illness); Complete job Description (1) Original Copy		<b>Agency - Division:</b> Employer - Employer		
7. Bank Details; Single Savings Account Passbook, or AtM card with account number (photocopy) or Validated Deposit Slip or Bank Statement (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get or download the following documents: Disability Claim Application; Member's/Claimant's photo and Signature Form (for initial claims only); SSS Medical Certificate Form <b>Location:</b> SSS Website ( <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> )	1. n/a	None	2 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
2. Read instructions and fill-out the forms <b>Location:</b> .	2. .	None	2 hour/s	<ul style="list-style-type: none"> <li>N/A; Medical Operations Department</li> </ul>

3. Get a queue number and wait for the number to be called <b>Location:</b> Medical Evaluation Center	3. Issues queue number	None	3 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior Nurse/Medical Specialist II/III; Medical Operations Department</li> </ul>
4. Submit properly filled-out Disability Application Form together with the supporting documents <b>Location:</b> Medical Evaluation Center	4. Receives and screens Disability Claim Application form and supporting documents	None	2 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse/Medical Specialist II/III; Medical Operations Department</li> </ul>
5. Data entry and notation of application form <b>Location:</b> Medical Evaluation Center	5.1. Performs data entry in the (DDR) Death, Disability & Retirement processing module, up to 1st Q&A.	None	4 hour/s	<ul style="list-style-type: none"> <li>Senior clerk/Junior/Senior Nurse, Medical Specialist II/III; Medical Operations Department</li> </ul>
	5.2. Determines from the illness stated in the medical certificate if for Physical Examination & Interview or not and stamps the necessary action.		2 hour/s	<ul style="list-style-type: none"> <li>Senior clerk/Junior/Senior Nurse, Medical Specialist II/III; Medical Operations Department</li> </ul>
	5.3. Forwards screened Disability Claim Application and supporting documents to Medical Specialist		2 hour/s	<ul style="list-style-type: none"> <li>Senior clerk/Junior/Senior Nurse, Medical Specialist II/III; Medical Operations Department</li> </ul>
6. Pre-evaluation of Claim <b>Location:</b> Medical Evaluation Center	6.1. Conducts PEI; if required, otherwise proceed to task #7.	None	5 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
	6.2. Requests member to affix signature or fingerprints on Complete Medical Record Form (MD-15)		1 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
7. Affix signature over printed name on the MD-15 <b>Location:</b> Medical Evaluation Center	7. Issues acknowledgement stub of Disability Claim Application; returns supporting documents (original copies)	None	1 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
8. Get acknowledgement stub <b>Location:</b> Medical Evaluation Center	8.1. Evaluates claim.	None	7 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>

	8.2. Indicates evaluation result in the Disability Claim Application, affixes signature over printed name on MD15.		2 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
	8.3. Labels supporting documents for scanning.		2 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
	8.4. Releases evaluated claim to Senior Clerk/Junior Nurse		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior Nurse; Medical Operations Department</li> </ul>
9. Encoding and updating <b>Location:</b> Medical Evaluation Center	9.1. Encodes evaluation result in the Medical Verification System (MEDVS)	None	4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
	9.2. Updates the DDRWF by performing 2nd Q&A. Transmittal List (TL) of DDRWF- encoded claims. Forwards encoded Disability Claim Application & supporting documents to Scanner Operator		4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
	9.3. Transmittal List (TL) of DDRWF encoded claims		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
	9.4. Forwards encoded Disability claim Application and supporting documents to Scanner operator		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
10. Scanning of documents <b>Location:</b> Medical Evaluation Center	10. Scans Disability Claim Application and supporting documents	None	2 hour/s	<ul style="list-style-type: none"> <li>Scanner Operator; Medical Operations Department</li> </ul>
11. Review of evaluated claim <b>Location:</b> Medical evaluation Center	11.1. Reviews retrieved claim on queue	None	7 hour/s	<ul style="list-style-type: none"> <li>Supervising Medical Specialist III/IV; Medical Operations Department</li> </ul>
	11.2. Tags reviewed claim through DDR Processing Module		1 hour/s	<ul style="list-style-type: none"> <li>Supervising Medical Specialist III/IV; Medical Operations Department</li> </ul>

12. Processing of Claim <b>Location:</b> Processing center	12. Process and pays the disability claim application	None	7 working day/s	<ul style="list-style-type: none"> <li>Processor IV, Social Security Officer IV/Corporate Executive Officer III,DDR section, Processing Center; Any of requesting office / division</li> </ul>
13. ISSUANCE OF LETTER OF INTRODUCTION (LOI) <b>Location:</b> Cash Management	13. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved claim	None	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller -Cash Management; Any of requesting office / division</li> </ul>
<b>Total Processing Time:</b>			15 working day/s	
<b>Total Processing Fee:</b>			None	

## 24. Filing of Disability Benefit Claim Application Through the Member's My.SSS account

Cash benefit granted to a member who becomes permanently disabled either partially or totally.

Office or Division:	Medical Operations Department		
Category:	External Service		
Classification:	Highly Technical		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Any SS member with at least one (1) contribution six (6) months before the contingency before the occurrence of disability and has not been granted with any SSS final benefit or claim		
Operating Hours:	24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement			
1. Enrollement/Registration of MY.SSS Account at the SSS Website (1) Original Copy		Agency - Division: SSS Website at www.sss.gov.ph - Medical Evaluation Center	
2. Internet/Wi-Fi access or Module data (1) Original Copy		Applicant / Client	
3. Member must have a UMID pay Card enrolled as ATM or an approved disbursement account in the Disbursement Account Enrollemnt Module (DAEM) in the My.SSS portal (1) Original Copy		Agency - Division: PESONet participating banks, E-wallet Participants, Remittance Transfer Companies (RTCs), Cash payout Outlets (CPOs) - Medical Operations Department	
4. Medical Cerficate- the validity of which shall be six (6) months from date of issuance/accomplished by the attending physician (1) Original Copy		Agency - Division: Hospital, Laboratory & Diagnostic Center - Hospital, Laboratory & Diagnostic Center	

5. Other documentary requirements as determined by the Medical Specialist  (1) Original Copy		Agency - Division:  Hospital, Laboratory and Diagnostic center - Medical Operations Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Log-in at My.SSS Portal of the SSS website <b>Location:</b>  Via My.SSS Account of Member	1. The member log-in page of the SSS website is displayed	None	1 minute/s	<ul style="list-style-type: none"><li>Processed by the system; Information Systems Department II</li></ul>
2. Selects "apply for disability claim" at the benefits tab, fills-in the required information in the DCA screen and click "Proceed" to continue, uploads the required supporting documents and Click "I certify and submit" button to proceed <b>Location:</b>  Via My.SSS Account of Member	2. The system displays the DCA Module	None	4 minute/s	<ul style="list-style-type: none"><li>Processed by the system; Information Systems Department II</li></ul>
3. Take note generated transaction details of successful submission of DCA <b>Location:</b>  Via My.SSS Account of Member  <b>Notes/Instruction:</b>  1. The procedure shall be for SS Disability claims until the EC Disability module becomes available. 2. The rejection of a claim shall be construed as completion of a process. In the event of compliance by the member, the claim shall be issued a new Transaction Number to trigger the start of a new processing. 3. In case a claim is tagged as for MFS-PEI, MFS-Document Verification, and "For medical/legal opinion", Processing Time shall stop upon generation of email and shall continue to be only upon encoding of result of MFS or Opinion.	3.1. SSS shall send an email notification to registered email address of client	None	1 minute/s	<ul style="list-style-type: none"><li>n/a; Medical Operations Department</li></ul>
	3.2. Medical evaluation & Medical review, and processing of DCA		6 working day/s, 7 hour/s, 54 minute/s	<ul style="list-style-type: none"><li>Medical Specialist II/III/IV;</li></ul>
	3.3. Process and pays the disability claim application		7 working day/s	<ul style="list-style-type: none"><li>Processor IV, Social Security Officer IV/ Corporate Executive Officer III; Central Processing Group</li></ul>
	3.4. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved claim		1 working day/s	<ul style="list-style-type: none"><li>Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			15 working day/s	
Total Processing Fee:			None	

## 25. Compliance with the Annual Confirmation of Pensioners Program (ACOP) of a Pensioner through E-mail or Mail

Annual Confirmation Of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits

<b>Office or Division:</b>	Medical Operations Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	All SSS Total disability pensioners and Death pensioners' incapacitated dependents			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b>				
1. ACOP Form (Pensioner's reply) (1) Original Copy		<b>Agency - Division:</b> SSS Branches or SSS website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Evaluation Center		
2. Identification document/s Any of the following: One (1) primary ID -Pensioner Two (2) Secondary IDs, in the absence of dependent's ID, present birth certificate				
3. Supporting documents - Medical documents of the pensioner to support the disability benefit (1) Original Copy		<b>Agency - Division:</b> Hospital Laboratory and Diagnostic Center - Medical Evaluation Center		
<b>If confined in an institution-Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

1. Through e-mail ☐ E-mail the scanned copy of the duly accomplished form and documentary requirements to the corporate email of the SSS branch / service office / foreign office (SSS branch / foreign office directory is available at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> ) or the corporate email of the OFW-Contact Services Section (OFW-CSS) at <a href="mailto:ofw.relations@sss.gov.ph">ofw.relations@sss.gov.ph</a> Through mail ☐ Mail the duly accomplished form and copy of the documentary requirements addressed to the Branch Head of any SSS branch / service office / nearest SSS Foreign Office (SSS branch / foreign office directory is available at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> ) or to OFW-CSS, 11th floor, SSS Main Office, Diliman, Quezon City, Philippines, 1100 <b>Location:</b>  N/A	1. n/a	None	1 hour/s	<ul style="list-style-type: none"><li>• Pensioner; Medical Operations Department</li></ul>
2. Received ACOP Form Through E-mail and through Mail <b>Location:</b>  N/A	2.1. Receive copy of the duly accomplished ACOP - Pensioner's Reply Form and documentary requirements	None	1 hour/s	<ul style="list-style-type: none"><li>• Senior/Junior Nurse, Senior Clerk; Medical Operations Department</li></ul>
	2.2. Check form if properly accomplished and check completeness of documentary requirements		1 hour/s	<ul style="list-style-type: none"><li>• Senior/Junior Nurse, Senior Clerk; Medical Operations Department</li></ul>
	2.3. Evaluate the submitted ACOP - Pensioner's Reply Form and documentary requirements		3 hour/s	<ul style="list-style-type: none"><li>• Medical Specialist II/III; Medical Operations Department</li></ul>
	2.4. Encode the ACOP compliance, if applicable		1 hour/s	<ul style="list-style-type: none"><li>• Senior/Junior Nurse, Senior Clerk; Medical Operations Department</li></ul>
	2.5. Send email or mail notification to the pensioner's email address or home address on the action undertaken regarding their submitted ACOP compliance including the schedule of their next ACOP compliance		1 hour/s	<ul style="list-style-type: none"><li>• Senior/Junior Nurse, Senior Clerk; Medical Operations Department</li></ul>
Total Processing Time:			1 working day/s	
Total Processing Fee:			None	

## 26. Compliance with the Annual Confirmation of Pensioners Program(ACOP) of a pensioner through a Representative

Annual Confirmation of Pensioners Program (ACOP) is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits

<b>Office or Division:</b>	Medical Operations Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All SSS retirement pensioners residing in the Philippines who are 80 years old and above, retirement pensioners residing abroad, total disability pensioners and survivor/death pensioners including their dependent children and guardians
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>	
<p>1. 1.ACOP Form (Pensioner's Reply)- Must be originally signed by the pensioner; For pensioner who can not sign, the form must have an affixed finger print</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>SSS Branches or SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> - Medical Evaluation Center</p>
<p>2. Identification of documents of the pensioner and representative</p> <p>Any of the following:</p> <p>One (1) primary ID - Pensioner/Representative</p> <p>Two (2) secondary IDs - Pensioner/Representative</p> <p>In the absence of dependent's ID, present birth certificate</p>	
<p>3. Supporting document/s:- Chest level photo or snap shot of the pensioner holding a newspaper wherein the headline and date of publication are prominently displayed or having a background of news showing the news headline and date</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>The date of the newspaper/news crawler or ticker on the TV must be within three (3) days upon the submission of the ACOP compliance by the representative</p>	<p><b>Agency - Division:</b></p> <p>Pensioner - Medical Evaluation Center</p>
<p>4. FOR TOTAL DISABILITY- Medical documents of the pensioner to support the disability benefit</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Hospital, Laboratory and Diagnostic Center - Medical Evaluation Center</p>
<p>5. If Confined in an institution/hospital- Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc.</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>- - Penitentiary/Hospital/Correctional Institution</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Pensioner's representative shall get a queue number and wait for the number to be called <b>Location:</b> Medical Evaluation Center <b>Notes/Instruction:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	1. N/A	None	1 hour/s	<ul style="list-style-type: none"> <li>Pensioner; Medical Operations Department</li> </ul>
2. Submit the duly accomplished form and present the original/certified true copy with photocopies of the documentary requirements of pensioner and representative <b>Location:</b> Medical Evaluation Center	2.1. Receive the duly accomplished ACOP Pensioner's reply form and documentary requirements of the pensioner & representative 3. Interview the representative and establish the identity of the pensioner and counter check the information provided on the form	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior nurse; Medical Operations Department</li> </ul>
	2.2. 2. Check form if properly accomplished and check completeness of documentary requirements		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior nurse; Medical Operations Department</li> </ul>
	2.3. Interview the representative and establish the identity of the pensioner and counter check the information provided on the form		1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior nurse; Medical Operations Department</li> </ul>
3. Evaluation of submitted documents <b>Location:</b> Medical Evaluation Center	3. Evaluates the submitted documentary requirements	None	2 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
4. Return the documentary requirements <b>Location:</b> Medical Evaluation Center	4. Returns the documentary requirements	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior nurse; Medical Operations Department</li> </ul>
5. Encoding of ACOP compliance <b>Location:</b> Medical Evaluation Center	5. Encodes ACOP compliance	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior nurse; Medical Operations Department</li> </ul>
<b>Total Processing Time:</b>			1 working day/s	

<b>Total Processing Fee:</b>	None
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## 27. Compliance with the Annual Confirmation of Total Disability Pensioner's Program(ACOP) of a Pensioner through Video Conference

Annual Confirmation of Pensioners Program (ACOP)is a program which requires pensioners to annually report to SSS to ensure the continuous payment of their benefits.

<b>Office or Division:</b>	Medical Operations Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	All SSS Total Disability pensioners and Death pensioners' incapacitated dependents			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b>				
1. ACOP Video Conference Form (ACOP-VC Form) (1) Original Copy		<b>Agency - Division:</b> Senior Clerk/Junior/Senior Nurse - Medical Evaluation Center		
2. Identification documents Any of the following: - One (1) primary ID -Pensioner - Two (2) secondary IDs; In the absence of dependents ID, present birth certificate - birth certificate				
3. Supporting documents: Medical document/s of the pensioner to support the disability benefit (1) Original Copy		<b>Agency - Division:</b> Hospital, Laboratory snd Diagnostic Center - Medical Evaluation Center		
4. Supporting Document: If confined in an institution- Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center (1) Original Copy		<b>Agency - Division:</b> Penitentiary/Hospital/Correctional Institution - Medical Evaluation Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

1. Request for ACOP- Video call appointment via appointment module in the SSS website or through the corporate email of the nearest SSS branch/service office/foreign office (SSS branch/foreign office directory is available at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> ) or the corporate email of the OFW-Contact Services Section (OFW-CSS) at <a href="mailto:ofw.relations@sss.gov.ph">ofw.relations@sss.gov.ph</a> <b>Location:</b> N/A	1. N/A	None	30 minute/s	<ul style="list-style-type: none"> <li>Pensioner; Medical Operations Department</li> </ul>
2. Wait for SSS email confirmation on the ACOP-VC appointment together with the requirements for ACOP-VC and meeting link <b>Location:</b> N/A	2. N/A	None	30 minute/s	<ul style="list-style-type: none"> <li>Pensioner; Any of requesting office / division</li> </ul>
3. Screening of email request <b>Location:</b> Medical Evaluation Center	3. Screens email request, schedule the VC appointment and send an email confirmation to the pensioner regarding the ACOP-VC appointment together with the requirements for the ACOP-VC	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
4. Accept the calendar invite upon receipt of the email confirmation <b>Location:</b> N/A	4. N/A	None	30 minute/s	<ul style="list-style-type: none"> <li>Pensioner; Medical Operations Department</li> </ul>
5. Sending message to the pensioner <b>Location:</b> Medical Evaluation Center	5. Informs/Calls the pensioner on the scheduled ACOP-VC appointment	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/senior Nurse; Medical Operations Department</li> </ul>
6. Interview of Pensioner <b>Location:</b> Medical Evaluation Center	6. Conducts interview following usual procedures, establish identity of the pensioner and captures pensioner's photo holding pensioner's ID Accomplishes ACOP-VC form and forward to section Head for approval of recommendation on the action based on the interview.	None	2 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
7. Evaluation of ACOP-VC <b>Location:</b> Medical Evaluation Center	7. Evaluates the ACOP-VC form and documentary requirements	None	1 hour/s	<ul style="list-style-type: none"> <li>Medical Specialist II/III; Medical Operations Department</li> </ul>
8. Encoding of ACOP compliance <b>Location:</b> Medical Evaluation Center	8. Encodes ACOP compliance	None	1 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior /Senior Nurse; Medical Operations Department</li> </ul>

9. Email notification to the pensioner <b>Location:</b> Medical Evaluation Center	9. Sends email to the pensioner's email address on the action undertaken regarding their ACOP compliance including the schedule of their next ACOP compliance	None	30 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk/Junior/Senior Nurse; Medical Operations Department</li> </ul>
<b>Total Processing Time:</b>			1 working day/s	
<b>Total Processing Fee:</b>			None	

## 28. Filing of Adjustment of Maternity Benefit Reimbursement Application for Employers

Request for adjustment is being filed by qualified employers whose initial maternity reimbursement claimed in SSS is lower than the actual amount of reimbursement entitlement as computed based on employee's qualifying contributions and compensable period

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B (Government to Business)
<b>Who may avail:</b>	Qualified employers whose initial maternity reimbursement claimed in SSS is lower than the actual amount of reimbursement entitlement
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b>	
1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/Wifi Access or Mobile Data	Applicant / Client
2. Employer must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Reimbursement proceeds shall be credited to the employer's enrolled and approved disbursement account.	Applicant / Client
3. Supporting documents based on the type of adjustment, whichever is applicable (1) Electronic Copy <b>Remarks:</b> <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b> <b>1. Member is qualified as Solo Parent</b>	Applicant / Client

a. Any of the following documents issued by the Local Government Unit and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:

1. Valid Solo Parent ID; or

2. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available

b. The date of delivery must be within the validity period of the Solo Parent ID/ Certification/ e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.

c. Certification/ e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).

**2. Correction of Type of Claim from Normal to Caesarian Section Delivery (For contingencies that occurred prior to 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law)**

Any of the following documents issued by the hospital/medical facility indicating the type of delivery

a. Operating Room Record;

b. Surgical Memorandum;

c. Discharge Summary Report;

d. Medical/Clinical Abstract;

e. Delivery Report;

f. Detailed invoice showing applicable charges, only if the caesarian delivery occurred abroad; or

g. Similar Medical Documents.

**3. Correction of approved number of days from 60 (Normal Delivery) or 78 (Caesarian Section Delivery) to 105 days (For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law)**

Any of the following:

a. Child's Certificate of Live Birth/Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or

b. Child's Certificate of Live Birth/Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Reimbursement Application is beyond six (6) months from the date of delivery; or

c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with the English translation, if applicable.

**4. Allocated leave credits not used due to separation from employment of the child's father or qualified alternate caregiver**

The following documents shall be required for submission, whichever is applicable:

a. If unemployed prior to and during the period of maternity leave:

- Duly notarized affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;

b. If the date of separation is prior to the date of delivery of the member:

- Certificate of Separation from Employment issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation; or

c. If the date of separation is after the date of delivery of the member:

- Certificate/s issued by employer of child's father or qualified alternate caregiver indicating the effective date of separation and the maternity leave credits allocated by the member were not used.

#### 5. Correction of Type of Delivery from Stillbirth/Fetal Death to Live Childbirth

a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or

b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Reimbursement Application is beyond six (6) months from the date of delivery; or

c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log-in at My.SSS Portal in the SSS Website <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>1. The employer login page in the SSS website will be displayed</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Select the "Adjustment of Maternity Benefit Reimbursement Application" under the Benefits Tab <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>2. The system display the Adjustment Maternity Benefit Reimbursement Application Module</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>3. Encode the Common Reference Number/ SSS Number of employee and click "Search"</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>3. The details of employee will be displayed</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Fill-in the required information in the Adjustment of Maternity Benefit Reimbursement Application screen and click "Proceed" to continue</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>4. The system displays the screens of Adjustment of Maternity Benefit Reimbursement Application Module</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Upload the required supporting documents and click "Proceed" button to proceed</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>5. The system displays the screen on the summary of details and uploading of required supporting documents and certification portion of Maternity Benefit Reimbursement Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>6. Take note of the generated transaction details of successful submission of Adjustment of Maternity Benefit Reimbursement Application</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>6.1. The system displays the transaction number of submitted Adjustment of Maternity Benefit Reimbursement Application</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

	6.2. The System will notify employer and member thru e-mail and My.SSS notifications		2 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
7. Receipt of advance payment shall be confirmed/certified by the employee within seven (7) days from the date of e-mail by the SSS <b>Location:</b>  https://employee.sss.gov.ph	7.1. Processing of filed Adjustment of Maternity Benefit Reimbursement Application online	None	5 working day/s, 7 hour/s, 46 minute/s	<ul style="list-style-type: none"><li>• Claims Processor III, SMEC Section; Central Processing Group</li></ul>
<b>Notes/Instruction:</b>  Once confirmed by the employee, filed Adjustment of Maternity Benefit Reimbursement Application online will be evaluated and processed	7.2. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Adjustment of Maternity Benefit Reimbursement Application		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			7 working day/s	
Total Processing Fee:			None	

## 29. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of a Pensioner through E-mail

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioner to annually report to the SSS to ensure the continuous payment of their benefits.

Office or Division:	Pensions Administration Department		
Category:	External Service		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All SSS retirement pensioners residing in the Philippines who are 80 years old and above, retirement pensioners residing abroad, total disability pensioners and survivor/death pensioners including their dependent children and guardians.		
Operating Hours:	8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement			



<div>1. Secondary Cards/Documents</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>In the absence of a primary ID, the pensioner shall scan any of his/her two (2) secondary cards/documents, both with signature and at least one (1) with photo</div> <div><ul style="list-style-type: none"><li>Expired IDs shall be accepted as identification, provided it has signature and photo</li></ul></div>		Applicant / Client		
<div>3. Chest-level photo or Snapshot</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>Chest-level photo or snapshot of the pensioner holding a newspaper wherein the headline and date of publication are prominently displayed or having a background of news crawler/ticker on the TV showing the news headline and date.</div> <div><ul style="list-style-type: none"><li>The date of the newspaper/news crawler or ticker on the TV must be the same as the date of submission of the ACOP compliance through email or within three (3) days.</li></ul></div>		Applicant / Client		
For total disability pensioner and if confined in an institution				
<div>1. Medical Document/s</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>Medical document/s of the pensioner to support the disability benefit, if necessary</div>		<div>Agency - Division:</div> <div>Hospital, Laboratory and Diagnostics Center - Issuing Physician</div>		
<div>2. Certification from the institution</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc.</div>		<div>Agency - Division:</div> <div>Bureau of Corrections - New Bilibid Prison</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<div>1. E-mail the scanned copy of the duly accomplished ACOP Form and documentary requirements to the corporate email of the SSS branch / service office / foreign office</div> <div>Location:</div> <div>(SSS branch / foreign office directory is available at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>) or to SSS OFW-Contact Services Unit (OFW-CSU) at <a href="mailto:ofw.relations@sss.gov.ph">ofw.relations@sss.gov.ph</a></div>	<div>1.1. Receive copy of the duly accomplished ACOP Form and documentary requirements</div>	<div>None</div>	<div>1 minute/s</div>	<div><ul style="list-style-type: none"><li>Junior Member Service Representative (JMSR); Any of requesting office / division</li><li>Senior Member Service Representative (JMSR); Any of requesting office / division</li></ul></div>

	1.2. Check ACOP Form if properly accomplished and check completeness of documentary requirements	2 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> </ul>
	1.3. Evaluate the submitted ACOP Form and documentary requirements	1 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III (SSO III); Any of requesting office / division</li> <li>Corporate Executive Officer III (CEO III); Any of requesting office / division</li> </ul>
	1.4. Encode the ACOP compliance, if applicable	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (JMSR); Any of requesting office / division</li> </ul>
	1.5. Send email notification to the pensioner's email address on the action undertaken regarding their submitted ACOP compliance including the schedule of their next ACOP compliance	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (JMSR); Pensions Administration Department</li> </ul>
<b>Total Processing Time:</b>		6 minute/s	
<b>Total Processing Fee:</b>		None	

### 30. Compliance with the Annual Confirmation of Pensioners (ACOP) Program through Personal Compliance

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits.

<b>Office or Division:</b>	Pensions Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple

Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All SSS retirement pensioners residing in the Philippines who are 80 years old and above, retirement pensioners residing abroad, total disability pensioners and survivor/death pensioners including their dependent children and guardians.		
Operating Hours:	8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>For Standard Requirement</b> 1. ACOP Form (1) Original Copy <b>Remarks:</b> 1. <a href="#">(For Retirement or Permanent Total Disability Pensioner)</a> 2. <a href="#">(For Surviving Legal Spouse Pensioner)</a> 3. <a href="#">(For Representative Payee of Dependent (Minor/Incapacitated) Child)</a>		<b>Agency - Division:</b> Social Security System - SSS branches and SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	

<div>2. Primay ID</div> <div><div>List of Primary ID</div><div><ul style="list-style-type: none"><li>Unified Multi-Purpose Identification (UMID) Card</li><li>Social Security (SS) Card</li><li>Philippine Identification (PhilID) Card</li><li>Alien Certificate of Registration</li><li>Driver's License</li><li>Firearm Registration</li><li>License to Own and Possess Firearms</li><li>National Bureau of Investigation (NBI) Clearance</li><li>Passport</li><li>Permit to Carry Firearms Outside of Residence</li><li>Postal ID Card</li><li>Seafarer's Identification Book (Seaman's Book)</li><li>Voter's ID Card</li></ul></div></div> <div><div>Remarks:</div><div>Present any one (1) of the following Primary ID</div><div><ul style="list-style-type: none"><li>Expired IDs shall be accepted as identification, provided it has signature and photo</li></ul></div></div> <div><div>Secondary ID cards/documents</div><div><div>1. Secondary ID cards/documents</div><div>(1) Original Copy</div><div>Remarks:</div><div>In the absence of a primary ID, present any two (2) secondary ID cards/documents, both with signature and at least one (1) with photo</div><div><ul style="list-style-type: none"><li>Expired IDs shall be accepted as identification, provided it has signature and photo</li></ul></div></div></div>	<div>Issued By</div> <div><ul style="list-style-type: none"><li>- Social Sec</li><li>- Social Sec</li><li>- Philippine</li><li>- Bureau of</li><li>- Land Tran:</li><li>- Philippine</li><li>- Philippine</li><li>- National B</li><li>- Departmer</li><li>- Philippine</li><li>- Philippine</li><li>- Maritime Ir</li><li>- Commissic</li></ul></div> <div>Applicant / Client</div>
<div>Supporting document for total disability pensioners</div>	

1. Medical document/s  (1) Original Copy <b>Remarks:</b>  Medical document/s of the pensioner to support the disability benefit, if necessary		<b>Agency - Division:</b>  Hospital, Laboratory and Diagnostics Center - Issuing Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get or download the ACOP Form and read the instructions and fill out the form <b>Location:</b>  SSS branches or SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	1. Issue the ACOP Form to the pensioner	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
2. Get a queue number and wait for the number to be called <b>Location:</b>  SSS branch  <b>Notes/Instruction:</b>  If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	2. Issue a queue number to the pensioner	None	6 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
3. Submit the accomplished ACOP form and present original/certified true copy with photopy/ies of the documentary requirements (if any) <b>Location:</b>  SSS branch	3.1. Receive ACOP Form and documentary requirements	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>

	3.2. Check ACOP Form if properly accomplished and check completeness of documentary requirements	2 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	3.3. Interview and establish the identity of pensioner and counter check the information provided on the ACOP Form	3 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	3.4. Evaluate the submitted ACOP Form	1 minute/s	<ul style="list-style-type: none"> <li>• Social Security Officer (SSO III); Any of requesting office / division</li> <li>• Corporate Executive Officer III (CEO III); Any of requesting office / division</li> </ul>
	3.5. Return the documentary requirements	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	3.6. Encode the ACOP compliance	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>

<b>Total Processing Time:</b>	18 minute/s
<b>Total Processing Fee:</b>	None

### 31. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of a Pensioner through a Representative

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits.

<b>Office or Division:</b>	Pensions Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All SSS retirement pensioners residing in the Philippines who are 80 years old and above, retirement pensioners residing abroad, total disability pensioners and survivor/death pensioners including their dependent children and guardians.
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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#### For Standard Requirement

1. ACOP Form

(1) Original Copy

#### Remarks:

1. ([For Retirement or Permanent Total Disability Pensioner](#)).
2. ([For Surviving Legal Spouse Pensioner](#)).
3. ([For Representative Payee of Dependent \(Minor/Incapacitated\) Child](#)).

- The form must be originally signed by the pensioner
- For pensioner who cannot sign, the form must have an affixed fingerprint

#### Agency - Division:

Social Security System - SSS branches or SSS Website at [www.sss.gov.ph](http://www.sss.gov.ph)

<p>2. Primary ID</p> <p>List of Primary ID</p> <ul style="list-style-type: none"> <li>• Unified Multi-Purpose Identification (UMID) Card</li> <li>• Social Security (SS) Card</li> <li>• Philippine Identification (PhilID) Card</li> <li>• Alien Certificate of Registration</li> <li>• Driver's License</li> <li>• Firearm Registration</li> <li>• License to Own and Possess Firearms</li> <li>• National Bureau of Investigation (NBI) Clearance</li> <li>• Passport</li> <li>• Permit to Carry Firearms Outside of Residence</li> <li>• Postal ID Card</li> <li>• Seafarer's Identification Book (Seaman's Book)</li> <li>• Voter's ID Card</li> </ul> <p><b>Remarks:</b></p> <p>The representative shall present any one (1) of his/her primary ID and any one (1) primary ID of the pensioner</p> <ul style="list-style-type: none"> <li>• Expired IDs shall be accepted as identification, provided it has signature and photo</li> </ul>	<p>Issued By</p> <ul style="list-style-type: none"> <li>- Social Security System (SSS) / Government Service Insurance Corporation (GSIS)</li> <li>- Social Security System (SSS)</li> <li>- Philippine Statistics Authority</li> <li>- Bureau of Immigration</li> <li>- Land Transportation Office (LTO)</li> <li>- Philippine National Police (PNP)</li> <li>- Philippine National Police (PNP)</li> <li>- National Bureau of Investigation (NBI)</li> <li>- Department of Foreign Affairs (DFA)/Foreign Government</li> <li>- Philippine National Police (PNP)</li> <li>- Philippine Postal Corporation (PHLPost)</li> <li>- Maritime Industry Authority (MARINA)</li> <li>- Commission on Elections (COMELEC)</li> </ul>
<p>3. Chest-level photo or snapshot</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Chest-level photo or snapshot of the pensioner holding a newspaper wherein the headline and date of publication are prominently displayed or having a background of news crawler/ticker on the TV showing the news headline and date.</p> <ul style="list-style-type: none"> <li>• The date of the newspaper/news crawler or ticker on the TV must be within three (3) days upon the submission of the ACOP compliance by the representative</li> </ul>	<p>Applicant / Client</p>
<p><b>For total disability pensioners and if confined in an institution</b></p>	

1. Medical Documents/s  (1) Original Copy <b>Remarks:</b>  Medical document/s of the pensioner to support the disability benefit, if necessary	<b>Agency - Division:</b>  Hospital, Laboratory and Diagnostics Center - Issuing Physician
2. Certification from the institution  (1) Original Copy <b>Remarks:</b>  Certification from the institution where the pensioner is confined such as retirement home penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc.	<b>Agency - Division:</b>  Bureau of Corrections - New Bilibid Prison

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Pensioner's representative shall get a queue number and wait for the number to be called <b>Location:</b> SSS branch  <b>Notes/Instruction:</b> If the Branch is using an automated queuing system the queue number and the assigned counter will be flashed via the displayed monitor	1. Issue a queue number	None	6 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
2. Submit the duly accomplished ACOP Form and present the original/certified true copy with photocopy/ies of requirements of the pensioner and representative <b>Location:</b> SSS branch	2.1. Receive the duly accomplished ACOP Form and documentary requirements of the pensioner and representative	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.2. Check ACOP Form if properly accomplished and check completeness of documentary requirements		2 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>

	2.3. Interview the representative and establish the identity of the pensioner and counter check the information provided on the ACOP Form	3 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.4. Evaluate the submitted ACOP Form and documentary requirements	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.5. Return the documentary requirements	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.6. Encode the ACOP compliance, if applicable	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
<b>Total Processing Time:</b>		15 minute/s	
<b>Total Processing Fee:</b>		None	

## 32. Compliance with the Annual Confirmation of Pensioners (ACOP) Program of Pensioner through Video Conference (ACOP-VC)

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits.

<b>Office or Division:</b>	Pensions Administration Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All SSS retirement pensioners residing in the Philippines who are 80 years old and above, retirement pensioners residing abroad, total disability pensioners and survivor/death pensioners including their dependent children and guardians.	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b> 1. ACOP Video Conference Form (ACOP-VC Form) (1) Original Copy		<b>Agency - Division:</b> Social Security System - SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>

<div>2. Primary ID</div> <div>List of Primary ID</div> <div><ul style="list-style-type: none"><li>Unified Multi-Purpose Identification (UMID) Card</li><li>Social Security (SS) Card</li><li>Philippine Identification (PhilID) Card</li><li>Alien Certificate of Registration</li><li>Driver's License</li><li>Firearm Registration</li><li>License to Own and Possess Firearms</li><li>National Bureau of Investigation (NBI) Clearance</li><li>Passport</li><li>Permit to Carry Firearms Outside of Residence</li><li>Postal ID Card</li><li>Seafarer's Identification Book (Seaman's Book)</li><li>Voter's ID Card</li></ul></div> <div>Remarks:</div> <div>Scan any of one (1) of the following primary ID with signature</div> <div><ul style="list-style-type: none"><li>Expired IDs shall be accepted as identification, provided it has signature and photo</li></ul></div>	<div>Issued By</div> <div><ul style="list-style-type: none"><li>Social Security System (SSS) / Government Service Insurance Corporation (GSIS)</li><li>Social Security System (SSS)</li><li>Philippine Statistics Authority</li><li>Bureau of Immigration</li><li>Land Transportation Office (LTO)</li><li>Philippine National Police (PNP)</li><li>Philippine National Police (PNP)</li><li>National Bureau of Investigation (NBI)</li><li>Department of Foreign Affairs (DFA)/Foreign Government</li><li>Philippine National Police (PNP)</li><li>Philippine Postal Corporation (PHLPost)</li><li>Maritime Industry Authority (MARINA)</li><li>Commission on Elections (COMELEC)</li></ul></div>
<div>Situational Requirement</div> <div>1. Medical document/s</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>Medical document/s of the pensioner to support the disability benefit, if necessary</div>	<div>Agency - Division:</div> <div>Hospital, Laboratory and Diagnostics Center - Issuing Physician</div>
<div>Situational Requirement</div>	

1. Certification from the institution  (1) Electronic Copy <b>Remarks:</b>  Certification from the institution where the pensioner is confined such as retirement home, penitentiary, nursing facility, hospital, correctional institution, rehabilitation center, etc		<b>Agency - Division:</b>  Bureau of Corrections - New Bilibid Prison		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Request for ACOP-VC appointment via the appointment module in the SSS website or through the corporate email of the nearest SSS branch / service office / foreign office or the corporate email of the OFW-Contact Services Section (OFW-CSS) <b>Location:</b>  (SSS branch / foreign office directory is available at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> ) or at <a href="mailto:ofw.relations@sss.gov.ph">ofw.relations@sss.gov.ph</a>  <b>Notes/Instruction:</b>  Wait for SSS' email confirmation on the ACOP - VC appointment together with the requirement for ACOP - VC and meeting link	1. Screen the email request, schedule the ACOP-VC appointment and send an email confirmation to the pensioner regarding the ACOP-VC appointment together with the requirements for the ACOP-VC	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
2. Accept the calendar invite upon receipt of the email confirmation from SSS <b>Location:</b>  MS Teams or Viber Application	2.1. Call the pensioner on the scheduled ACOP-VC appointment	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.2. Conduct interview following usual procedures, establish the identity of the pensioner's holding pensioner's ID		7 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>

	2.3. Accomplish ACOP-VC Form and forward to Section Head for approval of recommendation on the action based on the interview	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.4. Evaluate the ACOP-VC Form and documentary requirements	1 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III (SSO III); Any of requesting office / division</li> <li>Corporate Executive Officer III (CEO III); Any of requesting office / division</li> </ul>
	2.5. Encode the ACOP compliance, if applicable	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	2.6. Send email notification to the pensioner's email address on the action undertaken regarding their ACOP compliance including the schedule of their next ACOP compliance	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
<b>Total Processing Time:</b>		15 minute/s	
<b>Total Processing Fee:</b>		None	

### 33. Online Certification of Employers on the Maternity Benefit Application filed by Separated Members

An online service facility for registered employers to certify the maternity benefit claim application of their separated employees through My.SSS

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
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Category:	External Service			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	All Employers and Household Employers with My.SSS Account			
Operating Hours:	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Standard Requirement</b>				
1. My.SSS Employer Account  (Sample: )		Applicant / Client		
2. Internet/ Wifi Access or Mobile Data  (Sample: )		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Log-in at My.SSS Portal in the SSS Website <b>Location:</b>  http://employer.sss.gov.ph	1. The Log-in page in the SSS Website will be displayed	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
2. Click the "SERVICES" click "Certification of Benefit Claim" and click "Maternity" tab <b>Location:</b>  http://employer.sss.gov.ph	2. The System displays the selection of certification module	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>

3. Click the action button of concerned transaction <b>Location:</b>  http://employer.sss.gov.ph	3. The System displays the list of transactions subject for certification	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
4. Click/encode the corresponding answers to the questions in the confirmation screen <b>Location:</b>  http://employer.sss.gov.ph	4. The System displays the questions to employer	None	2 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
5. Submits the confirmation <b>Location:</b>  http://employer.sss.gov.ph	5.1. The System shall provide the transaction details in the certification module	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	5.2. The System will notify employer and member thru e-mail and My.SSS notifications		1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
Total Processing Time:			7 minute/s	
Total Processing Fee:			None	

### 34. Filing of Social Security System Educational Assistance Loan (SSS EAL) - Subsequent Application

Receipt and processing of subsequent SSS EAL Application of low-income member-borrowers for the payment of tuition fees of their beneficiary. The subsequent EALP shall be continuously received but shall be on a queue system. Loan release of which shall be subject to funds availability.

<b>Office or Division:</b>	Lending and Asset Management Group	
<b>Category:</b>	External Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	<p>1. Member-borrowers who are below sixty (60) years old</p> <p>2. Member-borrowers actual monthly basic salary or income is ₱25,000 or below</p> <p>3. Member-borrowers with six (6) posted monthly contributions within the last twelve (12) months prior to the month of filing the subsequent EALP application</p> <p>4. Member-borrowers who have not been granted any final benefit, i.e. permanent total disability, or retirement</p> <p>5. Member-borrowers who are up-to-date in the payment of salary/housing and other member loan amortization, including EALP. Those with overdue accounts are not entitled to the EALP.</p> <p><b>Covered Beneficiaries:</b></p> <p>1. Member-borrower</p> <p>2. Legal Spouse of member-borrower</p> <p>3. Child of a member-borrower (legitimate, illegitimate, or legally adopted)</p> <p>4. Sibling of member-borrower, if civil status is single (including half-brother/sister)</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• No substitution of beneficiary shall be allowed.</li> <li>• Full scholars with zero tuition/miscellaneous fees/assessment balance shall be exempt under the EALP.</li> <li>• Each eligible member-borrower shall be allowed to avail for one beneficiary. Upon full payment of the EAL and subject to availability of the EALP fund, he/she may avail for another/new covered beneficiary.</li> <li>• Subsequent releases shall be made upon submission of another accomplished EALP Application every school term until course completion or until allocation is exhausted, whichever comes first.</li> </ul>	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>Statute:</b>	SSS Circular 2017-005 - Revised Implementing Guidelines for the Educational Assistance Loan Program (EALP)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b>For Standard Requirement</b></p>		

1. Social Security System Educational Assistance Loan Program (EALP) Application MLP-01338 (06-2017)

(1) Original Copy

**Remarks:**

- May also download the Social Security System Educational Assistance Loan Program application form through SSS website - [www.sss.gov.ph](http://www.sss.gov.ph) - Download Forms and electronic applications.
- Duly accomplish the Social Security System Educational Assistance Loan Program application form.
- Always indicate "N/A" or "Not Applicable", if the required data is not applicable.
- Always affix is on all erasures/alteration/s on the form.
- The beneficiary of legal are (18 years and above) shall sign on the EALP application to bind him/her as co-borrower to the EALP.
- Notify SSS of any updates or changes on the contact information by accomplishing the SS Form E-4 (Member Data Change Request).
- The school's certification shall have a validity of one calendar month from issuance date, except for EALP check replacement transactions, where the corresponding EALP applicants may be used for the reprocessing of the loan.

**Agency - Division:**

Social Security System - Nearest Social Security System Branch office

2. Current assessment /billing statement issued by the school of member/beneficiary

Applicant / Client

(1) Original Copy And (1) Photo Copy

3. Valid identification card/s or Document/s

**A. PRIMARY ID CARD/DOCUMENTS**

1. Social Security System (SSS) Digitized ID issued by Social Security System
2. Birth Certificate issued by Philippine Statistics Authority
3. Driver's License issued by Land Transportation Office
4. Passport issued by Department of Foreign Affairs
5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority
6. Professional Regulation Commission (PRC) card issued by Professional Regulation Commission
7. Seafarer's Identification & Record Book (Seaman's Book) issued by Maritime Industry Authority
8. Unified Multi-Purpose ID (UMID) Card issued by Social Security System/Government Service Insurance System

**B. SECONDARY ID CARDS/DOCUMENTS**

1. ATM Card (with cardholder's name)
2. Alien Certificate of Registration
3. Bank Account Passbook
4. Baptismal Certificate of child/ren

**ISSUED BY**

Bank  
Bureau of Immigration  
Bank  
Church

5. Birth Certificate of child/ren	Philippine Statistics Authority
6. Certificate of Licensure/Qualification Documents	Maritime Industry Authority
7. Certificate of Confirmation issued by NCIP	National Commission on Indigenous Peoples
8. Certificate of Muslim Filipino Tribal Affiliation issued by NCMF	National Commission on Muslim Filipinos
9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth	Philippine Statistics Authority /National Archives
10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC	Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership	GSIS
17. Health or Medical Card	Health Maintenance Organization
18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record	Pag-IBIG
19. Homeowners Association ID Card	Homeowners Association
20. ID Card issued by Local Government Units (LGUs)	Local Government Units
21. ID Card issued by Professional Association recognized by PRC	Philippine Regulatory Commission
22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM
23. Life Insurance Policy	Insurance Company
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System
26. Membership card issued by Private Co.	Private Company
27. National Bureau of Investigation (NBI) Clearance	NBI
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA
29. Permit to Carry Firearms Outside of Residence	PNP
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth
31. Police Clearance	PNP
32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers

- 35. Senior Citizen Card
- 36. Student Permit issued by Land Transportation Office (LTO)
- 37. Taxpayer Identification Number (TIN) Card
- 38. Transcript of Records
- 39. Voter's ID card or Affidavit/Certification of Registration

Office of Senior Citizen Affairs

Land Transportation Office

Bureau of Internal Revenue

University or Colleges

Commission on Elections

**Remarks:**

**1. Filed by Member-Borrower**

Present the original copy of any one (1) of the primary ID cards/documents in Item A or two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

**2. Filed by Authorized Representative of Member-Borrower**

Present the following:

2.1. Original copy of any one (1) of the Authorized Representative's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

2.2. Original copy of any one (1) of the Member-Borrower's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Filing of EAL application form <b>Location:</b>  SSS Branch Office	1.1. Receipt of EALP application, identification card/s or document/s and supporting documentary requirement/s up to the informing of the filer regarding the verification of approval of loan and the pick-up of check.	None	20 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	1.2. Generation of List of Encoded Applications up to the forwarding of EALP Applications with photo copy of supporting documentary requirement/s and signed Disclosure Statements on Loan/Credit Transactions to Social Security Officer III/Corporate Executive Officer II.		30 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	1.3. Generation and Printing of List of Encoded EALP applications, approval of applications, and forwarding to Senior Clerk (Document Groomer) the approved EALP applications and other EALP documents.		45 minute/s	<ul style="list-style-type: none"><li>Social Security Officer III/Corporate Executive Officer II; Branch Operations Sector</li></ul>
Total Processing Time:			1 hour/s, 35 minute/s	
Total Processing Fee:			None	

## 35. Request for Cancellation of Educational Assistance Loan Checks

Processing of requests for cancellation of EALP checks, including receipt of the letter request and attachments, issuance of a confirmation copy, and return of identification/documents to the member-borrower or their representative.

<b>Office or Division:</b>	Lending and Asset Management Group												
<b>Category:</b>	External Service												
<b>Classification:</b>	Complex												
<b>Type of Transaction:</b>	G2C (Government to Citizen)												
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>SSS member-borrowers who have been granted an Educational Assistance Loan Program (EALP) and have received the physical checks.</li> <li>Authorized representative of the member-borrower, in cases wherein the member-borrower is unable to personally file the request.</li> </ul>												
<b>Operating Hours:</b>	8:00 AM - 5:00 PM												
<b>Statute:</b>	SSS Circular 2017-005 - Revised Implementing Guidelines for the Educational Assistance Loan Program (EALP)												
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td colspan="2"><b>For Standard Requirement</b></td></tr> <tr> <td>1. Letter request from the member-borrower (2) Original Copy</td><td>Applicant / Client</td></tr> <tr> <td>2. EALP check/s (1) Original Copy</td><td>Applicant / Client</td></tr> <tr> <td>3. School's assessment or billing statement, if applicable (1) Photo Copy <b>Remarks:</b> If erroneous name of payee and/or erroneous amount.</td><td>Applicant / Client</td></tr> <tr> <td>4. Identification Cards  <b>A. PRIMARY ID CARD/DOCUMENTS</b>  1. Social Security System (SSS) Digitized ID issued by Social Security System  2. Birth Certificate issued by Philippine Statistics Authority  3. Driver's License issued by Land Transportation Office  4. Passport issued by Department of Foreign Affairs  5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority  6. Professional Regulation Commission (PRC) card issued by Professional</td><td></td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<b>For Standard Requirement</b>		1. Letter request from the member-borrower (2) Original Copy	Applicant / Client	2. EALP check/s (1) Original Copy	Applicant / Client	3. School's assessment or billing statement, if applicable (1) Photo Copy <b>Remarks:</b> If erroneous name of payee and/or erroneous amount.	Applicant / Client	4. Identification Cards  <b>A. PRIMARY ID CARD/DOCUMENTS</b>  1. Social Security System (SSS) Digitized ID issued by Social Security System  2. Birth Certificate issued by Philippine Statistics Authority  3. Driver's License issued by Land Transportation Office  4. Passport issued by Department of Foreign Affairs  5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority  6. Professional Regulation Commission (PRC) card issued by Professional	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE												
<b>For Standard Requirement</b>													
1. Letter request from the member-borrower (2) Original Copy	Applicant / Client												
2. EALP check/s (1) Original Copy	Applicant / Client												
3. School's assessment or billing statement, if applicable (1) Photo Copy <b>Remarks:</b> If erroneous name of payee and/or erroneous amount.	Applicant / Client												
4. Identification Cards  <b>A. PRIMARY ID CARD/DOCUMENTS</b>  1. Social Security System (SSS) Digitized ID issued by Social Security System  2. Birth Certificate issued by Philippine Statistics Authority  3. Driver's License issued by Land Transportation Office  4. Passport issued by Department of Foreign Affairs  5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority  6. Professional Regulation Commission (PRC) card issued by Professional													

Regulation Commission

7. Seafarer's Identification & Record Book (Seaman's Book) issued by Maritime Industry Authority

8. Unified Multi-Purpose ID (UMID) Card issued by Social Security System/Government Service Insurance System

**B. SECONDARY ID CARDS/DOCUMENTS**

**ISSUED BY**

- |   |   |
|---|---|
| 1. ATM Card (with cardholder's name)  | Bank  |
| 2. Alien Certificate of Registration  | Bureau of Immigration   |
| 3. Bank Account Passbook  | Bank  |
| 4. Baptismal Certificate of child/ren   | Church  |
| 5. Birth Certificate of child/ren   | Philippine Statistics Authority   |
| 6. Certificate of Licensure/Qualification Documents   | Maritime Industry Authority   |
| 7. Certificate of Confirmation issued by NCIP   | National Commission on Indigenous Peoples   |
| 8. Certificate of Muslim Filipino Tribal Affiliation issued by NCMF   | National Commission on Muslim Filipinos   |
| 9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth | Philippine Statistics Authority /National Archives                                    |
| 10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC                             | Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission |
| 11. Court Order granting petition for change of name or date of birth   | Regional Trial Court / Metropolitan Trial Court                                       |
| 12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate  | Regional Trial Court / Metropolitan Trial Court                                       |
| 13. Credit Card   | Bank / Credit Card Company  |
| 14. Firearm License Card  | Philippine National Police (PNP)  |
| 15. Fishworker's License  | Bureau of Fisheries and Aquatic Resources (BFAR)                                      |
| 16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership  | GSIS  |
| 17. Health or Medical Card  | Health Maintenance Organization   |
| 18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record  | Pag-IBIG  |
| 19. Homeowners Association ID Card  | Homeowners Association  |
| 20. ID Card issued by Local Government Units (LGUs)   | Local Government Units  |
| 21. ID Card issued by Professional  | Philippine Regulatory Commission  |

Association recognized by PRC

22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM
23. Life Insurance Policy	Insurance Company
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System
26. Membership card issued by Private Co.	Private Company
27. National Bureau of Investigation (NBI) Clearance	NBI
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA
29. Permit to Carry Firearms Outside of Residence	PNP
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth
31. Police Clearance	PNP
32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit issued by Land Transportation Office (LTO)	Land Transportation Office
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue
38. Transcript of Records	University or Colleges
39. Voter's ID card or Affidavit/Certification of Registration	Commission on Elections

**Remarks:**

**1. Filed by Member-Borrower**

Present the original copy of any one (1) of the primary ID cards/documents in Item A or two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

**2. Filed by Authorized Representative of Member-Borrower**

Present the following:

2.1. Original copy of any one (1) of the Authorized Representative's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

2.2. Original copy of any one (1) of the Member-Borrower's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.

5. Authorization letter from member-borrower, if filed by Authorized Representative  (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of the request for cancellation of EALP check/s <b>Location:</b>  SSS Branch Office	1.1. a. Receipt and screening of documents presented b. Validation of documents and reason for cancellation c. Issuance of the copy of duly received letter request and return of original valid IDs d. Preparation of Memo or Transmittal List (TL) of cancelled EALP check/s to Branch Accounting Department (BRAD) e. Forwarding the Memo or TL with attachments to Social Security Officer III/Corporate Executive Officer II	None	4 hour/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	1.2. Verification if the EALP check is for cancellation up to the forwarding of the memo or TL of cancelled EALP check/s with attachments to Administrative Section		2 hour/s	<ul style="list-style-type: none"><li>Social Security Officer III/Corporate Executive Officer II, Member Services Section; Branch Operations Sector</li></ul>
	1.3. Forwarding of the Memo or TL of cancelled EALP check/s letter request from member-borrower, cancelled EALP check/s and authorization letter, if any to BRAD.		2 hour/s	<ul style="list-style-type: none"><li>Corporate Executive Officer I, Administrative Section; Branch Operations Sector</li></ul>
	1.4. Cancellation of check/s in the Check Reconciliation System (CRS) upon receipt of the request from the Branch Office.		3 working day/s	<ul style="list-style-type: none"><li>Bookkeeper; Branch Accounting Department</li></ul>
Total Processing Time:			4 working day/s	
Total Processing Fee:			None	

### 36. Request for Replacement of Educational Assistance Loan Checks

Processing of requests for replacement of EALP checks, including receipt of the letter request and attachments, issuance of a confirmation copy, and return of identification/documents to the member-borrower or their representative.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>SSS member-borrowers who have been granted an Educational Assistance Loan Program (EALP) and have received the physical checks.</li> <li>Authorized representative of the member-borrower, in cases wherein the member-borrower is unable to personally file the request.</li> </ul>
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>Statute:</b>	SSS Circular 2017-005 - Revised Implementing Guidelines for the Educational Assistance Loan Program (EALP)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>	
1. Letter request from the member-borrower (2) Original Copy	Applicant / Client
2. EALP check/s (1) Original Copy	Applicant / Client
3. School's assessment or billing statement, if applicable (1) Photo Copy <b>Remarks:</b> If erroneous name of payee and/or erroneous amount.	Applicant / Client
4. Identification Cards  <b>A. PRIMARY ID CARD/DOCUMENTS</b>  1. Social Security System (SSS) Digitized ID issued by Social Security System  2. Birth Certificate issued by Philippine Statistics Authority  3. Driver's License issued by Land Transportation Office  4. Passport issued by Department of Foreign Affairs  5. Philippine Identification (PhilID) Card issued by Philippine Statistics Authority  6. Professional Regulation Commission (PRC) card issued by Professional Regulation Commission  7. Seafarer's Identification & Record Book (Seaman's Book) issued by Maritime Industry Authority  8. Unified Multi-Purpose ID (UMID) Card issued by Social Security System/Government Service Insurance System  <b>B. SECONDARY ID CARDS/DOCUMENTS</b>  1. ATM Card (with cardholder's name)	
	<b>ISSUED BY</b>  Bank

2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Baptismal Certificate of child/ren	Church
5. Birth Certificate of child/ren	Philippine Statistics Authority
6. Certificate of Licensure/Qualification Documents	Maritime Industry Authority
7. Certificate of Confirmation issued by NCIP	National Commission on Indigenous Peoples
8. Certificate of Muslim Filipino Tribal Affiliation issued by NCMF	National Commission on Muslim Filipinos
9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth	Philippine Statistics Authority /National Archives
10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC	Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership	GSIS
17. Health or Medical Card	Health Maintenance Organization
18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record	Pag-IBIG
19. Homeowners Association ID Card	Homeowners Association
20. ID Card issued by Local Government Units (LGUs)	Local Government Units
21. ID Card issued by Professional Association recognized by PRC	Philippine Regulatory Commission
22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM
23. Life Insurance Policy	Insurance Company
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System
26. Membership card issued by Private Co.	Private Company
27. National Bureau of Investigation (NBI)	NBI

Clearance	
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA
29. Permit to Carry Firearms Outside of Residence	PNP
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth
31. Police Clearance	PNP
32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit issued by Land Transportation Office (LTO)	Land Transportation Office
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue
38. Transcript of Records	University or Colleges
39. Voter's ID card or Affidavit/Certification of Registration	Commission on Elections
<b>Remarks:</b>  <b>1. Filed by Member-Borrower</b>  Present the original copy of any one (1) of the primary ID cards/documents in Item A or two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.  <b>2. Filed by Authorized Representative of Member-Borrower</b>  Present the following:  2.1. Original copy of any one (1) of the Authorized Representative's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.  2.2. Original copy of any one (1) of the Member-Borrower's primary ID cards/document in Item A or original copies of two (2) secondary ID cards/documents in Item B at least one (1) with photo and both with signature.	
5. Validated SS Form R-6 (Miscellaneous Payment Form)	
(1) Photo Copy <b>Remarks:</b>  Present the original copy of SS Form R-6 for comparison.	Applicant / Client
6. Authorization letter from member-borrower, if filed by Authorized Representative	
(1) Original Copy	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Submission of the request for replacement of EALP check/s</p> <p><b>Location:</b></p> <p>SSS Branch Office</p> <p><b>Notes/Instruction:</b></p> <p>A replacement fee shall be charged for any request for replacement of EALP check. The required replacement fee must be paid at SSS branch using the SSS Form R-6.</p>	<p>1.1. a. Receipt and screening of documents presented: b. Validation of documents and reason for cancellation c. Issuance of the copy of duly received letter request and return of original valid IDs d. Preparation of Memo or Transmittal List (TL) of cancelled EALP check/s to Branch Accounting Department (BRAD) e. Forwarding the Memo or TL with attachments to Social Security Officer III/Corporate Executive Officer II</p>	<p><b>Standard Fees</b></p> <p>Breakdown:</p> <p>Replacement Fee: PHP 300</p> <hr/> <p>Total: PHP 300</p>	<p>4 hour/s</p>	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	<p>1.2. a. Verification and tagging of the requested reason/s for replacement in the Loans Granting System-Educational Assistance Loan (LGS-EAL) Maintenance Module up to forwarding of the Memo or TL of cancelled EALP check/s with attachments to Administrative Section</p>		<p>2 hour/s</p>	<ul style="list-style-type: none"><li>Social Security Officer III/Corporate Executive Officer II, Member Services Section; Branch Operations Sector</li></ul>
	<p>1.3. Forwarding of the Memo or TL of cancelled EALP check/s letter request from member-borrower, cancelled EALP check/s and authorization letter, if any to BRAD.</p>		<p>2 hour/s</p>	<ul style="list-style-type: none"><li>Corporate Executive Officer I, Administrative Section; Branch Operations Sector</li></ul>
	<p>1.4. Cancellation of check/s in the Check Reconciliation System (CRS) upon receipt of the request from the Branch Office.</p>		<p>3 working day/s</p>	<ul style="list-style-type: none"><li>Bookkeeper; Branch Accounting Department</li></ul>
	<p>1.5. For transaction with correction of payee name/amount: a. Verification of the status of check/s if cancelled and instructs the Junior/Senior Member Service Representative to retrieve the EALP application/s. b. Encoding of requested correction/s and commit the corrected transactions/data for validation thru LGS-EAL Maintenance Module.</p>		<p>1 working day/s</p>	<ul style="list-style-type: none"><li>Social Security Officer III/Corporate Executive Officer II, Member Services Section; Branch Operations Sector</li></ul>
<b>Total Processing Time:</b>			5 working day/s	
<b>Total Processing Fee:</b>			None	

### 37. Filing of Maternity Notification by Employers

Must be filed with SSS prior to Delivery/Miscarriage/Emergency Termination of Pregnancy as a requirement in the availment of maternity benefit.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
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<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Qualified Employers registered in My.SSS			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b> 1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/Wifi Access or Mobile Data		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1. Login at My.SSS Portal in the SSS Website <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a>	1. The Employer log-in page in the SSS Website will be displayed	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
2. Select "Submit Maternity Notification" from the Benefits Menu <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	2. The System will display the Maternity Notification Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
3. Input all the required fields and Click the Add Button <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	3. The System will display the Maternity Notification Module	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
4. Click on the "Submit List" button below to submit the list of members. <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	4. The System will display the Maternity Notification Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

5. Take note of the Transaction Number as proof of the Maternity Notification submitted online <b>Location:</b> <a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a>	5. The System will notify employer thru e-mail and My.SSS notifications	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			7 minute/s	
<b>Total Processing Fee:</b>			None	

### 38. Filing of Maternity Notification by Individual Members

Must be filed with SSS prior to Delivery/ Miscarriage/ Emergency Termination of Pregnancy as a requirement in the availment of maternity benefit.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Qualified female Self-Employed/ Voluntary Members/ Overseas Filipino Workers registered in My.SSS
<b>Operating Hours:</b>	24/7

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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#### For Standard Requirement

1. Enrollment/Registration of My.SSS Account in the SSS Website

(Sample: )

#### Remarks:

Internet/Wifi Access or Mobile Data

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Login at My.SSS Portal in the SSS Website <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a>	1. The Member log-in page in the SSS Website will be displayed	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
2. Select Maternity Benefit from the Benefits Tab of the Main Menu <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a>	2. The System will display the Maternity Benefit Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

3. Click on the "Maternity Notification" Tab <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a>	3. The System will display the Maternity Notification Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
4. Fill-in the required information in the maternity notification screen and click "Next" button <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a>	4. The System will display the Maternity Notification Module	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
5. Take note of the Transaction Number issued as proof of the Maternity Notification submitted online <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	5. The System will notify the member thru e-mail and My.SSS notifications	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			7 minute/s	
<b>Total Processing Fee:</b>			None	

### 39. Filing of Maternity Benefit Application by Individual Members for Live Childbirth and for Stillbirth/Fetal Death

Maternity Benefit is granted to a female member who was unable to work due to Live Childbirth and Stillbirth/Fetal Death

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	Qualified female Self-Employed/ Voluntary Members/ Overseas Filipino Workers and member's separated from employment registered in My.SSS		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Enrollment/Registration of My.SSS Account in SSS Website (Sample: ) <b>Remarks:</b> Internet/Wifi Access or Mobile Data		Applicant / Client	

<p>2. Member must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website</p> <p>(Sample: )</p> <p><b>Remarks:</b></p> <p>Benefit proceeds shall be credited to the member's nominated/preferred disbursement account.</p>	<p>Applicant / Client</p>
<p>3. Supporting documents, whichever is applicable</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <p><b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b></p> <p><b>1. For Live Childbirth (Normal or Caesarian) Any of the following:</b></p> <p>a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Application is within six (6) months from the date of delivery; or</p> <p>b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Application is beyond six (6) months from the date of delivery; or</p> <p>c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable.</p> <p><b>2. For Stillbirth or Fetal Death - Any of the following:</b></p> <p>a. Certificate of Fetal Death duly registered with the Local Civil Registrar with corresponding Official Receipt or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Application is within six (6) months from the date of delivery; or</p> <p>b. Certificate of Fetal Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if filing date of Maternity Benefit Application is beyond six (6) months from the date of delivery; or</p> <p>c. Certificate of Fetal Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in foreign country with English translation, if applicable.</p> <p><b>3. For Qualified Solo Parents under Republic Act No 8972 or the Solo Parents' Welfare Act of 2000</b></p> <p>a. Any of the following documents issued by the Local Government Unit and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:</p> <p>i. Valid Solo Parent ID; or</p> <p>ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.</p> <p>b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.</p>	<p>Applicant / Client</p>

c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of Solo Parent, date of validity/issuance, name and date of birth of child/ren).

**4. For contingencies that occurred prior to 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law**

Any of the following documents issued by the hospital/medical facility indicating the type of delivery:

- a. Operating Room Record;
- b. Surgical Memorandum;
- c. Discharge Summary Report;
- d. Medical/Clinical Abstract;
- e. Delivery Report;
- f. Detailed invoice showing applicable charges, only if the caesarian delivery occurred abroad; or
- g. Similar medical documents.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log-in at My.SSS Portal in the SSS Website  <b>Location:</b>  <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>1. The member Log-in page in the SSS Website will be displayed</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Select the "Maternity Benefit" thru the Benefits Tab and select "Maternity Application"  <b>Location:</b>  <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>2. The System displays the Maternity Benefit Application Module</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>3. Fill-in the required information in the Maternity Benefit Application screen and click "Next" to continue</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>3. The System displays the screens of Maternity Benefit Application</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Upload the required supporting documents and click "Next" button to proceed</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>4. The System displays the screen on the summary details and uploading of required supporting documents of Maternity Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Take note of the generated transaction details of successful submission of Maternity Benefit Application</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>5.1. The System displays the transaction number of submitted Maternity Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.2. The System will notify member thru e-mail and My.SSS notifications</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.3. Processing of Maternity Benefit Application (MBA) online</p>		<p>5 working day/s, 7 hour/s, 39 minute/s</p>	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> <li>Corporate Executive Officer II, SMEC Section; Central Processing Group</li> </ul>

	5.4. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved Maternity Benefit Application (MBA)	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

#### 40. Filing of Maternity Benefit Application by Individual Members for Miscarriage/Emergency Termination of Pregnancy

Maternity Benefits granted to a female member who was unable to work due to Miscarriage and Emergency Termination of Pregnancy.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Qualified female Self-Employed/ Voluntary Members/ Overseas Filipino Workers and member's separated from employment registered in My.SSS
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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##### For Standard Requirement

1. Enrollment/Registration of My.SSS Account in the SSS Website

(Sample: )

##### Remarks:

Internet/Wifi Access or Mobile Data

Applicant / Client

2. Member must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website

(Sample: )

##### Remarks:

Benefit proceeds shall be credited to member's nominated/preferred disbursement account.

Applicant / Client

<div><div><div>3. Supporting documents, whichever is applicable</div><div>(1) Electronic Copy</div><div>Remarks:</div><div>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</div><div>1. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law</div><div>a. Any of the following proofs of pregnancy:</div><div><div>i. Result of pregnancy test duly signed by a physician/municipal health officer; or</div><div>ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:</div><div><div>a. Ultrasound;</div><div>b. Blood Pregnancy Test (Beta HCG); or</div><div>c. Early Pregnancy factor; and</div></div><div>b. Any of the following proofs of termination of pregnancy duly signed by a physician:</div><div><div>i. Pregnancy test result;</div><div>ii. Ultrasound result;</div><div>iii. Histopathological Report; or</div><div>iv. Operating Room Record ; and</div></div><div>c. Any of the following medical documents duly signed by a physician:</div><div><div>i. Medical Certificate;</div><div>ii. Records of Consultation; or</div><div>iii. Clinical Abstract/ Discharge Summary.</div></div><div>2. For specific maternity case or circumstance of the female member</div><div>The following are the additional rules and/or required supporting documents, whichever is applicable:</div><div>1. For Maternity contingencies that occurred locally</div><div>a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.</div><div>b. The physician's name and Professional Regulation Commission license number must be indicated in the medical documents.</div><div>2. For Maternity contingencies that occurred abroad</div><div>a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable</div><div>b. Authentication by the Philippine Embassy/ Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/ Embassy/ Consulate, for any supporting document shall not be required.</div></div><div>Applicant / Client</div></div></div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Log-in at My.SSS Portal in the SSS Website  <b>Location:</b>  <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>1. The member Log-in page in the SSS Website will be displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Select the "Maternity Benefit" thru the Benefits Tab and select "Maternity Application"  <b>Location:</b>  <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>2. The System displays the Maternity Benefit Application Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Fill-in the required information in the Maternity Benefit Application screen and click "Next" to continue  <b>Location:</b>  <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>3. The System displays the screens of Maternity Benefit Application</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Upload the required supporting documents and click "Next" button to proceed  <b>Location:</b>  <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>4. The System displays the screen on the summary details and uploading of required supporting documents of Maternity Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

5. Take note of the generated transaction details of successful submission of Maternity Benefit Application <b>Location:</b>  http://member.sss.gov.ph	5.1. The System displays the transaction number of submitted Maternity Benefit Application	None	2 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	5.2. The System will notify member thru e-mail and My.SSS notifications		5 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	5.3. Medical Evaluation of uploaded supporting documents		10 working day/s	<ul style="list-style-type: none"><li>• Medical Specialist; Medical Operations Department</li></ul>
	5.4. Processing of Maternity Benefit Application (MBA) online		8 working day/s, 7 hour/s, 39 minute/s	<ul style="list-style-type: none"><li>• Claim Processor III, SMEC Section; Central Processing Group</li><li>• Corporate Executive Officer II, SMEC Section; Central Processing Group</li></ul>
	5.5. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved Maternity Benefit Application (MBA)		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			20 working day/s	
Total Processing Fee:			None	

#### 41. Filing of Maternity Benefit Reimbursement Application by Employers for Miscarriage/Emergency Termination of Pregnancy

Maternity Benefit is granted to a female employee who was unable to work due to Miscarriage or Emergency Termination of Pregnancy

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service

<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B (Government to Business)	
<b>Who may avail:</b>	Qualified employers who have paid in advance the amount of maternity benefit to the qualified female employee and registered in My.SSS	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/Wifi Access or Mobile Data		Applicant / Client
2. Employer must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Reimbursement proceeds shall be credited to employer's enrolled and approved disbursement account.		Applicant / Client
3. Supporting documents, whichever is applicable (1) Electronic Copy <b>Remarks:</b> <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b> <b>1. For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law</b> a. Any of the following proofs of pregnancy: i. Result of pregnancy test duly signed by a physician/municipal health officer; or ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following: a. Ultrasound; b. Blood Pregnancy Test (Beta HCG); or c. Early Pregnancy factor; and b. Any of the following proofs of termination of pregnancy duly signed by a physician: i. Pregnancy test result; ii. Ultrasound result; iii. Histopathological Report; or iv. Operating Room Record; and		Applicant / Client

c. Any of the following medical documents duly signed by a physician:

- i. Medical Certificate;
- ii. Records of Consultation; or
- iii. Clinical Abstract/Discharge Summary.

**2. For specific maternity case or circumstance of the female member**

The following are the additional rules and/or required supporting documents, whichever is applicable:

- a. For Maternity contingencies that occurred locally
  - i. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.
  - ii. The physician's name and Professional Regulation Commission license number must be indicated in the medical documents.
- b. For Maternity contingencies that occurred abroad
  - i. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable
  - ii. Authentication by the Philippine Embassy/ Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/ Embassy/ Consulate, for any supporting document shall not be required.

**3. For employers who already paid the Maternity Benefit in advance to their female employee but cannot provide the required documents since said employees did not return or report back to work after Miscarriage/ Emergency Termination of Pregnancy or are already separated from employment or deceased**

The following documents shall be required for submission, whichever is applicable:

- a. Any medical document issued by the hospital/medical facility of proof of pregnancy or any medical document issued by the hospital/medical facility indicating Miscarriage/ Emergency Termination of Pregnancy; and
- b. Certification from the employer that the employee did not return or report back to work after Miscarriage/ Emergency Termination of Pregnancy, or that the employee is already separated from employment ; or deceased employee's Certificate of Death issued by the Philippine Statistics Authority or Local Civil Registry; and
- c. Any of the following proofs of advance payment by the employer of the SSS Maternity Benefit of the female employee
  - i. Cash Voucher or relevant document indicating receipt of advance payment signed by the employee;
  - ii. Proof of credit or transfer to the employee's bank/disbursing account with corresponding pay slip or relevant document indicating the advance payment.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Log-in at My.SSS Portal in the SSS Website</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>1. The employer Log-in page in the SSS Website will be displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Select the "Submit Maternity Benefit Reimbursement Application " under the Benefits Tab</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>2. The System displays the Maternity Benefit Reimbursement Application Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Encode the Common Reference Number/ SSS Number of employee and click "Search"</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>3. The details of employee will be displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Fill-in the required information in the Maternity Benefit Reimbursement Application screen and click "Proceed" to continue</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>4. The System displays the screens of Maternity Benefit Reimbursement Application Module</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>5. Upload the required supporting documents and click "Proceed" button to proceed</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>5.1. The System displays the screen on the summary of details and uploading of required documents and certification portion of Maternity Benefit Reimbursement Application</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.2. Confirmation of filed Maternity Benefit Reimbursement Application will be displayed for review</p>		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>6. Take note of the generated transaction details of successful submission of Maternity Benefit Reimbursement Application</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph">https://employer.sss.gov.ph</a></p>	<p>6.1. The System displays the transaction number of submitted Maternity Benefit Reimbursement Application</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>6.2. The system will notify employer and member thru e-mail and My.SSS notifications</p>		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>7. Receipt of advance payment shall be confirmed/certified by the employee within seven (7) days from the date of e-mail by the SSS.</p> <p><b>Location:</b></p> <p><a href="https://employee.sss.gov.ph">https://employee.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <p>Once confirmed by the employee, filed Maternity Benefit</p>	<p>7.1. Medical Evaluation of uploaded supporting documents</p>	None	10 working day/s	<ul style="list-style-type: none"> <li>Medical Specialist; Medical Operations Department</li> </ul>

Reimbursement Application online will be evaluated and processed	7.2. Processing of filed Maternity Benefit Reimbursement Application (MBRA) online	8 working day/s, 7 hour/s, 36 minute/s	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> <li>Corporate Executive Officer II; Central Processing Group</li> </ul>
	7.3. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved Maternity Benefit Reimbursement Application (MBRA)	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		20 working day/s	
<b>Total Processing Fee:</b>		None	

## 42. Membership/Coverage Verification Request

To facilitate the verification of member's request for information regarding the following:

- a. SS Number
- b. Date of Coverage
- c. Employer Number

<b>Office or Division:</b>	Account Management Group				
<b>Category:</b>	External Service				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C (Government to Citizen)				
<b>Who may avail:</b>	All members				
<b>Operating Hours:</b>	8:00 AM - 5:00 PM				
<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 50%;"><b>CHECKLIST OF REQUIREMENTS</b></th> <th style="width: 50%;"><b>WHERE TO SECURE</b></th> </tr> </thead> <tbody> <tr> <td> <b>For Standard Requirement</b>  1. Request/Verification Form   (1) Original Copy  <b>Remarks:</b>   The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>   The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.   If filed by the member, Part I (a to c) of the form should be properly filled-out.   If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out. </td> <td> <b>Agency - Division:</b>   Social Security System - Branch Office </td> </tr> </tbody> </table>		<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	<b>For Standard Requirement</b> 1. Request/Verification Form  (1) Original Copy <b>Remarks:</b>  The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.  If filed by the member, Part I (a to c) of the form should be properly filled-out.  If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.	<b>Agency - Division:</b>  Social Security System - Branch Office
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>				
<b>For Standard Requirement</b> 1. Request/Verification Form  (1) Original Copy <b>Remarks:</b>  The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.  If filed by the member, Part I (a to c) of the form should be properly filled-out.  If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.	<b>Agency - Division:</b>  Social Security System - Branch Office				

<p>2. Certification and Agreement on Data Privacy Notice</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>				
<p>3. Valid Identification Cards</p> <p>Present the original and submit photocopy of any of the following:</p> <p>1. Primary ID</p> <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> <p>2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</p>					
<p><b>If filed by Member's Representative</b></p> <p>1. Valid Identification Cards/Documents</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Present the original:</p> <p>1. Member's</p> <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> <p>2. Authorized Representative's</p> <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> <p>3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)</p>	<p>Applicant / Client</p>				
<p><b>If filed by Company's Representative</b></p> <p>1. Authorized Company Representative Card</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - SSS Branch</p>				
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b> (Designation; Office)</p>	

<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p>	2.1. Receives and screens the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and the identification card/document.	None	3 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
	2.2. Verify the requested information in the Request/Verification Form and inform the filer of the result of the requested transaction.		5 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. stamp received and verified Request/Verification Form 2. original identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p>	3. Issues the Request/Verification Form with the requested information and identification card/document.	None	1 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			1 hour/s, 39 minute/s	
<b>Total Processing Fee:</b>			None	

### 43. Payment of Contribution (Individual and Employer) in the Branch Teller

Payment Reference Number (PRN) is a mandatory requirement in the payment of SSS Contribution. Employers and Individual Members may generate their Electronic Collection List (e- CL) Summary and Statement of Account (SOA), respectively, through the SSS website ([www.sss.gov.ph](http://www.sss.gov.ph)) or avail of the services provided by the e-Center Facility of the SSS Branch.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)			
<b>Who may avail:</b>	Employers and Individual Members			
<b>Operating Hours:</b>	8:00 AM - 5:00 PM			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b> 1. Printed Copy of e-CL Summary/SOA or SMS notification from SSS containing the PRN  (1) Original Copy <b>Remarks:</b> <ul style="list-style-type: none"> <li>If e-CL Summary/Statement of Account is not available, accomplished Payment Slip Form (may be secured at any SSS Branch with Telling Section) to be presented at the Telling Section (applicable for individual payment only).</li> <li>SOA/PRN can be generated at e-Center/Telling Section (for individual paying members).</li> </ul>		<b>Agency - Division:</b> Social Security System - My.SSS account of member/employer (SSS Website)		
2. Cash and/or Manager's/Cashier's Check/s  (1) Original Copy		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1. If e-CL/SOA is not available, Get Payment Slip Form and fill-out the form, indicating the details to be paid <b>Location:</b> SSS Branch with Telling Section  <b>Notes/Instruction:</b> Members may also pay their contributions from SSS-accredited banks and RTCs through the following channels:  BancNet, Inc. 1 Asia United Bank 2 Bank of Commerce 3 Bank of the Philippine Islands 4 BDO Unibank 5 China Bank Corporation 6 Citibank N.A Philippines Branch 7 CTBC Bank (Philippines) Corp. 8 Deutsche Bank AG - Manila Branch 9 Metropolitan Bank and Trust Company	1. Issue Payment Slip Form	None	5 minute/s	<ul style="list-style-type: none"> <li>Member Service Representative; Branch Operations Sector</li> </ul>

10	MUFG Bank, Ltd.				
11	Philippine Bank of Communications				
12	Philippine National Bank				
13	Philippine Trust Company				
14	Philippine Veterans Bank				
15	Rizal Commercial Banking Corp.				
16	Standard Chartered Bank				
	SSS Mobile App				
1	Bank of the Philippine Islands				
2	Maya Philippines, Inc.				
	Over-the-Counter				
1	Asia United Bank Corp.				
2	Bank of Commerce				
3	CIS Bayad Center, Inc.				
4	East West Rural Bank				
5	Electronic Commerce Payments, Inc.				
6	Gateway Rural Bank, Inc.				
7	Partner Rural Bank (Cotabato), Inc				
8	Philippine Business Bank, Inc.(A Savings Bank)				
9	Philippine National Bank				
10	Pinoy Express Hatid Padala Services, Inc.				
11	Rang-Ay Bank, Inc, (A Rural Bank)				
12	Rizal Commercial Banking Corp.				
13	Rural Bank of Hindang, (Leyte), Inc.				
14	Rural Bank of Lanuza, (Surigao del Sur), Inc.				
15	SM Mart, Inc.				
16	Union Bank of the Philippines				
17	Ventaja International Corp.				
18	Zambales Rural Bank, Inc.				
	Collecting Agent's Website				
1	AltPayNet Corp.				
2	Bank of the Philippine Islands				
3	CIS Bayad Center, Inc.				
4	Land Bank of the Philippines				

<p>5 MYEG Philippines, Inc.</p> <p>6 Security Bank Corp.</p> <p>7 Union Bank of the Philippines</p> <p>SSS Website</p> <p>1 AltPayNet Corp.</p> <p>Collecting Agent's Mobile App</p> <p>1 AltPayNet Corp.</p> <p>2 CIS Bayad Center, Inc.</p> <p>3 Security Bank Corp.</p> <p>4 Union Bank of the Philippines</p> <p>Note: Accredited payment channels may change without further notice.</p>				
<p>2. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch with Teller Section</p> <p><b>Notes/Instruction:</b></p> <p><i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i></p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	2. Issue Queue Number	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Member Service Representative, General Information and Forms Issuance Desk; Branch Operations Sector</li> </ul>
<p>3. Submit the e-CL Summary/SOA/SMS notification/Payment Slip together with payment.</p> <p><b>Location:</b></p> <p>SSS Branch with Teller Section</p>	<p>3.1. Receive e-CL Summary/SOA/SMS notification together with payment (cash and/or check/s).</p> <p>3.2. Check the amount indicated on the e-CL Summary/SOA/SMS notification/Payment Slip and the amount of submitted cash and/or cheque details, if check payment.</p> <p>3.3. Scan the barcode/ Encode the PRN in the ATS Module</p> <p>3.4. Print the validation details on the e-CL Summary/ SOA/ Payment Slip and at the back of the cheque, if check payment.</p>	None	<p>1 minute/s</p> <p>3 minute/s</p> <p>1 minute/s</p> <p>3 minute/s</p>	<ul style="list-style-type: none"> <li>Cashier, Teller Section; Branch Operations Sector</li> <li>Cashier, Teller Section; Branch Operations Sector</li> <li>Cashier, Teller Section; Branch Operations Sector</li> <li>Cashier, Teller Section; Branch Operations Sector</li> </ul>

	3.5. Check the correctness of printed validation details.		2 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
4. Get the validated payment form. <b>Location:</b>  SSS Branch with Telling Section  <b>Notes/Instruction:</b>  Posting of paid contributions is within 1 day from the date of payment. Member may monitor posting of contribution through his/her My.SSS account.	4.1. Issue the validated e-CL Summary/SOA/Payment Slip and change, if any.	None	1 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
	4.2. Put/Keep the validated e-CL Summary/ SOA/ Payment Slip in the designated box/tray and cash/cheque in the Cashier's collection drawer.		1 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
Total Processing Time:			1 hour/s, 47 minute/s	
Total Processing Fee:			None	

#### 44. Submission of Contribution Collection List (SS Form R-3)

This procedure covers the receipt of SS Form R-3 and supporting documents from filer.

This service is only for transactions exempted to the mandatory use of Payment Reference Number (PRN) which include the payment for delinquency by employers (regular and household) due to late payment or underpayment, including post-dated checks (PDCs) under approved installment proposals of employers.

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B (Government to Business)		
<b>Who may avail:</b>	All Employers		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Accomplished SS Form R-3  (2) Original Copy <b>Remarks:</b>  The form may be filed by any of the following: a. Employer b. Employer's/Company Representative c. Household Employer d. Household Employer's Representative		<b>Agency - Division:</b>  Social Security System - SSS Branch	

2. Data Privacy Notice (1) Original Copy	<b>Agency - Division:</b> Social Security System - SSS Branch
3. Validated Contributions Payment Form or Contributions Payment Return Form with Special Bank Receipt (SBR) (1) Original Copy And (1) Photo Copy	Applicant / Client
4. Valid Identification cards/documents  <b>If filed by Business/Household Employer/Authorized Signatory:</b>  Present the original any of the following:  a. Primary ID card/document:  <ol style="list-style-type: none"> <li>1. Unified Multi-Purpose ID Card - Government Service Insurance System or Social Security System</li> <li>2. Social Security Card - Social Security System</li> <li>3. Philippine Identification Card/National ID - Philippine Statistics Authority</li> <li>4. Driver's License - Land Transportation Office</li> <li>5. Firearm Registration - Philippine National Police</li> <li>6. License to Own and Possess Firearms - Philippine National Police</li> <li>7. National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation</li> <li>8. Passport - Department of Foreign Affairs/Foreign Government</li> <li>9. Permit to Carry Firearms Outside of Residence - Philippine National Police</li> <li>10. Postal Identity Card - Philippine Postal Corporation</li> <li>11. Seafarer's Identification Card &amp; Record Book (Seaman's Book) - Maritime Industry Authority</li> <li>12. Voter's ID Card - Commission on Elections</li> </ol> b. Any two (2) other ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document).  <b>If filed by Authorized Representative:</b>  Present the original of any of the following:  <ol style="list-style-type: none"> <li>1. For Business/Household Employer/Authorized Signatory: <ol style="list-style-type: none"> <li>a. One (1) Primary ID card/document of the Business Employer/Authorized Signatory; OR</li> <li>b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Business Employer/Authorized Signatory.</li> </ol> </li> <li>2. For Authorized Representative: <ol style="list-style-type: none"> <li>a. One (1) Primary ID card/document of the Authorized Representative; OR</li> <li>b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Authorized Representative.</li> </ol> </li> <li>3. Submit the original copy of the letter of Authority (LOA) / Special Power of Attorney (SPA)</li> </ol> <b>If filed by Company/Household Representative:</b>  Present the original of Authorized Company representative Card (ACR)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get a queue number. <b>Location:</b> SSS Branch</p> <p><b>Notes/Instruction:</b> <i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i>  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue Queue Number	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Member Service Representative; SSS BRANCHES</li> </ul>
<p>2. Submit SS Form R-3, Supporting Document/s and Identification Card/s or Document/s <b>Location:</b> Member Services Section, SSS Branch</p>	2.1. Receives from client the SS Form R-3, Supporting Document/s and Identification Card/s or Document/s	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
	2.2. Checks the following: Identity of Client/Filer; Accomplishment of SS Form R-3; Supporting Documents; Name and Signature of signatory in SS Form R-3 as against the corresponding Specimen Signature Card (SS Form L-501), if filed by employer's/company representative; and consistency of data indicated in the SS Form R-3 as against the supporting documents		20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
	2.3. Stamps "Compared with original/certified true copy" on the duplicate copy/ies or photocopy/ies of supporting documents, writes date and time received, and affixes signature over printed name.		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
	2.4. Fills out the "For SSS Use" portion of the SS Form R-3 (2 copies)		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
<p>3. Receives from the Jr./Sr. Member Service Representative the following: - stamp received SS Form R-3 (second copy) - original copy/ies of submitted supporting documents - identification card/s or documents of filer <b>Location:</b> Corporate Lane, Customer Care Center, SSS Branch</p>	<p>3.1. Issues to filer the following: - stamp received SS Form R-3 (second copy) - original copy/ies of submitted supporting documents - identification card/s or documents of filer</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>

3.2. Compiles and forwards to Senior Clerk the following: - SS Form R-3 (first copy) duplicate copy/ies of submitted supporting documents	15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Service Representative; SSS BRANCHES</li> </ul>
3.3. Receives the SS Form R-3 and duplicate copy/ies of submitted supporting documents.	1 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk, Member Services Section; SSS BRANCHES</li> </ul>
3.4. Batches the SS Form R-3s and supporting documents by 25s and prepares two (2) copies of Transmittal List (TL), following the prescribed format of MOAS, PC	30 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk, Member Services Section; SSS BRANCHES</li> </ul>
3.5. Forwards to Social Security Officer III/Corporate Executive Officer II the following: - TL (2 copies) - Batched SS Form R-3s - duplicate copies/photocopies of submitted supporting documents	5 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk, Member Services Section; SSS BRANCHES</li> </ul>
3.6. Receives and reviews the forwarded documents and affixes signature on the "Noted BY" portion of the TL	30 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III/Corporate Executive Officer II; SSS BRANCHES</li> </ul>
3.7. Forwards to Membership and Operations Accounting Section of Processing Center the signed TL, Batched SS Form R-3s and supporting documents for processing	10 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk, Member Services Section; SSS BRANCHES</li> </ul>
<b>Total Processing Time:</b>		3 hour/s, 27 minute/s
<b>Total Processing Fee:</b>		None

## 45. Filing of Member Data Change Request (MDCR) for Simple Corrections/Changes

Submission of Member Data Change Request (SS Form E-4) for simple correction/s or change/s in membership data filed over the counter at SSS Branches / Foreign Offices/ Service Offices.

Simple correction of member data refers to the following:

- Conversion of Membership Status (from Temporary to Permanent)
- Correction of Simple Error in Spelling of Name (from "I" to "E" or vice versa, from "U" to "O" or vice versa, correction of one or two letters, and inclusion/deletion of space & special characters)
- Correction of Suffix (Jr., II & III) or Prefix (including "de", "dela", "delos", "del" and "Ma." to "Maria" or "Maria" to "Ma.") of name
- Correction of Name due to Change in Civil Status (from Single to Married)
- Encoding of Middle Name (to complete the existing middle initial in the database, e.g. "C" to "Cruz")
- Correction of Gender (from "M" to "F" or "F" to "M")
- Updating of contact information and address
- Updating of dependent(s)/beneficiary(ies)

<b>Office or Division:</b>	Account Management Group
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Category:	External Service	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	All members/claimant	
Operating Hours:	8:00 AM - 5:00 PM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Standard Requirement</b>		
1. Accomplished Member Data Change Request Form (SS Form E-4) (2) Original Copy <b>Remarks:</b> Form is also downloadable at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>		<b>Agency - Division:</b> Social Security System - SSS Branch/Foreign Offices / Service Office
2. Certification and Agreement on Data Privacy Notice (2) Original Copy		<b>Agency - Division:</b> Social Security System - SSS Branch/Foreign Offices / Service Office

### 3. Valid Identification Cards/Documents

Present the original and submit photocopy of any of the following:

#### **If filed by the Member**

##### 1. Primary ID

- Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - PNP
- National Bureau of Investigation (NBI) Clearance - NBI
- Passport - Department of Foreign Affairs / Foreign Government
- Philippine Identification Card / National ID - Philippine Statistics Authority
- Permit to Carry Firearms Outside of Residence - PNP
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification & record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

#### **If filed by the Employer**

Present the original and submit photocopy:

##### 1. Employer's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

#### **If filed by the Company Representative**

Present the original and submit photocopy:

##### 1. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Company Representative's

- Authorized Company Representative Card (ACR)

### **Correction of Simple Error in Spelling of Name and Suffix**

1. Documentary Requirement

(1) Original Copy And (1) Photo Copy

**Remarks:**

1. Birth Certificate or Passport - Local Civil Registrar Office (LCRO) /Philippine Statistics Authority or Department of Foreign Affairs

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 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 (1) with date of birth:

ID cards

- Driver's License - Land Transportation Office (LTO)
- Firearm License Card - Philippine National Police (PNP)
- GSIS UMID Card - Government Service Insurance System (GSIS)
- Health or Medical Card - Health Maintenance Organization (HMO)
- Pag-IBIG Fund Transaction card -Home Development Mutual Fund (Pag-IBIG)
- ID Card issued by Local Government Units (LGUs) - Local Government Units (LGU) e.g. Barangay/Municipality/City
- OWWA card - Overseas Worker Welfare Administration (OWWA)
- PhilHealth or PHIC ID card - Philippine Health Insurance Corporation (PHIC) or PhilHealth
- Philippine Identification (PhilID) card/National ID - PSA
- Postal ID card - Philippine Postal Corporation (Philpost)
- PRC card - Professional Regulation Commission (PRC) Card
- Senior Citizen card - Office of the Senior Citizens Affairs
- Taxpayer's Identification Number (TIN) card - Bureau of Internal Revenue (BIR)
- Voter's Identification (ID) card Documents - Commission on Election (COMELEC)

Documents

- Alien Certificate of Registration - Bureau of Immigration
- Baptismal Certificate or its equivalent (child/ren's) - Officiating Unit / Institution
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority - Maritime Industry Authority (MARINA)
- Certificate of Muslim Tribal Affiliation - National Commission on Muslim Filipinos
- Court Order granting petition for change of name or date of birth - LCRO / Court
- GSIS Member's Record/Certificate of Membership - GSIS
- Life Insurance Policy - Insurance Company
- Marriage Contract / Marriage Certificate - LCRO or PSA
- NBI Clearance - National Bureau of Investigation (NBI)
- Pag-IBIG Member's Data Form - Pag-IBIG Fund
- PHIC Member's Data Form - PHIC/PhilHealth
- Police Clearance - Philippine National Police
- Seaman's Book (Seafarer's Identification and Record book) - MARINA
- Student Permit issued by LTO
- Transcript of Records - School / Educational Institution
- Voter's Affidavit/Certificate of Registration - COMELEC

Applicant / Client

**Correction of sex**

<p>1. Documentary Requirement</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Any of the following, whichever is applicable:</p> <ul style="list-style-type: none"> <li>- Birth Certificate - Local Civil Registrar Office / Philippine Statistics Authority</li> <li>- Passport - Department of Foreign Affairs</li> <li>- 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</li> <li>- Court Order granting the petition for correction of sex, if with erroneous entry of sex in Birth Certificate - Regional Trial Court</li> </ul>	<p>Applicant / Client</p>
<p><b>Change of Civil Status from Single to Married</b></p> <p>1. Documentary Requirement</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Marriage Contract / Marriage Certificate - Local Civil Registrar Office / Philippine Statistics Authority</p>	<p>Applicant / Client</p>
<p><b>Updating of contact information</b></p> <p>1. No required documents</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>If member is requesting for updating of contact information (address, telephone number, e-mail address and mobile/cellphone number), indicate already under Part I-A of the form the new contact information.</p>	<p>Applicant / Client</p>
<p><b>Updating of member record status (from "Temporary" to "Permanent")</b></p>	

1. Documentary Requirement

(1) Original Copy And (1) Photo Copy

**Remarks:**

1. Birth Certificate or in its absence, any of the following ID cards and/or documents:

- Baptismal Certificate or its equivalent - Officiating institution/Religious Institution
- Driver's License - Land Transformation Office
- Passport - Department of Foreign Affairs
- Philippine Identification (PhilID) card/National ID - Philippine Statistics Authority
- PRC card - Professional Regulation Commission
- Seaman's Book (Seafarer's Identification and Record Book) - Maritime Industry Authority

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 - Bureau of Immigration
  - ATM card (with cardholder's name) - Bank
  - Bank Account Passbook - Bank
  - Baptismal Certificate of child/ren or its equivalent - Officiating Unit/Religious Institution
  - Birth Certificate of child/ren - LCRO/PSA
  - Certificate of Confirmation issued by NCIP - National Commission of Indigenous Peoples (NCIP)
  - Certificate of Licensure/ Qualification Documents from MARINA
  - Certificate of Muslim Filipino Tribal Affiliation - National Commission on Muslim Filipinos
  - Company ID card
  - Court Order granting petition for change of name or date of birth - Regional Trial Court (RTC)
  - Credit Card - Bank / Credit Card Company
  - Firearm License card - Philippine National Police
  - Fishworker's License - Bureau of Fisheries and Aquatic Resources (BFAR)
  - GSIS card/Member's Record/Certificate of Membership - GSIS
  - Health or Medical Card - HMO
  - Pag-IBIG Transaction card/ Member's Data Form - Pag-IBIG Fund
  - Homeowners Association ID card - Issuing Homeowners Association
  - ID card issued by LGUs
  - ID card issued by professional association recognized by PRC
  - Life Insurance Policy - Insurance Company
  - Marriage Contract/Marriage Certificate - PSA
  - NBI Clearance - National Bureau of Investigation
  - OWWA card - Overseas Workers Welfare Administration (OWWA)
  - PHIC ID card/Member's Data Record - PhilHealth
  - Police Clearance - PNP
  - Postal ID card - Philippine Postal Corporation
  - School ID card - School/Educational Institution
  - Seafarer's Registration Certificate - MARINA
  - Senior Citizen card - Office of the Senior Citizens Affairs
  - Student Permit issued by LTO
  - TIN card - Bureau of Internal Revenue
  - Transcript of Records - School/Educational Institution
  - Voter's ID card/Affidavit/Certificate of Registration - COMELEC
- Applicant / Client

**Updating of dependent(s)/beneficiary(ies)**

1. Documentary Requirement

(1) Original Copy And (1) Photo Copy

**Remarks:**

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 themember 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

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; SSS BRANCHES</li> </ul>
<p>2. Submit two (2) copies of SS Form E-4, Certification and Agreement on Data Privacy Notice, together with the original/ certified true copy with photocopies of the supporting documents and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p>	<p>2.1. Receives and screens the accomplished SS Form E-4, supporting documents and identification card/document.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative ; SSS BRANCHES</li> </ul>

<b>Notes/Instruction:</b>  The form should be properly accomplished based on member's reason for data amendment request.	2.2. Encodes the requested update.		5 minute/s	<ul style="list-style-type: none"><li>Jr/Sr. Member Service Representative; SSS BRANCHES</li></ul>
<b>3. Get/Receive the following:</b> duly received member's copy of the SS Form E-4, Certification and Agreement on Data Privacy Notice, supporting documents and identification card/document <b>Location:</b>  SSS Branches / Foreign Offices / Service Offices  <b>Notes/Instruction:</b>  Jr./Sr. Member Service Representative shall inform the member that the request has been effected.  If request is incomplete or for rejection, member shall receive Compliance Letter/Rejection Notice.	3.1. Issues the duly received member's copy of the SS Form E-4, supporting documents, identification card/document.	None	2 minute/s	<ul style="list-style-type: none"><li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office, Filer/Member; SSS BRANCHES</li></ul>
	3.2. Collate the received requests, print the List of Encoded Requests for simple correction and forward to the SSO III/CEO II.		15 minute/s	<ul style="list-style-type: none"><li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; SSS BRANCHES</li></ul>
	3.3. Review the following: • SSS Form E- 4 with the attachments, • List of Encoded Requests for simple correction		10 minute/s	<ul style="list-style-type: none"><li>SSO III/CEO II SSS Branch/Foreign/ Service Office; SSS BRANCHES</li></ul>
	3.4. Endorse the SSS Form E-4 and attachments to the Branch Head for approval and return to the Senior Clerk for filling approved requests.		10 minute/s	<ul style="list-style-type: none"><li>SSO III/CEO II SSS Branch/Foreign/ Service Office; SSS BRANCHES</li><li>Branch Head; SSS BRANCHES</li><li>Senior Clerk, Member Services Section; SSS BRANCHES</li></ul>
	<b>Total Processing Time:</b>			<span class="text-bold">Working Day/s:</span> 2 hour/s, 17 minute/s
<b>Total Processing Fee:</b>			None	

## 46. Filing of Adjustment of Maternity Benefit Application for Individual Members

Request for adjustment is being filed by qualified female members whose initial maternity benefit claimed in SSS is lower than the actual amount of benefit entitlement as computed based on member's qualifying contributions and compensable period.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<b>Who may avail:</b>	Qualified female members whose initial maternity benefit claimed in SSS is lower than the actual amount of benefit entitlement.	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Standard Requirement</b>		
1. Enrollment/Registration of My.SSS Account in the SSS Website  (Sample: )  <b>Remarks:</b>  Internet/Wifi Access or Mobile Data	Applicant / Client	
2. Member must have an enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website  (Sample: )  <b>Remarks:</b>  Benefit proceeds shall be credited to the member's nominated/preferred disbursement account.	Applicant / Client	
3. Supporting documents based on the type of adjustment, whichever is applicable  (1) Electronic Copy <b>Remarks:</b>  <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b>  <b>1. Member is qualified as Solo Parent</b>  a. Any of the following documents issued by the Local Government Unit and signed by the Social Worker and the City/Municipal Mayor shall be required for submission:  - Valid Solo Parent ID; or  - Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available.  b. The Date of Delivery must be within the validity period of the Solo Parent ID/ Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery.  c. Certification/e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of solo parent, date of validity/issuance, name and date of birth of child/ren).  <b>2. Correction of Type of Claim from Normal to Caesarian Section Delivery (For contingencies that occurred prior to 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law)</b>  Any of the following documents issued by the hospital/medical facility indicating the type of delivery:  a. Operating Room Record;  b. Surgical Memorandum;  c. Discharge Summary Report;	Applicant / Client	

- d. Medical/Clinical Abstract;
- e. Delivery Report;
- f. Detailed invoice showing applicable charges, only if the caesarian delivery occurred abroad; or
- g. Similar medical documents.

**3. Correction of approved number of days from 60 (Normal Delivery) or 78 (Caesarian Section Delivery) to 105 days (For contingencies that occurred on or after 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law)**

Any of the following documents:

- a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registry, if the filing date of Maternity Benefit Application is within six (6) months from the date of delivery; or
- b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Application is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable.

**4. Allocated leave credits not used due to separation from employment of the child's father or qualified alternate caregiver**

The following documents shall be required for submission, whichever is applicable:

- a. If unemployed prior to and during the period of maternity leave:
  - Duly Notarized Affidavit signed by the child's father or qualified alternate caregiver stating that he/she is unemployed prior to and during the period of maternity leave;
- b. If the date of separation is prior to the date of delivery of member:
  - Certificate of Separation from Employment issued by the employer of the child's father or qualified caregiver indicating the effective date of separation; or
- c. If the date of separation is after the date of delivery of the member:
  - Certificate/s issued by the employer of the child's father or qualified alternate caregiver indicating the effective date of separation and that the maternity leave credits allocated by the member were not used.

**5. Correction of Type of Delivery from Stillbirth/Fetal Death to Live Childbirth**

- a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Application is within six (6) months from the date of delivery; or
- b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Application is beyond six (6) months from the date of delivery; or
- c. Report of Child's Birth/Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent

document issued in a foreign country with English translation, if applicable.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Log-in at My.SSS Portal in the SSS Website <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	1. The member Log-in Page in the SSS Website will be displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
2. Select the "Maternity Benefit" thru the Benefits Tab <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	2. The System displays the Maternity Benefit Application Module	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
3. Select the "Adjustment of Maternity Application" under the Maternity Benefits Tab <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a>	3. The Adjustment of Maternity Benefit Module will appear	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
4. Fill-in the required information in the Adjustment of the Maternity Benefit Application screen including the selected reason for adjustment and click "Next" to continue <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	4. The System displays on screen the encoded details for the Adjustment of Maternity Benefit Application	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

5. Upload the required supporting documents and click "Next" button to proceed <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	5. The System displays on screen the summary details and uploading of required supporting documents for the Adjustment of Maternity Benefit Application	None	2 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
6. Take note of the generated transaction details of successful submission of Adjustment for Maternity Benefit Application <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	6.1. The System displays the transaction number of submitted adjustment for Maternity Benefit Application.	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	6.2. The System will notify member thru e-mail and My.SSS notifications		5 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	6.3. Processing of filed Adjustment of Maternity Benefit Application online		5 working day/s, 7 hour/s, 44 minute/s	<ul style="list-style-type: none"><li>Claims Processor III, SMEC Section; Central Processing Group</li></ul>
	6.4. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Adjustment of Maternity Benefit Application		1 working day/s	<ul style="list-style-type: none"><li>Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			7 working day/s	
Total Processing Fee:			None	

#### 47. Request for Stock Investment Loan (SIL) and Privatization Fund Loan (PFL) Statement of Account (SOA) Filed by Authorized Representative

Receipt and processing of request for SIL/PFL SOA, including issuance of SIL/PFL SOA to the filer.

<b>Office or Division:</b>	Lending and Asset Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	Authorized representative of the member-borrower with outstanding loan balance under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP), in cases wherein the member-borrower is unable to personally file the request.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b>			
1. Letter request from the member-borrower (1) Original Copy		Applicant / Client	
2. One (1) photocopy of member-borrower's one (1) primary ID card/document			
<b>Primary ID Cards/Documents</b>	<b>Issued By</b>		
1. Unified Multi-Purpose ID (UMID) Card	Social Security System (SSS) / Government Service Insurance System (GSIS)		
2. SSS Digitized ID	Social Security System (SSS)		
3. Birth Certificate	Philippine Statistics Authority (PSA)		
4. Driver's License	Land Transportation Office (LTO)		
5. Passport	Department of Foreign Affairs (DFA)		
6. PRC Card	Professional Regulation Commission (PRC)		
7. Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority (MIA)		
8. PhilID Card/ ePhilID	Philippine Statistics Authority (PSA)		
<b>In absence of primary ID card/document</b>			
1. One (1) photocopy of member-borrower's any two (2) secondary ID cards/documents			
<b>Secondary ID Cards/Documents</b>	<b>Issued By</b>		
1. ATM Card (with cardholder's name)	Bank		
2. Alien Certificate of Registration	Bureau of Immigration		
3. Bank Account Passbook	Bank		
4. Baptismal Certificate of child/ren	Church		
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)		
6. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)		

7. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
8. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
10. Company ID Card	Private Entities or Institutions
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
17. Health / Medical Card	Health Maintenance Organization
18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)
29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation
33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)

- |  |                                   |
|--|-----------------------------------|
| 38. Transcript of Records  | Colleges / Universities           |
| 39. Voter's ID card or Affidavit / Certification of Registration | Commission on Elections (COMELEC) |

**Remarks:**

Both with signature and at least one (1) with photo

3. One (1) photocopy of authorized representative's one (1) primary ID card/document

**Primary ID Cards/Documents**

**Issued By**

- |  |   |
|--|---|
| 1. Unified Multi-Purpose ID (UMID) Card                    | Social Security System (SSS) / Government Service Insurance System (GSIS) |
| 2. SSS Digitized ID  | Social Security System (SSS)  |
| 3. Birth Certificate                                       | Philippine Statistics Authority (PSA)                                     |
| 4. Driver's License  | Land Transportation Office (LTO)  |
| 5. Passport  | Department of Foreign Affairs (DFA)                                       |
| 6. PRC Card  | Professional Regulation Commission (PRC)                                  |
| 7. Seafarer's Identification & Record Book (Seaman's Book) | Maritime Industry Authority (MIA)   |
| 8. PhilID Card/ ePhilID                                    | Philippine Statistics Authority (PSA)                                     |

**In absence of primary ID card/document**

1. One (1) photocopy of authorized representative's any two (2) secondary ID cards/documents

**Secondary ID Cards/Documents**

**Issued By**

- |  |   |
|--|---|
| 1. ATM Card (with cardholder's name)   | Bank  |
| 2. Alien Certificate of Registration   | Bureau of Immigration   |
| 3. Bank Account Passbook   | Bank  |
| 4. Baptismal Certificate of child/ren  | Church  |
| 5. Birth Certificate of child/ren  | Philippine Statistics Authority (PSA)   |
| 6. Certificate of Licensure / Qualification Documents  | Maritime Industry Authority (MIA)   |
| 7. Certificate of Confirmation   | National Commission on Indigenous Peoples (NCIP)  |
| 8. Certificate of Muslim Filipino Tribal Affiliation   | National Commission on Muslim Filipinos (NCMF)  |
| 9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth               | City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives |
| 10. Company ID Card  | Private Entities or Institutions  |
| 11. Court Order granting petition for change of name or date of birth  | Regional Trial Court / Metropolitan Trial Court   |
| 12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate | Regional Trial Court / Metropolitan Trial Court   |

13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
17. Health / Medical Card	Health Maintenance Organization
18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)
29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation
33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
38. Transcript of Records	Colleges / Universities
39. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

Both with signature and at least one (1) with photo

4. Letter of Authority (LOA)

(1) Original Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of letter request, photocopy of IDs and LOA <b>Location:</b> SSS Branch Office / Foreign Office	1.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.2. Forward the request for SIL/PFL SOA together with the submitted documents to Member Loans Department (MLD), through email		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.3. Receipt of the email request from Branch/Foreign Office		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.4. Forward the email request to the assigned Junior/Senior Analyst for evaluation and preparation of SIL/PFL SOA		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.5. Verify the SIL/PFL account and prepare the SIL/PFL SOA through the Stocks Investment Repayments System		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Analyst; Member Loans Department</li> </ul>
	1.6. Forward the SIL/PFL SOA to Corporate Executive Officer IV thru Social Security Officer III for review and approval		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Analyst; Member Loans Department</li> </ul>
	1.7. Review and approve the SIL/PFL SOA		10 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III and Corporate Executive Officer IV; Member Loans Department</li> </ul>
	1.8. Transmit the SIL/PFL SOA through email, to requesting branch/foreign office		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
2. Receive the SIL/PFL SOA <b>Location:</b> SSS Branch Office / Foreign Office	2. Issue to filer the SIL/PFL SOA	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Representative; Member Services Section; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			29 minute/s	

<b>Total Processing Fee:</b>	None
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## 48. Filing of Maternity Benefit for Special Cases for Individual Members and Employers

This Procedure applies to the following Maternity Benefit Claim/Reimbursement Application:

- a. Denied Claim reconsidered for payment;
- b. Unclaimed benefit of deceased member; and
- c. Unclaimed reimbursement of inactive/closed/terminated/retired employer.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- All Members/Employers with denied claim reconsidered for payment</li> <li>- Inactive/Closed/Terminated/Retired Employers with unclaimed Maternity Reimbursement/Claim</li> <li>- Child's Father or qualified alternate caregiver or legal heirs of deceased member with unclaimed maternity benefit</li> </ul>
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b> 1. Duly Accomplished Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form (2) Original Copy <b>Remarks:</b> (1) Filer's copy (1) SSS' copy	<b>Agency - Division:</b> Social Security System - Social Security System Website (www.sss.gov.ph)
2. For contingencies that occurred on or after 11 March 2019, or the effective date of Republic Act No 11210 or the Expanded Maternity Leave Law (1) Original Copy <b>Remarks:</b> A. The female member or employer shall present the original/certified true copy/ies and submit photocopy/ies of the following, whichever is applicable: 1. For Live Childbirth (Normal or Caesarian) - Any of the following: a. Child's Certificate of Live Birth/ Certificate of Death duly registered with the Local Civil Registrar with corresponding Official Receipt, or Acknowledgement Receipt issued by the Local Civil Registrar, if the filing date of Maternity Benefit Application/ Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or b. Child's Certificate of Live Birth/ Certificate of Death issued by the Philippine Statistics Authority with corresponding Official Receipt or	Applicant / Client

Acknowledgement Receipt if the filing date of Maternity Benefit Application/ Maternity Benefit Reimbursement Application is beyond six (6) onths from the date of delivery; or

c. Report of Child's Birth/ Death issued by the Philippine Embassy/Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable.

2. For Stillbirth or Fetal Death - Any of the following:

a. Certificate of Fetal Death duly registered with the Local Civil Registrar with corresponding Official Receipt or Acknowledgement Receipt issued by the Local Civil Registrar, if filing date of Maternity Benefit Application/ Maternity Benefit Reimbursement Application is within six (6) months from the date of delivery; or

b. Certificate of Fetal Death issued by the Philippine Statistics Authority with corresponding Official Receipt or Acknowledgement Receipt if the filing date of Maternity Benefit Application/ Maternity Benefit Reimbursement Application is beyond six (6) months from the date of delivery; or

c. Certificate of Fetal Death issued by the Philippine Embassy/ Consulate General/ Philippine Statistics Authority, or its equivalent document issued in a foreign country with English translation, if applicable

3. For miscarriage, emergency termination of pregnancy, ectopic pregnancy or hydatidiform mole - The following documents shall be required for submission

a. Any of the following proofs of pregnancy:

i. Result of pregnancy test duly signed by a physician/ municipal health officer or;

ii. Result of other diagnostic tests with the corresponding report duly signed by a physician, which may include any of the following:

(a) Ultrasound;

(b) Blood Pregnancy test (Beta HCG); or

(c) Early Pregnancy Factor; and

b. Any of the following proofs of termination of pregnancy duly signed by a physician:

i. Pregnancy test result;

ii. Ultrasound result;

iii. Histopathological Report; or

iv. Operating Room Record; and

c. Any of the following medical documents duly signed by a physician:

i. Medical Certificate;

ii. Record of Consultation; or

iii. Clinical Abstract/Discharge Summary

3. For specific maternity case or circumstance of the female member or employer

(1) Original Copy

**Remarks:**

The following are the additional rules and/or required supporting documents, whichever is applicable:

1. For Maternity contingencies that occurred locally

a. Medical documents that are electronically issued must be submitted together with the Official Receipt of the procedure.

b. The physician's name and Professional Regulation Commission license number must be indicated in the medical documents.

2. For Maternity contingencies that occurred abroad

a. Medical documents that are issued in the foreign country must be submitted with English translation, if applicable

b. Authentication by the Philippine Embassy/ Consulate General or notary public in the foreign country, or issuance of apostille by a Foreign Ministry/ Embassy/ Consulate, for any supporting document shall not be required.

Applicant / Client

4. For qualified Solo Parents under Republic Act No (RA) 8972 or the Solo Parents' Welfare Act of 2000

(1) Original Copy

**Remarks:**

a. Any of the following documents issued by the Local Government Unit and signed by the Social Worker and the City/ Municipal Mayor shall be required for submission:

i. Valid Solo Parent ID; or

ii. Certification/e-Certification of eligibility of the Solo Parent, if the ID is not yet available

b. The date of delivery must be within the validity period of the Solo Parent ID/Certification/e-Certification of Eligibility, except for first-time solo parent whose document must have been issued within six (6) months from the date of delivery

c. Certification/ e-Certification of eligibility must contain all the necessary details as reflected in the Solo Parent ID (e.g., name and address of the solo parent, date of validity/ issuance, name and date of birth of child/ren)

Applicant / Client

5. For Self-Employed/ Voluntary Member/ Overseas Filipino Worker members who were previously employed, or members already separated from employment

(1) Original Copy

**Remarks:**

The following documents shall be required for submission, whichever is applicable:

a. If the delivery/miscarriage/ Early Termination of Pregnancy occurs within the employment period or within six (6) months from her date of separation from employment :

- Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the employer.

b. If member cannot secure Certificate of Separation from Employment :

- Affidavit of Undertaking Form duly administered by the SSS Branch Official/ Employee or foreign representative authorized as administering officer, indicating the effective date of separation from employment and that no advance payment was granted by the employer, provided that the reason for separation is any of the following:

a. Company is on strike;

b. Company has been dissolved or has ceased operation;

c. There is a pending case before a court regarding the member's separation from employment;

d. Member is on Absence Without Official Leave or has strained relations with the employer;

e. Member's current address is more than 30 kilometers from the employer's address; or

f. Member's record from her former employer is no longer available.

Applicant / Client

6. For employers who already paid the maternity benefit in advance to their female employee but cannot provide the required documents since said employee did not return or report back to work after childbirth/miscarriage/ Emergency Termination of Pregnancy or are already separated from employment or deceased

(1) Original Copy

**Remarks:**

The following documents shall be required for submission, whichever is applicable:

a. Any medical document issued by the hospital/ medical facility indicating live childbirth; or proof of pregnancy or any medical document issued by the hospital/medical facility indicating Miscarriage/Emergency Termination of Pregnancy; and

b. Certification from the employer that the employee did not return or report back to work after childbirth/miscarriage/Emergency Termination of Pregnancy, or that the employee is already separated from employment; or deceased employee's Certificate of Death issued by the Philippine Statistics Authority or Local Civil Registrar; and

c. Any of the following proofs of advance payment by the employer of the SSS maternity benefit of the female member:

i. Cash Voucher or relevant document indicating receipt of advance payment signed by the member; or

ii. Proof of credit or transfer to the member's bank account with corresponding pay slip or relevant document indicating the advance payment

Note: For employers who cannot provide the Child's Certificate of Live Birth/ Certificate of Death or any medical document issued by the hospital/medical facility indicating live childbirth, the reimbursement shall only correspond to sixty (60) days of maternity benefit for miscarriage/Emergency Termination of Pregnancy or stillbirth/fetal death.

Applicant / Client

<p>7. For contingencies that occurred prior to 11 March 2019, or the effectivity date of Republic Act No 11210 or the Expanded Maternity Leave Law. The following additional documents for caesarian delivery shall apply:</p> <p>(1) Original Copy <b>Remarks:</b></p> <p>a. Any of the following documents issued by the hospital/ medical facility indicating the type of delivery</p> <ol style="list-style-type: none"> <li>1. Operating Room Record;</li> <li>2. Surgical Memorandum;</li> <li>3. Discharge Summary Report;</li> <li>4. Medical/ Clinical Abstract;</li> <li>5. Delivery Report;</li> <li>6. Detailed invoice showing applicable charges, only if the caesarian delivery occurred abroad; or</li> <li>7. Similar Medical Documents.</li> </ol> <p>b. For employers who already paid the maternity benefit in advance to their female employee but cannot provide the above-mentioned additional supporting document since said employees did not return or report back to work after childbirth, or are already separated from employment or deceased, the reimbursement shall only correspond to sixty (60) days of maternity benefit for normal delivery.</p>		Applicant / Client		
<p>8. Affidavit of Undertaking</p> <p>(1) Original Copy <b>Remarks:</b></p> <p><b>For Unclaimed Maternity Benefit of Deceased Member</b></p>		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get/download Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form <b>Location:</b> www.sss.gov.ph</p>	<p>1. Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form will be available for download, print and for fill-up form</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>2. Read instructions and fill out the application form. Get a queue number and wait to be called. Submit the accomplished form together with the supporting document/s and present the valid ID card/s/document/s of the filer.</p> <p><b>Location:</b></p> <p>SSS Servicing Branch/ Foreign Office</p> <p><b>Notes/Instruction:</b></p> <p>If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor</p>	<p>2.1. Establishes the identity of the filer</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> <li>Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>Senior Member Service Representative/ Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
	<p>2.2. Screens the accomplished Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form and supporting document/s, and Identification Card/s/document/s from the filer.</p>		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> <li>Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>Senior Member Service Representative/ Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
	<p>2.3. Issues the Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form (Filer's Copy) to filer.</p>		5 minute/s	<ul style="list-style-type: none"> <li>Member Service Representative/ Foreign Representative; Branch Operations Sector</li> <li>Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>Senior Member Service Representative/ Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
<p>3. Receives the Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form (Filer Copy), supporting documents and valid Identification card/s/document/s.</p> <p><b>Location:</b></p> <p>SSS Servicing Branch/ Foreign Office</p>	<p>3.1. Evaluates or reviews the screened Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases Form and supporting document/s.</p>	None	10 working day/s	<ul style="list-style-type: none"> <li>Medical Specialist; Medical Operations Department</li> <li>Security Officer III/Corporate Executive Officer II; Branch Operations Sector</li> </ul>

3.2. Transmits to Processing Center the Maternity Benefit Application/Maternity Benefit Reimbursement Application for Special Cases Form and supporting document/s.	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Nurse; Medical Operations Department</li> <li>Senior Clerk; Branch Operations Sector</li> <li>Senior Member Representative/ Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
3.3. Assigns the claim to Claims Processor III	2 minute/s	<ul style="list-style-type: none"> <li>Corporate Executive II, SMEC Section; Central Processing Group</li> </ul>
3.4. Process the Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Cases and inputs the required details in the Maternity Benefit Special Cases module or prepares the disbursement voucher, whichever is applicable.	7 working day/s, 7 hour/s, 33 minute/s	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> </ul>
3.5. Reviews and approves the claim through the Maternity Benefit Special Cases module or the disbursement voucher, whichever is applicable.	1 working day/s	<ul style="list-style-type: none"> <li>Corporate Executive Officer II, SMEC Section; Central Processing Group</li> </ul>
3.6. Approves the disbursement voucher	5 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Central Processing Group</li> </ul>
3.7. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Maternity Benefit Application/ Maternity Benefit Reimbursement Application for Special Case	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		20 working day/s
<b>Total Processing Fee:</b>		None

## 49. Generation of Payment Reference Number (PRN) for Member Loan Payments Through the SSS Website (My.SSS)

An online facility for the members to generate Payment Reference Number (PRN) for the electronic Collection System (e-CS) to facilitate the real-time recording/ posting of SSS short-term loan payments.

*Note: Short-Term Member Loans (STML) refers to the following:*

- Salary Loan, including Salary Loan Early Renewal Program (SLERP)
- Calamity Loan
- Emergency Loan
- Restructured Loan

- Educational Assistance Loan Program (EALP)

Noted: Other STMLs may be included, as determined by the SSS

<b>Office or Division:</b>	Lending and Asset Management Group			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Self-Employed/Voluntary/Overseas Filipino Worker Members with My.SSS account			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Access the SSS website and click "Login to My.SSS" and input the username and password. <b>Location:</b> SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	1. Validates the user ID and password given. The system will prompt the member to generate a one-time PIN (OTP).	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Corporate Executive Officer (CEO) III, Department Head; Information Systems Department IV</li> </ul>
2. Generate and input One Time Pin (OTP) in the appropriate filed. <b>Location:</b> SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	2. The system validates the OTP	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Corporate Executive Officer III, Department Head; Information Systems Department IV</li> </ul>
3. Selects "Payment Reference Number (PRN)" from the Menu, then, clicks "Loan" from the sub-menu. <b>Location:</b> SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	3. System displays the Active Loan with PRN (For the Month)	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
4. Generate PRN <b>Location:</b> SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> <b>Notes/Instruction:</b> <i>Member has the option to print or save the PRN as pdf by clicking the "Destination" button.</i>	4. Generates the PRN and displays the PRN file for printing or save	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>

<p>5. Secure/save a copy of the PRN for payment at any SSS branches with tellering facility or accredited Collecting Partners (CP). Then, logout from the SSS website.</p> <p><b>Location:</b></p> <p>SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>5. Save a copy of the PRN through the PRN module for future reference and system to logout</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
<b>6.View, Edit and Generate PRN</b>				
<p><b>Member updates the "Amount to be Paid"</b></p> <p>6.A.Edits the "Amount to be Paid" and click "Save" button. Clicks the "PRN" button and print or save</p> <p><b>Location:</b></p> <p>SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p>Loans &gt; PRN</p> <p><b>Notes/Instruction:</b></p> <p><i>Member has the option to print or save the PRN as pdf by clicking the "Destination" button.</i></p>	<p>6.A. Generated the updated and saved PRN amount. Displays the PRN file for printing or save</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
<p><b>No PRN Available</b></p> <p>6.B.Selects the "PRN" button and input "Amount To Be Paid" then clicks "Print" button</p> <p><b>Location:</b></p> <p>SSS Website: <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p>Loans &gt; PRN</p> <p><b>Notes/Instruction:</b></p> <p><i>Member has the option to print or save the PRN as pdf by clicking the "Destination" button</i></p>	<p>6.B. Display the Statement of Account (SOA) and generates PRN with saved PRN amount</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
<b>Total Processing Time:</b>			9 minute/s	
<b>Total Processing Fee:</b>			None	

## 50. Generation of Payment Reference Number (PRN) for Employer Loan Payments through the SSS website (My.SSS)

The **Payment Reference Number (PRN) Generation** feature enables employers to generate a unique reference number for loan repayments through the **My.SSS** portal. This system ensures accurate tracking and efficient processing of payments, reducing delays and errors in loan postings.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B (Government to Business)

<b>Who may avail:</b>	<p>Employers registered with the Social Security System (SSS) who have outstanding loan obligations may avail of the Payment Reference Number (PRN) Generation service through My.SSS. Specifically, the following entities are eligible to use this feature:</p> <ol style="list-style-type: none"> <li>1. Corporate Employers – Companies or organizations with registered employees under the SSS system.</li> <li>2. Household Employers – Individuals employing domestic workers and responsible for their SSS contributions and loan payments.</li> <li>3. Government-Registered Employers – Organizations or entities that have SSS-covered employees and require structured loan repayment processing.</li> </ol> <p>Employers must have an active My.SSS account and a verified loan obligation to generate a PRN for payment processing.</p>				
<b>Operating Hours:</b>	24/7				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)	
1. Access the SSS website and click "Login to My.SSS" and input the username and password. <b>Location:</b> www.sss.gov.ph	1. Validates the user ID and password given. The system will prompt the member to generate a one-time PIN (OTP).	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer / Senior Programmer / Corporate Executive Officer III / Department Manager III ; Information Systems Department IV</li> </ul>	
2. Input One Time Pin (OTP) in the appropriate filed <b>Location:</b> www.sss.gov.ph	2. The system validates the inputted OTP	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer / Senior Programmer / Corporate Executive Officer III / Department Manager III; Information Systems Department IV</li> </ul>	
3. Selects "Payment Reference Number (PRN)" from the Menu, then, clicks "Loan" from the sub-menu. Location: SSS Website: www.sss.gov.ph <b>Location:</b> www.sss.gov.ph	3. . System displays the Active Loan with PRN (For the Month)	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer / Senior Programmer / Project Manager / Department Manager III ; Member Electronic Services Department</li> </ul>	
4. On the "VIEW" column, clicks the "PRN" button to generate the latest billing month for payment <b>Location:</b> www.sss.gov.ph	4. System generates to display the printable PRN	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer / Senior Programmer / Project Manager / Department Manager III ; Information Systems Department III</li> </ul>	

<p>5. Employers may edit the pre-generated PRN online using the "EDIT LCL" button. Search the name of the member based on the following category Part I - Certified by Employer Part II - Certified under previous Employer or granted as Self-Employed/Voluntary Member/OFW/Non-Working Spouse Part III - Newly Added Records</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>5. The system will display 3 category of SSS number</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III ; Information Systems Department III</li> </ul>
<p>6. Enter the amount based on the payable amount. If there is no amount due, select the appropriate remark and input the effectivity date. Repeat the process according to the number of employees being reported.</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>6. The displayed amount will be adjusted based on the encoded details.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III ; Information Systems Department III</li> </ul>
<p>7. Once done, tick the checkbox to certify that you have completed preparing the list, then click SAVE.</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>7. The system updates the Loan Collection List (LCL) for printing.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III ; Information Systems Department III</li> </ul>
<p>8. From the "ACTION" column select the appropriate clickable buttons to edit/update/amend the collection list:</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>8. 8. The system will automatically display and direct the output based on the button as selected by the client. Automatically saves the submitted/uploaded collection list and generates the real-time posting of the collection list upon validation of payment/s.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
<b>9.</b>				
<p><b>EDIT LCL</b></p> <p>9.A. Search the name of the member based on the following category Part I - Certified by Employer, Part II - Certified under previous Employer or granted as SelfEmployed/Voluntary Member/OFW/NonWorking Spouse and Part III - Newly Added Records</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>9.A. The system will display 3 category of SSS number.</p>	<p>None</p>	<p>3 minute/s</p>	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III; Information Systems Department III</li> </ul>

<b>ADD RECORD - to add new employee in the collection list</b> 9.B.To proceed, enter the SSS number and click "Submit." Then, tick the checkbox for the active loan and click "Save Draft" to temporarily store the record. Once all loan records have been added, click "Save Records" to finalize the entries. <b>Location:</b> www.sss.gov.ph	9.B. The system will display the member's active loan.	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Manager / Department Manager III; Information Systems Department III</li> </ul>
<b>CREATE NEW LCL</b> 9.C.A partial collection list can be created by selecting employees from the provided list. If the employer chooses to make another payment, they will have the option to generate an additional collection list. This ensures flexibility in managing multiple transactions while maintaining accuracy in payment records. <b>Location:</b> www.sss.gov.ph	9.C. The system will create a pre-generated PRN based on the current LCL.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Program Supervisor, Department Head; Information Systems Department III</li> </ul>
<b>DOWNLOAD LCL - employer can download the collection list (in Excel Format) and work offline</b> 9.D.Save the Excel file to your computer, then open it and follow the provided instructions. <b>Location:</b> www.sss.gov.ph	9.D. The system will prompt you to save the file to your computer.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III; Information Systems Department III</li> </ul>
<b>UPLOAD LCL - to upload the collection list (in excel format)</b> 9.E.To apply the changes made to the Excel file, click "UPLOAD LCL." Then, select "Choose File," browse for the saved Excel file, and click "SUBMIT." Finally, click "SAVE RECORDS" to finalize and store the updated data. <b>Location:</b> www.sss.gov.ph	9.E. The uploaded file will be displayed and the LCL will be updated automatically	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer / Senior Programmer / Project Supervisor / Department Manager III; Information Systems Department III</li> </ul>
<b>Total Processing Time:</b>			12 minute/s	
<b>Total Processing Fee:</b>			None	

## 51. Filing of Request in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through the SSS branch

Submission of certificate of SSS coverage and compliance is required prior to issuance of annual business license or permit of local government units.

<b>Office or Division:</b>	Account Management Group
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<b>Category:</b>	External Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B (Government to Business)	
<b>Who may avail:</b>	All Business Employers	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Letter request for SSS coverage and compliance (1) Original Copy And (1) Photo Copy	Applicant / Client	
2. Filer's Valid ID Card  Present original of any of the following:  <b>A. Primary ID Cards/Documents</b> The primary ID card shall be the <b>Unified Multi-Purpose ID (UMID) Card (SSS/GSIS)</b> and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:  1. Social Security (SS) Card - Social Security System 2. Philippine Identification Card/National ID - Philippine Statistics Authority (PSA) 3. Alien Certificate of Registration - Bureau of Immigration 4. Driver's License - Land Transportation Office 5. Firearm Registration - Philippine National Police (PNP) 6. License to Own and Possess Firearms - PNP 7. National Bureau of Investigation (NBI) Clearance - NBI 8. Passport - Department of Foreign Affairs / Foreign Government 9. Permit to Carry Firearms Outside of Residence - PNP 10. Postal Identity Card - Philippine Postal Corporation 11. Seafarer's Identification & Record Book (Seaman's Book) - Maritime Industry Authority 12. Voter's ID Card - Commission on Elections  <b>B. Secondary ID Cards/Documents</b> In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.  <b>C. Other Requirements</b> • If Filed by Employer/Authorized Signatory - Present the original copy of any one (1) of the primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.  • If Filed by Authorized Representative o Submit the original copy of Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and o Present the original copy of any one (1) primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo for BOTH Employer/Authorized Signatory and Authorized Representative.  • If Filed by Company Representative - Present the original copy of Authorized Company Representative (ACR) Card		
<b>For Employer with Unpaid Contribution/s and Loan Amortization/s</b>		

1. Proof of Payment/s of the unpaid Contribution/s and Loan Amortization/s  (1) Original Copy And (1) Photo Copy		Applicant / Client		
<b>For Employer with Pending Complaints and/or Cases Filed</b>  1. Proof of compliance and/or settlement of complaints and/or cases filed  (1) Original Copy And (1) Photo Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number. <b>Location:</b>  SSS Branch, Accounts Management Section (BOS), Large Accounts Division(LAD)  <b>Notes/Instruction:</b>  Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.  Employer should already prepared letter request for certificate of SSS coverage and compliance.	1. Issues queue number.	None	30 minute/s	<ul style="list-style-type: none"><li>• Jr/Sr. Analyst; SSS BRANCHES</li><li>• Jr/Sr. Analyst; Large Accounts Division</li></ul>
2. Submit the original and photocopy of letter request for certificate of SSS coverage and compliance together with the photocopies of required documents <b>Location:</b>  SSS Branch, Accounts Management Section (BOS), Large Accounts Division (LAD)  <b>Notes/Instruction:</b>  If incomplete, inform and return the letter request and supporting documents to filer. Submission of letter request should be done by the filer/applicant.	2. Receives and screens letter request for certificate of SSS coverage and compliance, supporting documents and identification cards/documents.	None	10 minute/s	<ul style="list-style-type: none"><li>• Jr/Sr. Analyst; Branch Operations Sector</li><li>• Jr/Sr. Analyst; Large Accounts Division</li></ul>
3. Get the duly received photocopy of letter request for certificate of SSS coverage and compliance. <b>Location:</b>  SSS Branch, Accounts Management Section (BOS), Large Accounts Division (LAD)	3.1. Issue to filer the duly received photocopy of letter request for certificate of SSS coverage and compliance.	None	3 minute/s	<ul style="list-style-type: none"><li>• Jr/Sr. Analyst; Branch Operations Sector</li><li>• Jr/Sr. Analyst; Large Accounts Division</li></ul>
	3.2. Verify contribution and loan payments check employer’s folder if with pending complaints and/or cases filed against the employer		2 working day/s	<ul style="list-style-type: none"><li>• Jr/Sr. Analyst; Branch Operations Sector</li><li>• Jr/Sr. Analyst; Large Accounts Division</li></ul>

	3.3. If with gap/s in contribution payments, pending complaints and/or cases filed, inform employer through email, phone call or text requiring its compliance. If compliant, prepare certificate of SSS coverage and compliance.		2 working day/s	<ul style="list-style-type: none"> <li>Jr/Sr Analyst; Branch Operations Sector</li> <li>Jr/Sr Analyst; Large Accounts Division</li> </ul>
4. Pick-up the requested certificate of SSS coverage and compliance by filer/client <b>Location:</b> SSS Branch, Accounts Management Section (BOS), Large Accounts Division (LAD)	4. Issue certificate of SSS coverage and compliance.	None	5 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk or Jr/Sr. Analyst; Branch Operations Sector</li> <li>Senior Clerk or Jr/Sr. Analyst; Large Accounts Division</li> </ul>
<b>Total Processing Time:</b>			4 working day/s, 48 minute/s	
<b>Total Processing Fee:</b>			None	

## 52. Request for Application of Overpayment to Current Loan

SSS members who have remitted excess payments toward their loan may request the application of overpayments to their existing loan balance. Approved overpayments will be credited toward the outstanding principal or amount due, helping minimize interest accrual and optimizing repayment. Members must submit a request through SSS Branches, ensuring compliance with existing loan policies, eligibility criteria, and applicable guidelines. Supporting documents may be required to facilitate processing.

<b>Office or Division:</b>	Lending and Asset Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)		
<b>Who may avail:</b>	SSS members who have excess payments from fully paid or past loans.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Overpayment Applied to Current Loan (OPACL) Form (1) Original Copy <b>Remarks:</b> Duly accomplished.		<b>Agency - Division:</b> Social Security System - SSS Branch	

2. One (1) photocopy of primary ID card/document

**Primary ID/Cards/Documents**

**Issued By**

- |  |  |
|--|--|
| 1. Unified Multi-Purpose ID (UMID) Card                    | Social Security System/Government Service Insurance System |
| 2. Social Security System (SSS) Digitized ID               | Social Security System                                     |
| 3. Birth Certificate                                       | Philippine Statistics Authority                            |
| 4. Driver's License  | Land Transportation Office                                 |
| 5. Passport  | Department of Foreign Affairs                              |
| 6. Professional Regulation Commission (PRC) card           | Professional Regulation Commission                         |
| 7. Seafarer's Identification & Record Book (Seaman's Book) | Maritime Industry Authority                                |
| 8. Philippine Identification (PhilID) Card                 | Philippine Statistics Authority                            |

**Secondary ID Card/Documents**

1. One (1) photocopy of any two (2) secondary ID cards/documents

**Secondary ID Cards/Documents**

**Issued By**

- |   |   |
|---|---|
| 1. ATM Card (with cardholder's name)  | Bank  |
| 2. Alien Certificate of Registration  | Bureau of Immigration   |
| 3. Bank Account Passbook  | Bank  |
| 4. Baptismal Certificate of child/ren   | Church  |
| 5. Birth Certificate of child/ren   | Philippine Statistics Authority   |
| 6. Certificate of Licensure/Qualification Documents   | Maritime Industry Authority   |
| 7. Certificate of Confirmation issued by NCIP   | National Commission on Indigenous Peoples   |
| 8. Certificate of Muslim Filipino Tribal Affiliation issued by NCMF   | National Commission on Muslim Filipinos   |
| 9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth | Philippine Statistics Authority /National Archives                                    |
| 10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC                             | Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission |

11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership	GSIS
17. Health or Medical Card	Health Maintenance Organization
18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record	Pag-IBIG
19. Homeowners Association ID Card	Homeowners Association
20. ID Card issued by Local Government Units (LGUs)	Local Government Units
21. ID Card issued by Professional Association recognized by PRC	Philippine Regulatory Commission
22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM
23. Life Insurance Policy	Insurance Company
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System
26. Membership card issued by Private Co.	Private Company
27. National Bureau of Investigation (NBI) Clearance	NBI
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA
29. Permit to Carry Firearms Outside of Residence	PNP
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth
31. Police Clearance	PNP
32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit issued by Land Transportation Office (LTO)	Land Transportation Office
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue
38. Transcript of Records	University or Colleges
39. Voter's ID card or Affidavit/Certification of Registration	Commission on Elections

<b>Remarks:</b>		Both with signature and at least one (1) with photo.
<b>If filed by Authorized Representative</b>		
1. Letter of Authority  (1) Original Copy <b>Remarks:</b>  with member's signature		Applicant / Client
2. 1.One (1) photocopy of the member-borrower's primary ID card/document		
<b>Primary ID Cards/Documents</b>	<b>Issued By</b>	
1. Unified Multi-Purpose ID (UMID) Card	Social Security System/Government Service Insurance System	
2. Social Security System (SSS) Digitized ID	Social Security System	
3. Birth Certificate	Philippine Statistics Authority	
4. Driver's License	Land Transportation Office	
5. Passport	Department of Foreign Affairs	
6. Professional Regulation Commission (PRC) card	Professional Regulation Commission	
7. Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority	
8. Philippine Identification (PhilID) Card	Philippine Statistics Authority	
<b>Secondary ID Card/Documents</b>		
1. One (1) photocopy of any two (2) secondary ID cards/documents		
<b>Secondary ID Cards/Documents</b>	<b>Issued By</b>	
1. ATM Card (with cardholder's name)	Bank	
2. Alien Certificate of Registration	Bureau of Immigration	
3. Bank Account Passbook	Bank	
4. Baptismal Certificate of child/ren	Church	
5. Birth Certificate of child/ren	Philippine Statistics Authority	
6. Certificate of Licensure/Qualification Documents	Maritime Industry Authority	
7. Certificate of Confirmation issued by NCIP	National Commission on Indigenous Peoples	
8. Certificate of Muslim Filipino Tribal Affiliation issued by NCMF	National Commission on Muslim Filipinos	
9. Certificate of Non-Availability of Birth Records from City or Municipal Civil Registrar or PSA/NSO or National Archives for the alleged correct name/date of birth	Philippine Statistics Authority /National Archives	
10. Company Identification Card issued by Private Entities or Institutions registered with or supervised or regulated by the BSP, SEC, IC	Bangko Sentral ng Pilipinas / Security and Exchange Commission / Insurance Commission	

11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. Government Service Insurance System (GSIS) Member's Record/Certificate of Membership	GSIS
17. Health or Medical Card	Health Maintenance Organization
18. Home Development Mutual Fund (Pag-IBIG) Member's Data Record	Pag-IBIG
19. Homeowners Association ID Card	Homeowners Association
20. ID Card issued by Local Government Units (LGUs)	Local Government Units
21. ID Card issued by Professional Association recognized by PRC	Philippine Regulatory Commission
22. License ID issued by Philippine Racing Commission (PHILRACOM)	PHILRACOM
23. Life Insurance Policy	Insurance Company
24. Marriage Contract/Marriage Certificate	Philippine Statistics Authority
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System
26. Membership card issued by Private Co.	Private Company
27. National Bureau of Investigation (NBI) Clearance	NBI
28. Overseas Worker Welfare Administration (OWWA) Card	OWWA
29. Permit to Carry Firearms Outside of Residence	PNP
30. Philippine Health Insurance Corporation (PHIC) ID Card	Philhealth
31. Police Clearance	PNP
32. Postal Identity Card	Philippine Postal Corporation
33. School ID / Registration Card	University or Colleges
34. Seafarer's Registration Certificate issued by DMW/POEA	Department of Migrant Workers
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit issued by Land Transportation Office (LTO)	Land Transportation Office
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue
38. Transcript of Records	University or Colleges
39. Voter's ID card or Affidavit/Certification of Registration	Commission on Elections

**Remarks:**

Both with signature  
and at least one (1)  
with photo.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Secure Overpayment Applied to Current Loan (OPACL) form in the Public Assistance and Complaint Desk. <b>Location:</b> SSS Branches	1. Provide the form and assistance if necessary	None	5 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
2. 3. Get a queue number (if applicable). <b>Location:</b> SSS Branches	2. Issue queue number, if applicale	None	1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
3. Accomplish the form/s and proceed to the designated counter <b>Location:</b> SSS Branches	3.1. Screen the accomplished SSS forms and its supporting documents, if any, for completeness and accuracy.	None	10 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	3.2. Provide Acknowledgement Stub to the member.		1 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
4. Receive the Acknowledgemet stub. <b>Location:</b> SSS Branches	4. Advise the member on the work-around (evaluation and process)	None	3 minute/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
5. Member awaits result of the processed request thru the filing branch or monitors result thru My.SSS portal <b>Location:</b> SSS Branches	5.1. SSS Branch to forward the OPACL form to their respective Processing Center (PC).	None	1 working day/s	<ul style="list-style-type: none"><li>Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	5.2. The PC receives and evaluates the OPACL form to properly resolve the request, as applicable		5 working day/s	<ul style="list-style-type: none"><li>Processor; Central Processing Group</li></ul>
Total Processing Time:			6 working day/s, 20 minute/s	
Total Processing Fee:			None	

### 53. Generation of Payment Reference Number (PRN) through the SSS Website (My.SSS) for Members' Contributions

An online facility is provided for members to generate a PRN for the electronic Collection System (e-CS), facilitating the real-time posting of their SSS contribution payments.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Self-Employed/Voluntary/Overseas Filipino Worker (OFW) Members with My.SSS Account.			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log in to the My.SSS Portal. <b>Location:</b> www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <p>1. Self-Employed, Voluntary, and OFW members are required to be registered with the My.SSS Member Portal and have stable internet connection to ensure smooth PRN generation. (Please see "My.SSS Registration for Member Account" for details in member account registration).</p> <p>2. Fill out "User ID" and "Password", then click "Sign In".</p> <p>3. Click "GET PIN" using either the "Time-based One-Time Password", then enter the code from your Authenticator App or the "One-Time PIN through SMS", then enter your My.SSS verification code option.</p>	<p>1. The system grants access to the My.SSS Member account upon successful verification of the member's User ID and password, and authentication of the entered PIN.</p>	None	10 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>2. Access the "Payment Reference Number" tab and select "Contributions" from the dropdown menu. Indicate the appropriate membership type, applicable period, and premium amount. Click "Generate PRN", review the generated payment information, then click "Back" to return to the previous screen.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/auth/dashboard#">https://member.sss.gov.ph/member/auth/dashboard#</a></p> <p><b>Notes/Instruction:</b></p> <p>1. Read the Important Reminder.</p> <p>2. If you wish to include your Pension Booster Contribution in your PRN for SS Contribution, enter the desired amount (minimum of Php 500) in the Pension Booster field.</p> <p>3.If the PRN for the SS Contribution has already been generated and paid, a separate PRN for the Pension Booster Contribution for the current month only may be generated by enabling the 'Pension Booster Only' option through the sliding button.</p>	<p>2. The system generates the PRN and displays the reference number, amount, applicable period, and due date on screen.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>3. Click the button labeled "PDF" with the download icon to download and view the Statement of Account.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/auth/dashboard#">https://member.sss.gov.ph/member/auth/dashboard#</a></p> <p><b>Notes/Instruction:</b></p> <p>The member has the option to directly pay his/her contribution through "Billeroo" instead of downloading the PDF copy of the SOA with PRN. Additional charges may apply. (Please refer to "Online Payment Reference Number (PRN) Contribution payment through the SSS website (My.SSS Member Portal)" for details.)</p>	<p>3. The system provides a PDF copy of the Statement of Account (SOA), which includes the corresponding PRN for the applicable month of payment.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			17 minute/s	
<b>Total Processing Fee:</b>			None	

## 54. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through SSS Foreign Office

The Option to Sell Shares of Stocks (OTS) program allows member-borrowers with outstanding loans under the SILP and PFLP to authorize the Social Security System (SSS) to sell their shares of stocks under its custody thru accredited brokers, subject to usual fees and charges. The proceeds from the sale shall then be used to pay off their SILP/PFLP loans.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Member-borrowers with outstanding loan balances under the SILP and PFLP and whose stock certificates are still in SSS custody</li> <li>Member-borrowers who have not been granted any final benefit, i.e. permanent total disability, or retirement</li> <li>Member-borrower should be Filipino Citizen if with ABS-CBN stocks and other Philippine broadcasting media stocks</li> </ul>
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>Statute:</b>	SSS Circular No. 2014-021 Option to Sell Shares of Stocks under SILP and PFLP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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### For Standard Requirement

1. Duly accomplished Option to Sell Shares of Stocks (SILP/PFLP) Application Form MLP-01203 (04-2015)

(1) Original Copy

#### Remarks:

Should indicate PHILIPPINE ADDRESS

#### Agency - Division:

Social Security System - Member Loans Department

2. Consularized or Apostille Special Power of Attorney (SPA) - Option to Sell Shares of Stock (SILP/PFLP) MLP-01204

(2) Original Copy

#### Remarks:

- Two (2) SPA per stock name (mother share)
- Obtain signature of member-borrower under 'GRANTOR/PRINCIPAL'

#### Agency - Division:

Social Security System - Member Loans Department

3. Customer Account Information Form

(1) Original Copy

#### Agency - Division:

Social Security System - Member Loans Department

4. Specimen Signature Card

(2) Original Copy

#### Agency - Division:

Social Security System - Member Loans Department

5. One (1) photocopy of member-borrower's two (2) primary ID cards/documents

**Primary ID Cards/Documents**

1. Unified Multi-Purpose ID (UMID) Card issued by Social Security System (SSS) / Government Service Insurance System (GSIS)
2. SSS Digitized ID issued by Social Security System (SSS)
3. Driver's License issued by Land Transportation Office (LTO)
4. Passport issued by Department of Foreign Affairs (DFA)
5. PRC Card issued by Professional Regulation Commission (PRC)
6. Seafarer's Identification & Record Book (Seaman's Book) issued by Maritime Industry Authority (MIA)
7. PhilID Card/ ePhilID issued by Philippine Statistics Authority (PSA)

**Remarks:**

- Both with signature and at least one (1) with photo.
- The photocopy must be originally signed three (3) times.

**In absence of primary ID cards/documents**

1. One (1) photocopy of member-borrower's any three (3) secondary ID cards/documents

Secondary ID Cards/Documents	Issued By
1. ATM Card (with cardholder's name)	Bank
2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Birth Certificate	Philippine Statistics Authority (PSA)
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)
6. Baptismal	Church
7. Baptismal Certificate of child/ren	Church
8. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
9. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
10. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
11. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
12. Company ID Card	Private Entities or Institutions
13. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court

14. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
15. Credit Card	Bank / Credit Card Company
16. Firearm License Card	Philippine National Police (PNP)
17. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
18. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
19. Health / Medical Card	Health Maintenance Organization
20. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
21. Homeowners Association ID Card	Homeowners Association
22. ID Card	Barangay / City / Municipality
23. ID Card	Professional Association (recognized by PRC)
24. License ID Card	Philippine Racing Commission (PHILRACOM)
25. Life Insurance Policy	Insurance Company
26. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
27. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
28. Membership Card	Private Entities or Institutions
29. NBI Clearance	National Bureau of Investigation (NBI)
30. OWWA Card	Overseas Worker Welfare Administration (OWWA)
31. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
32. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
33. Police Clearance	Philippine National Police (PNP)
34. Postal ID Card	Philippine Postal Corporation
35. School ID / Registration Card	Schools / Colleges / Universities
36. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
37. Senior Citizen Card	Office of Senior Citizen Affairs
38. Student Permit	Land Transportation Office (LTO)
39. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
40. Transcript of Records	Colleges / Universities
41. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

- With signature and at least one (1) with photo.
- The photocopy must be originally signed three (3) times.

**In absence of Philippine Government issued ID cards/documents**

<p>1. One (1) photocopy of member-borrower's three (3) valid government issued ID cards/documents</p> <p><b>ID Cards/Documents</b></p> <p>Government issued ID cards/documents</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>• With signature and at least one (1) with photo.</li> <li>• The photocopy must be originally signed three (3) times.</li> </ul>	<p><b>Issued By</b></p> <p>National Government of residing country</p>
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<p><b>Member-borrower with Petron Stocks</b></p> <p>1. Stock Assignment</p> <p>(4) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Member Loans Department</p>
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<p><b>Member-borrower Residing Outside the Philippines and No Available Philippine Government Issued ID Cards/Documents</b></p> <p>1. Update of Nationality in Record</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>This is to support the changes of member-borrower's nationality</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Member Loans Department</p>
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<p><b>Member-borrower with Change of Name</b></p> <p>1. One (1) photocopy of certificate/document</p> <p><b>Certificate / Document</b></p> <p>1. Marriage Contract / Certificate issued by Philippine Statistics Authority (PSA)</p> <p>2. Court Order granting petition for change of name issued by Regional Trial Court / Metropolitan Trial Court</p> <p><b>Remarks:</b></p> <p>This is to support the discrepancy/changes in name of member-borrower.</p>	
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Receipt of billing/invitation letter from SSS</p> <p><b>Location:</b></p> <p>SSS Foreign Office</p>	<p>1. Issue the OTS application form and list of documentary requirements to member-borrower and explain the guidelines and provide instructions on the filling-out of forms</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
<p>2. Submit the duly filled-out OTS application form and documentary requirements</p> <p><b>Location:</b></p> <p>SSS Foreign Office</p> <p><b>Notes/Instruction:</b></p>	<p>2.1. Receive and screen the duly filled-out OTS application form and documentary requirements</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>

Processing time may exceed 20 working days depending on the availability of authorized trader/signatories, lodgement and selling of shares of stocks.

2.2. Transmit the submitted documents to Member Loans Department (MLD) through International Operations Group (IOG)
2.3. Receipt of the documents from SSS Foreign Office through International Operations Group (IOG) then verify the SILP/PFLP account
2.4. Forward the documents to available authorized trader and secure signature in the Special Power Attorney (SPA)
2.5. Prepare the transmittal list (TL) then forward the documents to Corporate Executive Officer IV through Social Security Officer III
2.6. Review the duly filled-out OTS application form, SPA, documentary requirements and TL then forward to Department Manager III
2.7. Approve the OTS application form and TL then return the documents to Junior Analyst
2.8. Transmit the TL, OTS application form, SPA and documentary requirements to Securities Settlement and Custody Department (SSCD)
2.9. Verify, retrieve from the vault the stock certificates and prepare memo for endorsement to Office Services Department (OSD)

2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> <li>Junior/Senior Analyst; International Operations Group</li> </ul>
5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
15 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> <li>Vice President / Senior Vice President / Executive Vice President; Investments Sector</li> </ul>
10 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
20 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
10 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> </ul>
5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
3 working day/s	<ul style="list-style-type: none"> <li>Junior/Senior Securities Custodian; Securities Settlement and Custody Department</li> <li>Corporate Executive Officer II; Securities Settlement and Custody Department</li> <li>Department Manager III; Securities Settlement and Custody Department</li> </ul>

	2.10. Screen identification cards/documents and release the stock certificates to accredited broker's authorized representative		2 working day/s	<ul style="list-style-type: none"><li>• Cashier; Office Services Department</li><li>• Corporate Executive Officer II; Office Services Department</li></ul>
	2.11. Process the lodgement of shares of stocks then notify SSS once cleared and ready for selling		5 working day/s	<ul style="list-style-type: none"><li>• Accredited Broker; Securities and Exchange Commission</li><li>• Specialist; Stock Transfer Office</li></ul>
	2.12. Relay the order to sell to accredited broker upon receipt of cleared lodgement through email		10 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Specialist; Equities Investments Division</li></ul>
	2.13. Process and prepare the check of net sale proceeds then forward to SSS		5 working day/s	<ul style="list-style-type: none"><li>• Accredited Broker; Securities and Exchange Commission</li></ul>
3. Receipt notification from SSS <b>Location:</b> Registered email address	3.1. Receive the check payment from accredited broker through Equities Investments Division (EID) then process and post the check payment through Stock Investment Repayments System to update member-borrower's loan record	None	15 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li><li>• Social Security Officer III; Member Loans Department</li></ul>
	3.2. Prepare the draft notification and updated statement of account then forward to Corporate Executive Officer IV through Social Security Officer III		5 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li></ul>
	3.3. Review the draft notification then forward to Department Manager III		10 minute/s	<ul style="list-style-type: none"><li>• Social Security Officer III; Member Loans Department</li><li>• Corporate Executive Officer IV; Member Loans Department</li></ul>
	3.4. Approve the draft notification then return to Junior Analyst		5 minute/s	<ul style="list-style-type: none"><li>• Department Manager III; Member Loans Department</li></ul>
	3.5. Send the notification with updated SOA to the member-borrower's registered email address		2 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li></ul>
Total Processing Time:			15 working day/s, 2 hour/s, 1 minute/s	
Total Processing Fee:			None	

## 55. Salary Loan Application in My.SSS for Self-Employed, Voluntary Members, and Overseas Filipino Workers

An online facility of the My.SSS for the currently contributing Self-Employed, Voluntary Members, and Overseas Filipino Workers to apply for a Salary Loan.

<b>Office or Division:</b>	Lending and Asset Management Group			
<b>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government)			
<b>Who may avail:</b>	<p>All SSS members must have met the following requirements:</p> <ol style="list-style-type: none"> <li>1. For a one-month salary loan, the member-borrower must have thirty-six (36) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application.</li> <li>2. For a two-month salary loan, the member-borrower must have seventy-two (72) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application.</li> <li>3. The member-borrower must: <ul style="list-style-type: none"> <li>- have not been granted any final benefit (i.e., total permanent disability, retirement, and/or death benefits)</li> <li>- be under sixty-five (65) years of age at the time of application for loan</li> <li>- have not been disqualified due to fraud committed against SSS</li> <li>- must have at least six (6) posted monthly contributions under their current coverage/membership type prior to the month of loan application.</li> </ul> </li> </ol>			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Visit and log-in to the My.SSS Portal. Enter the user ID and Password, then input the One-Time Pin (OTP) sent to your registered mobile number.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>1. The member log-in page of the SSS website will be displayed.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head; Information Systems Department IV</li> </ul>
<p>2. Click "Loans" tab and select "Apply for Salary Loan" from the list.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>2. System will display the dropdown menu for Loanable Amount and Disbursement Bank</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
<p>3. Select Loanable Amount and Disbursement Bank then click "Next" to proceed.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>3. System will display Disclosure Statement and Terms and Conditions.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>

4. Tick the box to conform with the Disclosure Statement and Terms and Conditions of the Salary Loan then click "Next" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	4. System will display Salary Loan details and Certification, Agreement, and Promissory Note	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
5. Tick the box to confirm and agree to the Certification, Agreement, and Promissory Note then click "Submit" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	5. System will display Net Loan Proceeds or Amount to be received after deduction of Service Fee, Pro-rated Interest, and Previous Loan balance, if any.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
6. Tick the box to confirm the Net Amount of Salary Loan then click "Ok" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	6. System will display successful submission of the Salary Loan Application.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
7. Take note of the transaction number sent to your My.SSS inbox and wait for the disbursement of the net loan proceeds. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>  <b>Notes/Instruction:</b>  Loan proceeds will be credited to your selected enrolled disbursement bank account within 3 to 5 banking days.	7. System to process the disbursement of the net loan proceeds.	None	5 working day/s	<ul style="list-style-type: none"> <li>Head; Information Systems Department III</li> <li>Head; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>			5 working day/s, 6 minute/s	
<b>Total Processing Fee:</b>			None	

## 56. Filing of Sickness Benefit Application for Individual Members

Cash benefit paid to a member for the number of days of inability to work due to illness/injury.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Qualified Self-employed/Voluntary Members/Overseas Filipino Workers and members Separated from employment
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b> 1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet / WiFi Access or Mobile Data	Applicant / Client
2. Enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Benefit proceeds shall be credited to the member's nominated/preferred disbursement account	Applicant / Client
3. Basic Documents (1) Electronic Copy <b>Remarks:</b> <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b> 1. Social Security (SS) Medical Certificate; or 2. Attending physician's Medical Certificate with the following information: a. Full Name, b. PRC Number, c. Clinic Address, d. Contact information (such as but not limited to landline/mobile number, e. History of Present Illness and Complete Diagnosis, and f. Recommended number of days convalescence including recuperation  Note: Attending physician's information is not to be verified in case physician is practicing abroad.	Applicant / Client
4. Supporting Medical Documents (1) Electronic Copy <b>Remarks:</b> <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b> 1. Certified True Copy of Laboratory/Diagnostic result, if any.  Note: For medical documents electronically issued with or without signature of issuing officials, Official Receipt of procedure done shall be submitted.  2. Certified True Copy of records of confinement. a. Hospital/Medical Abstract b. Discharge Summary	Applicant / Client

<div> <div>5. Additional Supporting Documents</div> <div>(1) Electronic Copy</div> <div>Remarks:</div> <div>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</div> <div> <div>1. For <b>Employees' Compensation</b>, above Basic and Supporting Documents <b>PLUS</b> applicable documents</div> <div> <div>a. SSS Form B-309 (Accident/Sickness Report)</div> <div>b. Pre-employment Physical Examination Report</div> <div>c. Employment History</div> <div>d. Complete Job Description</div> <div>e. Certified True Copy of Police Report (if applicable)</div> <div>f. Certified True Copy of Logbook Entry</div> </div> <div>2. For <b>Self-Employed, Voluntary Member</b>, above Basic and Supporting Documents <b>PLUS</b>:</div> <div> <div>a. Certified True Copy of Police Report (if applicable)</div> <div>b. Certificate of Livelihood issued by the Barangay (For Self-Employed Member)</div> </div> <div>3. <b>Member Separated from Employment</b>, above Basic and Supporting Documents <b>PLUS</b>:</div> <div> <div>• Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer signed by the Human Resource Manager of the company; or</div> <div>• Affidavit of Undertaking duly notarized indicating effective date of separation from employment and that no advance payment was granted by the employer.</div> </div> <div>Note: For Medical document/s issued abroad</div> <div> <div>i. Must be in English Translation</div> <div>ii. Certified True Copy of document/s not required</div> </div> </div> </div> <div>Applicant / Client</div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<div>1. Log-in at My.SSS Portal in the SSS Website</div> <div>Location:</div> <div><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></div>	1. The member log-in page in the SSS Website will be displayed	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>2. Select the "Sickness Benefit" thru the Benefits Tab and select "Sickness Application".</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>2. The System displays the Sickness Benefit Application Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Fill-in the required information in the Sickness Benefit Application screen and click "Next" to continue</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>3. The System displays the screen of Sickness Benefit Application</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Upload the required supporting documents and click "Next" button to proceed</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>4. The System displays the screen on summary of details, uploading of required supporting documents of Sickness Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Take note of the generated transaction details of the successful submission of Sickness Benefit Application</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>5.1. The System displays the transaction number of the submitted Sickness Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

	5.2. The system will notify the member through e-mail and My.SSS notifications	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	5.3. Medical Evaluation of uploaded supporting documents	10 working day/s	<ul style="list-style-type: none"> <li>Medical Specialist; Medical Operations Department</li> </ul>
	5.4. System will notify the member thru e-mail and My.SSS notifications	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	5.5. Medically approved Sickness Benefit Application claims are transmitted electronically to the Central Inbox of Central Processing Group for processing.	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	5.6. Processing of medically approved Sickness Benefit Application online	8 working day/s, 7 hour/s, 35 minute/s	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> <li>Corporate Executive Officer II, SMEC Section; Central Processing Group</li> </ul>
	5.7. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Sickness Benefit Application	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		20 working day/s	

<b>Total Processing Fee:</b>	None
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## 57. Salary Loan Application in My.SSS for Employed Members

An online facility of the My.SSS for the currently contributing Employed Members to apply for a Salary Loan.

<b>Office or Division:</b>	Lending and Asset Management Group			
<b>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen), G2G (Government to Government)			
<b>Who may avail:</b>	<p>All employed SSS members must have met the following requirements:</p> <ol style="list-style-type: none"> <li>1. For a one-month salary loan, the member-borrower must have thirty-six (36) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application.</li> <li>2. For a two-month salary loan, the member-borrower must have seventy-two (72) posted monthly contributions, six (6) of which should be within the last twelve (12) months prior to the month of filing of application.</li> <li>3. The employer of the employed member-borrower must be updated in the payment of contribution and loan remittances.</li> <li>4. The member-borrower must: <ul style="list-style-type: none"> <li>- have not been granted any final benefit (i.e., total permanent disability, retirement, and/or death benefits)</li> <li>- be under sixty-five (65) years of age at the time of application for loan</li> <li>- have not been disqualified due to fraud committed against the SSS</li> </ul> </li> </ol>			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Visit and log-in to the My.SSS Portal. Enter the user ID and Password, then input the One-Time Pin (OTP) sent to your registered mobile number. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	1. The member log-in page of the SSS website will be displayed.	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
2. Click "Loans" tab and select "Apply for Salary Loan" from the list. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	2. System will display the dropdown menu for Certifying Employer, Loanable Amount and Disbursement Bank	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
3. Select Employer Branch Location, preferred Loanable Amount and Disbursement Bank then click "Next" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	3. System will display Disclosure Statement and Terms and Conditions.	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>

<p>4. Tick the box to conform with the Disclosure Statement and Terms and Conditions of the Salary Loan then click "Next" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>4. System will display Salary Loan details and Certification, Agreement, and Promissory Note</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
<p>5. Tick the box to confirm and agree to the Certification, Agreement, and Promissory Note then click "Submit" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>5. System will display Net Loan Proceeds or amount to be received after deduction of Service Fee, Pro-rated Interest, and Previous Loan balance, if any.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
<p>6. Tick the box to confirm the Net Amount of Salary Loan then click "Ok" to proceed. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>6. System will display successful submission of the Salary Loan Application and awaiting for the certification from employer.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior Programmer/ Senior Programmer/ Head ; Information Systems Department IV</li> </ul>
<p>7. Take note of the transaction number sent to your My.SSS inbox and wait for the disbursement of the net loan proceeds after your employer's certification. <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a></p>	<p>7. System to process the disbursement of the net loan proceeds.</p>	None	5 working day/s	<ul style="list-style-type: none"> <li>Head; Information Systems Department III</li> <li>Head; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			5 working day/s, 6 minute/s	
<b>Total Processing Fee:</b>			None	

## 58. Online "Payment Reference Number"(PRN) Contribution payment through the SSS website (My.SSS Member Portal)

This service enables Self-Employed, Voluntary, and Overseas Filipino Worker (OFW) members to conveniently pay their SSS contributions online through the My.SSS Member Portal using a PRN generated within the same portal. The portal offers convenient access to an online payment channel, eliminating the need to visit an SSS branch and helping members to stay updated with their contribution records.

<b>Office or Division:</b>	Member Electronic Services Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	<p>Self-Employed/Voluntary/Overseas Filipino Worker (OFW) Members with My.SSS Account and have one of the following:</p> <ol style="list-style-type: none"> <li>1. Online banking account and camera-enabled device to scan QR code;</li> <li>2. Credit/debit card (Diners, Discover, MasterCard, UnionPay or Visa); or</li> <li>3. e-Wallet account (GCash, GrabPay or Maya).</li> </ol>

<b>Operating Hours:</b>		24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log in to the My.SSS Portal. <b>Location:</b>  www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <ol style="list-style-type: none"> <li>The Self-Employed, Voluntary, Overseas Filipino Worker (OFW) members are required to be registered with My.SSS Member Portal and have access to a stable internet connection (Local Area Network [LAN], Wi-Fi or mobile data). They must also have one (1) of the following payment options:               <ol style="list-style-type: none"> <li>Online banking account and a camera-enabled device to scan QR code;</li> <li>Credit/debit card (Diners, Discover, MasterCard, UnionPay, or Visa); or</li> <li>An e-Wallet account (GCash, GrabPay, or Maya).</li> </ol> </li> <li>Fill out "User ID" and "Password", then click "Sign In".</li> <li>Click "Get PIN" using either the "Time-based One-Time Password" or the "One-Time PIN through SMS" option, then enter PIN.</li> </ol>	<ol style="list-style-type: none"> <li>The system grants access to the My.SSS Member account upon successful verification of the member's User ID and password, and authentication of the entered PIN.</li> </ol>	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Information Systems Department I</li> <li>Junior Specialist; Information Systems Department IV</li> <li>Senior Specialist; Information Systems Department I</li> <li>Senior Specialist; Information Systems Department IV</li> <li>Corporate Executive Officer III; Information Systems Department I</li> <li>Corporate Executive Officer III; Information Systems Department IV</li> <li>Department Manager III; Information Systems Department I</li> <li>Department Manager III; Information Systems Department IV</li> </ul>

<p>2. Generate PRN for contribution.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/auth/dashboard#">https://member.sss.gov.ph/member/auth/dashboard#</a></p> <p><b>Notes/Instruction:</b></p> <p>For guidance on the steps to generate PRN for member contributions, please refer to the "Generation of Payment Reference Number (PRN) through the SSS Website (My.SSS) for Members' Contributions".</p>	<p>2. The system generates the PRN and displays the reference number, amount, applicable period, and due date on screen.</p>	<p>None</p>	<p>7 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>3. Click "Pay", then select "Billeroo", and proceed by clicking "Continue". Please review the details in the Payment Checkout Summary carefully, then click "Next". Indicate your agreement to the "Terms and Conditions", "Billeroo's Privacy Policy", and the collection and processing of your personal information, including the sending of a payment confirmation via email, by ticking the checkbox for each item. Once completed, click "Proceed".</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/auth/dashboard#">https://member.sss.gov.ph/member/auth/dashboard#</a></p> <p><b>Notes/Instruction:</b></p> <p>Read the "Terms and Conditions" and "Billeroo's Privacy Policy" carefully before providing your consent.</p>	<p>3. The system ensures that the online payment platform is fully accessible to all qualified members who wish to pay their PRN contributions through the My.SSS Member Portal.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>4. Provide the necessary information under the "Customer Details" section, then select your preferred payment option and click "Next". On the following page, enter your required details accurately, then click "Pay" to complete the transaction.</p> <p><b>Location:</b></p> <p><a href="https://member.sss.gov.ph/member/auth/dashboard#">https://member.sss.gov.ph/member/auth/dashboard#</a></p> <p><b>Notes/Instruction:</b></p> <p>Below are the following payment options:</p> <ol style="list-style-type: none"> <li>1. Bank Transfer via the following: <ol style="list-style-type: none"> <li>1. Australia Solutions</li> <li>2. Europe Online Bank Transfer</li> <li>3. Faster Payments</li> <li>4. Instapay QR</li> <li>5. PayNow</li> <li>6. SEPA</li> </ol> </li> <li>2. Credit/Debit Card <ol style="list-style-type: none"> <li>1. Diners</li> <li>2. Discover</li> <li>3. MasterCard</li> <li>4. Unionpay</li> <li>5. Visa</li> </ol> </li> <li>3. e-Wallet <ol style="list-style-type: none"> <li>1. GCash</li> <li>2. GrabPay</li> <li>3. Maya</li> </ol> </li> </ol>	<p>4. The system ensures that all payment options provided through the system are secure and reliable. Upon successful payment, members will receive an payment confirmation and electronic receipt via email. Additionally, the paid contribution/s will be posted in real time.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			32 minute/s	
<b>Total Processing Fee:</b>			None	

## 59. Payment of Contribution Underpayment Over-the-counter (OTC)

Payment of underpayment in contribution for employers and individual members who has ineffective contributions through the Branch Telling Section.

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)		
<b>Who may avail:</b>	Employers and Individual Members		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

**For Standard Requirement**

1. Printed copy of e-Collection List (e-CL) / Statement of Account (SOA)

(2) Original Copy

**Remarks:**

- It can be secured from the Social Security System - My.SSS account of member/employer (SSS Website).
- SOA/PRN can be generated from E-Centers/Telling Section at SSS branches (For individual payment only).

Applicant / Client

2. Contribution Payment Form (if e-CL/SOA is not available)

(2) Original Copy

**Remarks:**

- Indicate details of underpayment (applicable month/s and amount).

**Agency - Division:**

Social Security System - SSS Branches

3. Cash and/or Manager's/Cashier's Check/s

(1) Original Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get a queue number. <b>Location:</b></p> <p>SSS Branch with Telling Section</p> <p><b>Notes/Instruction:</b></p> <p><i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i></p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	<p>1. Issue Queue Number</p>	<p>None</p>	<p>1 hour/s, 30 minute/s</p>	<ul style="list-style-type: none"><li>• Member Service Representative, General Information and Forms Issuance Desk; Branch Operations Sector</li></ul>
<p>2. Submit the e-CL Summary/SOA/SMS notification/Payment Form together with payment. <b>Location:</b></p> <p>SSS Branch with Telling Section</p>	<p>2.1. Receives e-CL Summary/SOA/SMS notification/Payment Form together with payment (cash and/or manager's/cashier's check/s).</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
	<p>2.2. Checks the amount indicated on the e-CL Summary/SOA/SMS notification/Payment Form and the amount of submitted cash and/or check details, if check payment.</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
	<p>2.3. Scans the barcode/Encode the PRN/Encode the details on the Payment Form in the ATS Module</p>		<p>2 minute/s</p>	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>

	2.4. Prints the validation details on the e-CL Summary/ SOA/ Payment Form and at the back of the check, if check payment.		3 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
	2.5. Checks the correctness of printed validation details.		2 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
3. Get the validated e-CL Summary/SOA/Payment Form <b>Location:</b> SSS Branch with Telling Section	3.1. Issues the validated e-CL Summary/SOA/Payment Slip and change, if any.	None	2 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
	3.2. Put/Keep the validated e-CL Summary/ SOA/ Payment Form in the designated box/tray and cash/check in the Cashier's collection drawer.		1 minute/s	<ul style="list-style-type: none"><li>• Cashier, Telling Section; Branch Operations Sector</li></ul>
<b>Total Processing Time:</b>			1 hour/s, 47 minute/s	
<b>Total Processing Fee:</b>			None	

## 60. Pensioners (ACOP) Program through Domiciliary Visit at Home/Hospital/Penitentiary for pensioners residing in the Philippines

Annual Confirmation of Pensioners (ACOP) Program is a program which requires pensioners to annually report to the SSS to ensure the continuous payment of their benefits.

<b>Office or Division:</b>	Pensions Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All pensioners residing in the Philippines who are unable to comply personally with the Annual Confirmation of Pensioners (ACOP) Program due to health conditions, old age or confined to a penitentiary.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Letter request (1) Original Copy Or (1) Electronic Copy <b>Remarks:</b> The letter request must be signed by the pensioner, relative, or guardian of the pensioner indicating reason(s) for visit request. <ul style="list-style-type: none"> <li>(e.g., physical condition of pensioner, pensioner is unable to speak or pensioner is not of sound mind)</li> </ul>		Applicant / Client	

2. Primary ID				
List of Primary ID		Issued By		
<ul style="list-style-type: none"> <li>Unified Multi-Purpose Identification (UMID) Card</li> </ul>		- Social Security System (SSS) / Government Service Insurance System (GSIS)		
<ul style="list-style-type: none"> <li>Social Security (SS) Card</li> </ul>		- Social Security System (SSS)		
<ul style="list-style-type: none"> <li>Philippine Identification (PhilID) Card</li> </ul>		- Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>Alien Certificate of Registration</li> </ul>		- Bureau of Immigration		
<ul style="list-style-type: none"> <li>Driver's License</li> </ul>		- Land Transportation Office (LTO)		
<ul style="list-style-type: none"> <li>Firearm Registration</li> </ul>		- Philippine National Police (PNP)		
<ul style="list-style-type: none"> <li>License to Own and Possess Firearms</li> </ul>		- Philippine National Police (PNP)		
<ul style="list-style-type: none"> <li>National Bureau of Investigation (NBI) Clearance</li> </ul>		- National Bureau of Investigation (NBI)		
<ul style="list-style-type: none"> <li>Passport</li> </ul>		- Department of Foreign Affairs (DFA)/Foreign Government		
<ul style="list-style-type: none"> <li>Permit to Carry Firearms Outside of Residence</li> </ul>		- Philippine National Police (PNP)		
<ul style="list-style-type: none"> <li>Postal ID Card</li> </ul>		- Philippine Postal Corporation (PHLPost)		
<ul style="list-style-type: none"> <li>Seafarer's Identification Book (Seaman's Book)</li> </ul>		- Maritime Industry Authority (MARINA)		
<ul style="list-style-type: none"> <li>Voter's ID Card</li> </ul>		- Commission on Elections (COMELEC)		
<b>Remarks:</b>  The pensioner or the representative shall scan and submit any one (1) of the following primary ID with signature				
<b>Secondary ID cards/documents</b>				
1. Secondary ID cards/documents  (1) Original Copy Or (1) Electronic Copy <b>Remarks:</b>  In the absence of a primary ID, the pensioner or the representative shall scan and submit any of two (2) secondary ID cards/documents, both with signature and at least one (1) with photo		Applicant / Client		
3. Sketch of the place where visit is to be conducted  (1) Original Copy Or (1) Electronic Copy		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b> <b>(Designation; Office)</b>

<p>1. Submit through email or representative the letter request of pensioner for domiciliary visit at home/hospital/penitentiary</p> <p><b>Location:</b></p> <p>SSS branches or SSS Webiste at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>1.1. Receive copy of the letter request of the pensioner and documentary requirements</p>	None	<p>1 minute/s</p>	<ul style="list-style-type: none"><li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li><li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li></ul>
	<p>1.2. Check the completeness of the submitted documentary requirements</p>		<p>2 minute/s</p>	<ul style="list-style-type: none"><li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li><li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li></ul>
	<p>1.3. Conduct home visit to the pensioner's address</p>		<p>5 working day/s</p>	<ul style="list-style-type: none"><li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li><li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li></ul>
	<p>1.4. Encode the ACOP compliance, if applicable</p>		<p>1 minute/s</p>	<ul style="list-style-type: none"><li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li><li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li></ul>
<p><b>Total Processing Time:</b></p>			<p>5 working day/s, 4 minute/s</p>	
<p><b>Total Processing Fee:</b></p>			<p>None</p>	

## 61. Filing of Adjustment of Sickness Benefit Application for Individual Members

Request for Adjustment is done by member who was paid less by SSS.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	Individual members who were paid less by SSS	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/WiFi Access or Mobile Data		Applicant / Client
2. Enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Benefit proceeds shall be credited to the member's nominated/preferred disbursement account		Applicant / Client

<p>3. Supporting Documents based on the type of adjustment, whichever is applicable</p> <p>(1) Electronic Copy <b>Remarks:</b></p> <p><b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b></p> <p><b>TYPE OF ADJUSTMENT:</b></p> <p>1. Additional posted contribution will increase the amount of sickness benefit</p> <ul style="list-style-type: none"> <li>• Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer signed by the Human Resource Manager of the company; or</li> <li>• Affidavit of Undertaking duly notarized indicating effective date of separation from employment and that no advance payment was granted by the Employer.</li> </ul> <p>2. SS Computation is higher than employer's computation</p> <ul style="list-style-type: none"> <li>• Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer signed by the Human Resource Manager of the company; or</li> <li>• Affidavit of Undertaking indicating effective date of separation from employment and that no advance payment was granted by the Employer duly notarized.</li> </ul>	Applicant / Client
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log-in at My.SSS Portal in the SSS Website <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>1. The member Log-in page in the SSS Website will be displayed</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Select the "Sickness Benefit" thru the Benefits Tab and select "Adjustment of Sickness Application" <b>Location:</b> <a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>2. The System displays the Adjustment of Sickness Benefit Application Module</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>3. Fill-in the required information in the Adjustment of Sickness Benefit Application screen including the selected reason for adjustment and click "Proceed" to continue</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>3. The system displays the screen of Adjustment of Sickness Benefit Application</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Upload the required supporting documents and click "I certify and submit" button to proceed</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>4. The System displays the screens on the summary of details, uploading of required supporting documents of Adjustment of Sickness Benefit Application</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Take note of the generated transaction details of successful submission of Adjustment of Sickness Benefit Application</p> <p><b>Location:</b></p> <p><a href="http://member.sss.gov.ph">http://member.sss.gov.ph</a></p>	<p>5.1. The System displays the transaction number of submitted adjustment of Sickness Benefit Application.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.2. The system will notify the member thru e-mail and My.SSS notifications</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>5.3. Processing of request for Adjustment of Sickness Benefit Application online from the general inbox of Central Processing Group</p>		<p>5 working day/s, 7 hour/s, 45 minute/s</p>	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> <li>Corporate Executive Officer II, SMEC Section; Central Processing Group</li> </ul>

	5.4. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Adjustment of Sickness Benefit Application	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

## 62. Filing of Request in Securing Certificate of SSS Coverage and Compliance for Business License or Permit through Email

Submission of certificate of SSS coverage and compliance is required prior to issuance of annual business license or permit of local government units.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B (Government to Business)
<b>Who may avail:</b>	All Business Employers
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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### For Standard Requirement

- Letter request for SSS coverage and compliance  
(1) Original Copy And (1) Photo Copy

Applicant / Client

<div>2. Filer's Valid ID Card</div> <div>Present original of any of the following:</div> <div>A. Primary ID Cards/Documents</div> <div>The primary ID card shall be the <b>Unified Multi-Purpose ID (UMID) Card (SSS/GSIS)</b> and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:</div> <div><div>1. Social Security (SS) Card - Social Security System</div><div>2. Philippine Identification Card/National ID - Philippine Statistics Authority (PSA)</div><div>3. Alien Certificate of Registration - Bureau of Immigration</div><div>4. Driver's License - Land Transportation Office</div><div>5. Firearm Registration - Philippine National Police (PNP)</div><div>6. License to Own and Possess Firearms - PNP</div><div>7. National Bureau of Investigation (NBI) Clearance - NBI</div><div>8. Passport - Department of Foreign Affairs / Foreign Government</div><div>9. Permit to Carry Firearms Outside of Residence - PNP</div><div>10. Postal Identity Card - Philippine Postal Corporation</div><div>11. Seafarer's Identification &amp; Record Book (Seaman's Book) - Maritime Industry Authority</div><div>12. Voter's ID Card - Commission on Elections</div></div> <div>B. Secondary ID Cards/Documents</div> <div>In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</div> <div>C. Other Requirements</div> <div><div>• If Filed by Employer/Authorized Signatory - Present the original copy of any one (1) of the primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo.</div><div>• If Filed by Authorized Representative</div><div><div>o Submit the original copy of Letter of Authority (LOA)/Special Power of Attorney (SPA) issued by the employer; and</div><div>o Present the original copy of any one (1) primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo for BOTH Employer/Authorized Signatory and Authorized Representative.</div></div><div>• If Filed by Company Representative - Present the original copy of Authorized Company Representative (ACR) Card</div></div>				
<div>For Employer with Unpaid Contribution/s and Loan Amortization/s</div> <div><div>1. Proof of Payment/s of the unpaid Contribution/s and Loan Amortization/s</div><div>(1) Original Copy And (1) Photo Copy</div></div> <div>Applicant / Client</div>				
<div>For Employer with Pending Complaints and/or Cases Filed</div> <div><div>1. Proof of compliance and/or settlement of complaints and/or cases filed</div><div>(1) Original Copy And (1) Photo Copy</div></div> <div>Applicant / Client</div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Send through Branch/Department/assigned Account Officer's email address the scanned copy of letter request for certificate of SSS coverage and compliance together with the required documents</p> <p><b>Location:</b></p> <p>Branch/Department/assigned Account Officer's email address</p> <p><b>Notes/Instruction:</b></p> <p>If incomplete requirements, Jr/Sr Analyst should reply and inform the employer of the lacking document/s.</p> <p>If with gap/s in contribution payments, pending complaints and/or cases filed, Jr/Sr. Analyst should inform employer through email, requiring its compliance.</p>	<p>1.1. Acknowledge and forward the email of employer together with the attachments to Accounts Management Section (AMS)/Large Accounts Division (LAD)</p>	None	<p>3 minute/s</p>	<ul style="list-style-type: none"><li>• Senior Clerk or Administrative Assistant; Branch Operations Sector</li><li>• Junior Executive Assistant; Large Accounts Division</li></ul>
	<p>1.2. Acknowledge and screen letter request for certificate of SSS coverage and compliance, supporting documents and identification cards/documents</p>		<p>3 minute/s</p>	<ul style="list-style-type: none"><li>• Jr/Sr Analyst; Branch Operations Sector</li><li>• Jr/Sr Analyst; Large Accounts Division</li></ul>
	<p>1.3. Verify contribution and loan payments and check ER's folder if with pending complaints and/or cases filed against the employer.</p>		<p>2 working day/s</p>	<ul style="list-style-type: none"><li>• Jr/Sr Analyst; Branch Operations Sector</li><li>• Jr/Sr Analyst; Large Accounts Division</li></ul>
	<p>1.4. If compliant, prepare and send to employer email the certificate of SSS coverage and compliance.</p>		<p>2 working day/s</p>	<ul style="list-style-type: none"><li>• Jr/Sr Analyst; Branch Operations Sector</li><li>• Jr/Sr Analyst; Large Accounts Division</li></ul>
	<p><b>Total Processing Time:</b></p>		<p>4 working day/s, 6 minute/s</p>	
<p><b>Total Processing Fee:</b></p>			<p>None</p>	

### 63. Application for Employer ID Number (SS Form R-1)

To facilitate the receipt, processing, and encoding of application for employer registration.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B (Government to Business)
<b>Who may avail:</b>	All Business Employers
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b>	

<p>1. Employer Registration (SS Forms R-1)</p> <p>(2) Original Copy</p> <p><b>Remarks:</b></p> <p>The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>.</p> <p>Please read insructions at the back of the form in accomplishing the SS Forms R-1.</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - SSS Branch</p>
<p>2. Certification and Agreement on Data Privacy Notice</p> <p>(2) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - SSS Branch</p>
<p>3. Valid Identification Document</p> <p>The filer shall present/submit one (1) primary ID card/document upon transacting with SSS.</p> <p><b>a. If filed by Employer/Authorized Signatory</b></p> <p>Present the original and submit photocopy of any of the following:</p> <ol style="list-style-type: none"> <li>Primary ID <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> </li> <li>In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ol> <p><b>b. If filed by Employer's Representative</b></p> <p>Present the original and submit photocopy:</p> <ol style="list-style-type: none"> <li>Employer's/Authorized signatory <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> </li> <li>Authorized Reperesentative <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> </li> <li>Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)</li> </ol>	
<p><b>Single Proprietorship</b></p> <p>1. Certificate of Registration of Business Name OR Business Permit</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Department of Trade and Industry (DTI) or City/Municipal Office - DTI Provincial or Regional Office or Business Permits and Licensing Office</p>

<b>Partnership</b> 1. Approved Articles of Partnership from Incorporation (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Securities and Exchange Commission (SEC) - SEC Office									
<b>Corporation including non-stock/non-profit corporations</b> 1. Approved Articles of Incorporation (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Securities and Exchange Commission - SEC Office									
<b>Sub Situational Requirement/s</b>														
<b>For Foreign-owned corporation</b> 1. Approved Articles of Incorporation and License to Transact Business in the Philippines (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Securities and Exchange Commission - SEC Office									
 2. License to Transact Business in the Philippines (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Securities and Exchange Commission - SEC Office									
<b>For Manning agency with foreign principal</b> 1. Approved Articles of Incorporation (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Securities and Exchange Commission - SEC Office									
 2. Agency Agreement between the manning agency and foreign principal (1) Original Copy And (1) Photo Copy					Applicant / Client									
<b>Cooperative</b> 1. Approved Articles of Cooperation (1) Original Copy And (1) Photo Copy										<b>Agency - Division:</b> Cooperatives Development Authority (CDA) - CDA Office				
<b>Sub Situational Requirement/s</b>														
<b>For Manpower Service Cooperative</b> 1. Approved Articles of Cooperation (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Cooperative Development Authority (CDA) - CDA Office									
 2. Accreditation from DOLE (1) Original Copy And (1) Photo Copy					<b>Agency - Division:</b> Department of Labor and Employment (DOLE) - DOLE Office									
CLIENT STEPS		AGENCY ACTIONS		FEES TO BE PAID		PROCESSING TIME		PERSON RESPONSIBLE (Designation; Office)						

<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished SS Forms R-1 (2 copies), Certification and Agreement on Data Privacy Notice, supporting documents and valid identification card/s or document/s.</p> <p><b>Location:</b></p> <p>Member Services Section (MSS), SSS Branch</p> <p><b>Notes/Instruction:</b></p> <p>If with discrepancy/ies and/or incomplete supporting documents, inform filer of the discrepancy/ies and/or lacking supporting documents and issues Rejection Notice and returns all the submitted documents.</p>	2.1. Receives from filer the SS Forms R-1, Certification and Agreement on Data Privacy Notice, supporting document/s, and valid identification card/s or document/s	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Screens identity of filer and evaluates SS Form R-1 and supporting documents		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. Processes the received R-1 and its supporting documents		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.4. Prepares Letter to Employer (3 copies) and Certificate of Registration (1 copy)		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.5. Forwards to SSO III/CEO II the following for review: 1. SS Form R-1 (2 copies) with identification card/s or document/s and supporting document/s 2. Letter to Employer (3 copies) 3. Certificate of Registration (1 copy)		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.6. Receives and reviews the following thru the SSS WINS: 1. SS Form R-1 (2 copies) with identification card/s or document/s and supporting document/s 2. Letter to Employer (3 copies) 3. Certificate of Registration (1 copy) Returns the signed documents to Junior/Senior Member Service Representative		15 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III/Corporate Executive Officer II, Member Services Section; Branch Operations Sector</li> </ul>

<p>3. Receives the copy of processed SS Form R-1, Letter to Employer, Certificate of Registration</p> <p><b>Location:</b></p> <p>Member Services Section (MSS), SSS Branch</p>	<p>3.1. Releases to filer processed SS Form R-1, Letter to Employer, Certificate of Registration</p>	None	<p>5 minute/s</p>	<ul style="list-style-type: none"><li>• Junior/Senior Member Service Representative, MSS, SSS Branch; Branch Operations Sector</li></ul>
	<p>3.2. Segregates and forwards to Senior Clerk the following: For scanning: 1. SS Form R-1 (first copies) with identification cards or documents (photocopies) 2. signed Letter to Employer (second copy) To be released to AMS/Large Accounts Departments: 1. signed Letter to Employer (third copy)</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"><li>• Junior/Senior Member Service Representative; Branch Operations Sector</li></ul>
	<p>3.3. Receives all the compiled documents and prepares Transmittal Lists in 3 copies</p>		<p>10 minute/s</p>	<ul style="list-style-type: none"><li>• Senior Clerk, Member Services Section; Branch Operations Sector</li></ul>
	<p>3.4. Forwards TL with all the compiled documents to SSO III/CEO II for signature and receives signed TL with all the compiled documents</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"><li>• Senior Clerk, Member Services Section; Branch Operations Sector</li><li>• SSO III/CEO II; Branch Operations Sector</li></ul>
	<p>3.5. Forwards the signed TL and signed Letter to Employer to AMS/Large Accounts Departments thru the Administrative Section, Branch Office</p>		<p>5 minute/s</p>	<ul style="list-style-type: none"><li>• Senior Clerk, Member Services Section; Branch Operations Sector</li></ul>
	<p>3.6. Scan records for filing/archiving.</p>		<p>10 minute/s</p>	<ul style="list-style-type: none"><li>• Senior Clerk/Junior Administrative Assistant, Administrative Section; Branch Operations Sector</li></ul>
<b>Total Processing Time:</b>			3 hour/s, 10 minute/s	
<b>Total Processing Fee:</b>			None	

## 64. Filing of Employee Compensation Sickness Notification

Cash benefit paid to a member for the number of days of inability to work due to illness/injury.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2B (Government to Business)	
<b>Who may avail:</b>	Qualified Employers registered at MY.SSS in the SSS Website	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/WiFi Access or Mobile Data		Applicant / Client
2. Enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website (Sample: ) <b>Remarks:</b> Benefit proceeds shall be credited to the member's nominated/preferred disbursement account		Applicant / Client
3. Basic Documents (1) Electronic Copy <b>Remarks:</b> <b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b> 1. SSS Medical Certificate; or 2. Attending physician's Medical Certificate with the following information: a. Full Name, b. PRC Number, c. Clinic Address, d. Contact Information (such as but not limited to landline/mobile number), e. History of Present Illness and Complete Diagnosis, and f. Recommended number of days convalescence including recuperation  Note: Attending physician's information is not to be verified in case physician is practicing abroad		Applicant / Client

<p>4. Supporting Medical Documents</p> <p>(1) Electronic Copy <b>Remarks:</b></p> <p><b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b></p> <p>1. Certified True Copy of laboratory/diagnostic results, if any</p> <p>Note: For medical documents electronically issued with or without signature of issuing officials, Official Receipt of procedure done shall be submitted.</p> <p>2. Certified true copy of records of confinement</p> <p>a. Hospital/Medical Abstract</p> <p>b. Discharge Summary</p>	Applicant / Client			
<p>5. Additional Supporting Documents</p> <p>(1) Electronic Copy <b>Remarks:</b></p> <p><b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b></p> <p>1. For <b>Employees' Compensation</b>, above Basic and Supporting Documents <b>PLUS</b> applicable documents:</p> <p>a. SSS Form B-309 (Accident/Sickness Report)</p> <p>b. Pre-employment Physical Examination Report</p> <p>c. Employment History</p> <p>d. Complete Job Description</p> <p>e. Certified True Copy of Police Report (if applicable)</p> <p>f. Certified True Copy of Logbook Entry</p> <p>2. For <b>Self-Employed</b>, above Basic and Supporting Documents <b>PLUS:</b></p> <p>a. Certified True Copy of Police Report (if applicable)</p> <p>b. Certificate of Livelihood issued by the Barangay (For Self-Employed Member)</p> <p>3. <b>Member Separated from Employment</b> - above Basic and Supporting Documents <b>PLUS:</b></p> <ul style="list-style-type: none"> <li>• Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer signed by the Human Resource Manager of the company; or</li> <li>• Affidavit of Undertaking duly notarized indicating effective date of separation from employment and that no advance payment was granted by the Employer.</li> </ul> <p>Note: For Medical document issued abroad</p> <p>i. Must be in English translation</p> <p>ii. Certified True Copy of document/s not required</p>	Applicant / Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Log-in at My.SSS Portal in the SSS Website  <b>Location:</b>  <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>1. Employer's Log-in page in the SSS Website is displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Selects Benefits and click "Submit Sickness Notification"  <b>Location:</b>  <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>2. The System displays the Sickness Notification Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Encodes the member's Common Reference Number or 10-digit Social Security System Number, then click "Proceed" to continue  <b>Location:</b>  <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>3. The System validates the encoded employee information and displays Sickness Notification screen</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Fills-in the required information in the Sickness Notification screen, click the "Is this Work Related" Tab and click "Proceed" to continue  <b>Location:</b>  <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>4. The System displays the employee's encoded sickness information</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>5. Uploads the required supporting documents Medical Certificate, Employee Compensation supporting documents and Hospital/Medical records, if any</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>5. The System displays on screen the summary of details, uploading of required supporting documents, and certification portion of Notification</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>6. Click "Submit" button to proceed</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <p>Take note of generated transaction details of successful submission of Employee Compensation Notification</p>	<p>6.1. System generates transaction details</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>6.2. The system will notify the Employer and Employee through e-mail and My.SSS notifications</p>		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
	<p>6.3. Medical Evaluation of retrieved application for the General Inbox of Medical Operation Department</p>		3 working day/s, 7 hour/s, 44 minute/s	<ul style="list-style-type: none"> <li>Medical Specialist; Medical Operations Department</li> </ul>
	<p>6.4. Medically approved Employee Compensation Notification claims are transmitted electronically to the central inbox of Central Processing Group for processing</p>		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

	6.5. Processing of medically approved Employee Compensation Notification online	2 working day/s	<ul style="list-style-type: none"> <li>Claims Processor III, SMEC Section; Central Processing Group</li> <li>Corporate Executive Officer II, SMEC Section; Central Processing Group</li> </ul>
	6.6. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of Employee Compensation Sickness which will be deposited directly to the enrolled account of employee through Disbursement Account Enrollment Module of MY.SSS Account of employee	1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Cash Management Department</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

## 65. Filing of Adjustment of Sickness Benefit Reimbursement Application for Employers

Request for adjustment is being filed by employers whose sickness benefit reimbursement claimed in SSS is lower than the amount of advance payment made and employed member's benefit entitlement based on qualifying contributions and approved compensable period

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B (Government to Business)
<b>Who may avail:</b>	Employers who paid in advance the amount of sickness benefit to the qualified employee but were paid less by Social Security System or have paid lesser amount to the employee
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Standard Requirement</b> 1. Enrollment/Registration of My.SSS Account in the SSS Website (Sample: ) <b>Remarks:</b> Internet/WiFi Access or Mobile Data		Applicant / Client

<p>2. Enrolled and approved disbursement account in the Disbursement Account Enrollment Module in the SSS Website</p> <p>(Sample: )</p> <p><b>Remarks:</b></p> <p>Reimbursement proceeds shall be credited to the Employer's enrolled and approved disbursement.</p>	Applicant / Client			
<p>3. Supporting Documents based on the type of adjustment, whichever is applicable</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <p><b>Scanned copy of the original (colored) or certified true copy with good image quality of the following documents:</b></p> <p>1. Computation is higher than employer's computation</p> <ul style="list-style-type: none"> <li>• Proof of Advance payment duly signed by the Human Resource Manager of the company</li> </ul> <p>2. Additional posted contribution will increase the amount of sickness benefit</p> <ul style="list-style-type: none"> <li>• Proof of Advance payment duly signed by the Human Resource Manager of the company</li> </ul> <p>3. Correction of Erroneously Encoded Company Sick Leave with Pay</p> <ul style="list-style-type: none"> <li>• Company record showing the company sick leave with pay for the current year signed by the Human Resource (HR) Manager of the company; or</li> <li>• Certification from the company on the actual number of company sick leave with pay for the current year of the member signed by the Human Resource (HR) Manager of the company</li> </ul> <p>4. Correction of Erroneously Encoded Date of Employee Returned to Work</p> <ul style="list-style-type: none"> <li>• Official Daily Time Record (DTR) of the company signed by the Human Resource Manager of the company; or</li> <li>• Certification from the company on the actual date the employee returned to work signed by the Human Resource (HR) Manager of the company</li> </ul>	Applicant / Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log-in at My.SSS Portal in the SSS Website</p> <p><b>Location:</b></p> <p><a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>1. The employer log-in page in the SSS Website will be displayed</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

<p>2. Select the "Adjustment of Sickness Benefit Reimbursement Application" under the Benefits Tab <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>2. The System display the Adjustment of Sickness Benefit Reimbursement Application Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>3. Encode the Common Reference Number/SS Number of employee and click the "Search" <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>3. The details of employee will be displayed</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>4. Encode in the "Start date of approved confinement", then click the "Proceed" button <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>4. The Adjustment of Sickness Benefit Reimbursement Application details encoding page appears</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>5. Fill in the required information in the Adjustment of Sickness Benefit Reimbursement Application screen including the selected reason for adjustment <b>Location:</b> <a href="http://employer.sss.gov.ph">http://employer.sss.gov.ph</a></p>	<p>5. The system displays the Adjustment of Sickness Benefit Reimbursement Application Module</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>

6. Upload the required supporting documents and click "Submit" to proceed <b>Location:</b>  http://employer.sss.gov.ph	6.1. The system displays the screen on the summary of details and uploading of required supporting documents and certification portion of Adjustment of Sickness Benefit Reimbursement Application	None	3 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	6.2. The system will notify the Employer and Member through e-mail and My.SSS notifications		5 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li><li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li></ul>
	6.3. Processing of Adjustment of Sickness Benefit Reimbursement Application online		5 working day/s, 7 hour/s, 46 minute/s	<ul style="list-style-type: none"><li>• Claims Processor III, SMEC Section; Central Processing Group</li><li>• Corporate Executive Officer II, SMEC Section; Central Processing Group</li></ul>
	6.4. Issuance of Letter of Introduction to funding bank for disbursement of approved Adjustment of Sickness Benefit Reimbursement Application		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			7 working day/s	
Total Processing Fee:			None	

## 66. Generation of Payment Reference Number (PRN) for Contribution through the SSS mobile app (MySSS)

An online service that enables SSS members to generate their Payment Reference Number (PRN) for contribution payments

<b>Office or Division:</b>	Member Electronic Services Department
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)

<b>Who may avail:</b>	Self-Employed/Voluntary/Overseas Filipino Worker (OFW) Members with My.SSS Account.			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log in to the SSS mobile app (MySSS). <b>Location:</b></p> <p>The SSS mobile app (MySSS) is available for download on the following platforms:</p> <ol style="list-style-type: none"> <li>1. Google Play Store</li> <li>2. Huawei AppGallery (HarmonyOS)</li> <li>3. Apple App Store (iOS)</li> </ol> <p><b>Notes/Instruction:</b></p> <p>1. Self-Employed, Voluntary, and OFW members are required to be registered with the My.SSS member portal and must have access to a stable internet connection, either through Wi-Fi or mobile data. (For more information, please refer to 'My.SSS Registration for Member Account.')</p> <p>2. User name and password are the same as those used for the SSS website (My.SSS member account). Members have the option to log in either by entering their User ID and Password or by using facial/fingerprint biometric authentication.</p>	<p>1. The system grants access to the MySSS Member account upon successful verification of the member's User ID and password, or authentication of facial/fingerprint biometric.</p>	None	3 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>2. Tap the following in sequence: 1. PRN; 2. Contributions; and 3. Create. Then, indicate the appropriate membership type, applicable period, and premium amount. Tap "Generate PRN", review the provided contribution payment details, then tap "OK". View PRN/Statement of Account (SOA) page will appear, tap the "download icon" to save a copy of the PRN/SOA.</p> <p><b>Location:</b></p> <p>SSS mobile app (MySSS)</p> <p><b>Notes/Instruction:</b></p> <p>The member must have a stable internet connection, either through Wi-Fi or mobile data.</p>	<p>2. The system processes the provided contribution payment details, generates PRN/SOA, and makes it available for download.</p>	None	7 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			10 minute/s	
<b>Total Processing Fee:</b>			None	

## 67. Generation of Payment Reference Number (PRN) through the SSS Website (My.SSS) for Employers

An online facility is provided for registered employers to generate PRN based on the pre-generated or updated electronic contribution collection list to pay for their employees' SSS contributions. The use of PRN ensures real-time posting of contribution payments.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	All employers (Business and Household) registered with the SSS Website (My.SSS Employer Account).			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

<p>1. Log in to the My.SSS Portal. <b>Location:</b>  www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <p>1. Employers are required to be registered with the My.SSS Employer Portal and have access to stable internet connection. (Please see "My.SSS Registration for Employer Account" for details).</p> <p>2. Fill out "User ID" and "Password", then click "Sign In".</p> <p>3. Click "GET PIN" using either the "Time-based One-Time Password" or the "One-Time PIN through SMS" option, then enter the PIN.</p>	<p>1. The system grants access to the My.SSS Employer account upon successful verification of the employer's User ID and password, and authentication of the entered PIN.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>2. Access the "Payment Reference Number" tab, select "Contributions" from the dropdown menu, click "Prepare Collection List". <b>Location:</b>  <a href="https://employer.sss.gov.ph/employer-portal">https://employer.sss.gov.ph/employer-portal</a></p> <p><b>Notes/Instruction:</b></p> <p>The employer can either download the PRN based on pre-generated Electronic Collection List by clicking "Download" or edit the list by clicking "Cancel".</p>	<p>2. The system retrieves the latest employer's employees contribution and generates an electronic Contribution Collection List (e-CCL) in preparation for Payment Reference Number (PRN) generation.</p>	<p>None</p>	<p>7 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>3.Generation of PRN</b></p>				

<p><b>Revising the details and/or adding employee/s in the e-CCL list before generating the PRN.</b></p> <p>3.A. Employer clicks "Cancel" on the e-CCL interface to enable editing. Enter the details of the additional employee/s and/or update existing employee/s' contribution information. Click "Save Records", then click "Prepare Collection List" once editing is complete. Thereafter, click "Download" to view and save the generated PRN.</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph/employer/auth/dashboard#">https://employer.sss.gov.ph/employer/auth/dashboard#</a></p>	<p>3.A. The system captures the details of the additional employee/s and/or the updated employee/s' contribution information based on the employer's input, and reflects the changes in the e-CCL. Generates the PRN based on the updated e-CCL, and enables the employer to view and save the PRN by clicking "Download".</p>	None	10 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>Generating PRN based on the pre-generated Electronic Contribution Collection List.</b></p> <p>3.B. Employer clicks "Download" to view and save the generated PRN.</p> <p><b>Location:</b></p> <p><a href="https://employer.sss.gov.ph/employer/auth/dashboard#">https://employer.sss.gov.ph/employer/auth/dashboard#</a></p>	<p>3.B. The system generates the PRN based on the pre-generated e-CCL, and enables the employer to view and save the PRN by clicking "Download".</p>	None	3 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			17 minute/s	
<b>Total Processing Fee:</b>			None	

## 68. Filing of Sickness Benefit for Special Cases for Individual Members and Employers

This procedure applies to the following Sickness Benefit Claim/Reimbursement:

- a. Denied Claim reconsidered for payment;
- b. Unclaimed benefit of deceased member; and
- c. Unclaimed reimbursement of inactive/closed/terminated/retired employer.

<b>Office or Division:</b>	Sickness, Maternity and Disability Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)		
<b>Who may avail:</b>	- All Members/Employers with denied claim reconsidered for payment - Inactive/Closed/Terminated/Retired Employers with unclaimed Sickness Reimbursement/Claim - Legal Heirs of Deceased Member with Unclaimed Sickness Benefit		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Duly accomplished Sickness Benefit Application Form/ Sickness Benefit Reimbursement Application Form (2) Original Copy <b>Remarks:</b> <ul style="list-style-type: none"> <li>Sickness Benefit Application Form for Individual Members</li> <li>Sickness Benefit Reimbursement Application Form for Employers</li> </ul> (1) Filer's Copy (1) SSS' Copy			Applicant / Client
2. Basic Documents (1) Original Copy <b>Remarks:</b> 1. SS Medical Certificate; or 2. Attending physician' Medical Certificate with the following information: <ul style="list-style-type: none"> <li>a. Full Name,</li> <li>b. PRC Number,</li> <li>c. Clinic Address,</li> <li>d. Contact Information (such as but not limited to landline/mobile number)</li> <li>e. History of Present Illness and Complete Diagnosis, and</li> <li>f. Recommended number of days convalescence including recuperation</li> </ul> Note: Attending physician's information is not to be verified in case physician is practicing abroad		Applicant / Client	

<p>3. Supporting Medical Documents</p> <p>(1) Original Copy <b>Remarks:</b></p> <p>1. Certified True Copy of laboratory/diagnostic results, if any Note: For medical document electronically issued with or without signature issued officials, Official Receipt of procedure done shall be submitted</p> <p>2. Certified True Copy of record of confinement a. Hospital/Medical Abstract b. Discharge Summary</p>	Applicant / Client				
<p>4. Additional Supporting Documents</p> <p>(1) Original Copy <b>Remarks:</b></p> <p>For Employees' Compensation - above Basic and Supporting Documents PLUS applicable documents:</p> <ul style="list-style-type: none"> <li>• SSS Form B-309 (Accident/Sickness Report)</li> <li>• Pre-employment Physical Examination Report</li> <li>• Employment History</li> <li>• Complete Job Description</li> <li>• Certified True Copy of Police Report (if applicable)</li> <li>• Certified True Copy of Logbook entry</li> </ul> <p>For Self-Employed, Voluntary Member, above Basic and Supporting Documents PLUS:</p> <ul style="list-style-type: none"> <li>• Certified True Copy of Police Report (if applicable)</li> <li>• Certificate of Livelihood issued by the Barangay (For Self-Employed)</li> </ul> <p>Member Separated from Employment - above Basic and Supporting Documents PLUS:</p> <ul style="list-style-type: none"> <li>• Certificate of Separation from Employment indicating the effective date of separation and that no advance payment was granted by the Employer signed by the Human Resource Manager of the company; or</li> <li>• Affidavit of Undertaking duly notarized indicating effective date of separation from employment and that no advance payment was granted by the Employer</li> </ul> <p>Note: For Medical document issued abroad i. Must be in English translation ii. Certified True Copy of document/s not required</p>	Applicant / Client				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)	

<p>1. Get/download Sickness Benefit Application/Sickness Benefit Reimbursement Application</p> <p><b>Location:</b></p> <p><a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>1. Sickness Benefit Application/Sickness Benefit Reimbursement Application Form will be available for download, print and for fill-up form</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department II</li> <li>• Junior/Senior Programmer, Junior/Senior Specialist; Information Systems Department IV</li> </ul>
<p>2. Read instructions and fill out the application form. Get a queue number and wait to be called. Submit the accomplished form together with the supporting document/s and present the Valid ID card/s/document/s of the filer.</p> <p><b>Location:</b></p> <p>SSS Servicing Branch/Foreign Office</p> <p><b>Notes/Instruction:</b></p> <p>If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor</p>	<p>2.1. Establishes the identity of the filer</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Representative; Branch Operations Sector</li> <li>• Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>• Senior Member Service Representative/Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
	<p>2.2. Screens the accomplished Sickness Benefit Application/Sickness Benefit Reimbursement Application Form and supporting document/s, and Identification Card/s/document/s from the filer.</p>		10 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Branch Operations Sector</li> <li>• Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>• Senior Member Service Representative/Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>
	<p>2.3. Issues the Sickness Benefit Application/Sickness Benefit Reimbursement Application Form (Filer's Copy) to filer.</p>		5 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Services Representative; Branch Operations Sector</li> <li>• Senior Clerk/Junior Nurse; Medical Operations Department</li> <li>• Senior Member Service Representative/Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li> </ul>

3. Receives the Sickness Benefit Application/Sickness Benefit Reimbursement Application Form (Filer Copy), supporting documents and valid ID card/s/document/s. <b>Location:</b>  SSS Servicing Branch/Foreign Office	3.1. Evaluates or reviews the screened Sickness Benefit Application/ Sickness Benefit Reimbursement Application Form and supporting documents	None	10 working day/s	<ul style="list-style-type: none"><li>• Medical Specialist; Medical Operations Department</li></ul>
	3.2. Transmit to Processing Center the Sickness Benefit Application/Sickness Benefit Reimbursement Application Form and supporting document/s.		2 minute/s	<ul style="list-style-type: none"><li>• Senior Clerk/Junior Nurse; Medical Operations Department</li><li>• Senior Member Service Representative/Foreign Representative I/II/III/IV; DMW Branch and Foreign Offices</li></ul>
	3.3. Assigns the claim to Claims Processor III		2 minute/s	<ul style="list-style-type: none"><li>• Corporate Executive II, SMEC Section; Central Processing Group</li></ul>
	3.4. Process the Sickness Benefit Application/Sickness Benefit Reimbursement Application Form and inputs the required details in the Sickness Benefit Special Cases module or prepares the disbursement voucher, whichever is applicable.		7 working day/s, 7 hour/s, 33 minute/s	<ul style="list-style-type: none"><li>• Claims Processor III, SMEC Section; Central Processing Group</li></ul>
	3.5. Reviews and approves the claim through the Sickness Benefit Special Cases module or the disbursement voucher, whichever is applicable.		1 working day/s	<ul style="list-style-type: none"><li>• Corporate Executive Officer II, SMEC Section; Central Processing Group</li></ul>
	3.6. Approves the disbursement voucher		5 minute/s	<ul style="list-style-type: none"><li>• Department Manager III; Central Processing Group</li></ul>
	3.7. Issuance of Letter of Introduction to be forwarded to funding bank for disbursement of approved Sickness Benefit Application/ Sickness Benefit Reimbursement Application for Special Case		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Cash Management Department</li></ul>
Total Processing Time:			20 working day/s	
Total Processing Fee:			None	

## 69. Online Payment Reference Number (PRN) for Contribution payment through the SSS mobile app (MySSS)

This service enables SSS members to conveniently pay their SSS contribution online through the SSS mobile app (MySSS) using generated PRN.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	<p>Self-Employed, Voluntary or Overseas Filipino Worker (OFW) Members who are registered with My.SSS, have a stable internet connection, and possess any of the following:</p> <ol style="list-style-type: none"> <li>1. Maya Account;</li> <li>2. Gcash Account; or</li> <li>3. Credit Card/Debit Card.</li> </ol>			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Log in to the SSS mobile app (MySSS). <b>Location:</b></p> <p>The SSS mobile app (MySSS) is available for download on the following platforms:</p> <ol style="list-style-type: none"> <li>1. Google Play Store</li> <li>2. Huawei AppGallery (HarmonyOS)</li> <li>3. Apple App Store (iOS)</li> </ol> <p><b>Notes/Instruction:</b></p> <p>1. Self-Employed, Voluntary, and OFW members are required to be registered with the My.SSS and must have access to a stable internet connection, either through Wi-Fi or mobile data. (For more information, please refer to 'My.SSS Registration for Member Account'.)</p> <p>2. User name and password are the same as those used for the SSS website (My.SSS member account). Members have the option to log in either by entering their User ID and Password or by using facial/fingerprint biometric authentication.</p>	<p>1. 1. The system grants access to the MySSS Member account upon successful verification of the member's User ID and password, or authentication of facial/fingerprint biometric.</p>	None	3 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>2. Generate PRN for contribution</p> <p><b>Location:</b></p> <p>SSS Mobile App (MySSS)</p> <p><b>Notes/Instruction:</b></p> <p>For the procedure on how to generate PRN, please refer to "Generation of Payment Reference Number (PRN) for Contribution through the SSS mobile app (MySSS)".</p>	<p>2. The system processes the provided contribution payment details, generates PRN/SOA, and makes it available for download and payment.</p>	<p>None</p>	<p>7 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>3. Review your PRN/SOA, tap the back icon, then tap "PAY". Choose your preferred payment channel and input the required details. Check the "I'm not a robot" box, complete the CAPTCHA, and tap "Complete Order".</p> <p><b>Location:</b></p> <p>SSS mobile app (MySSS)</p> <p><b>Notes/Instruction:</b></p> <p>Below are the following payment channels:</p> <ol style="list-style-type: none"> <li>1. Maya Account;</li> <li>2. Gcash Account; or</li> <li>3. Credit Card/Debit Card.</li> </ol>	<p>3. The system ensures that all payment options provided through the SSS mobile app are secure and reliable. Upon successful payment, the paid contribution/s will be posted in real-time.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			15 minute/s	
<b>Total Processing Fee:</b>			None	

## 70. Filing of Unemployment Benefit Claim Application (My.SSS)

The online filing of unemployment benefit claims through the SSS website offers a convenient and efficient digital application process without needing to visit an SSS branch. Once processed and approved, the unemployment benefits are disbursed through the applicant's preferred disbursement channel.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All qualified covered employees, including Kasambahays, and Overseas Filipino Workers (OFWs) who are involuntarily separated from employment who are not over sixty (60) years of age, except: - In the case of an underground or surface mineworker, not over fifty (50) years old; or - In the case of a racehorse jockey, not over fifty-five (55) years old.	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b> 1. Transaction number (Sample: 1 Count) <b>Remarks:</b> The transaction number shall be emailed to member upon successful certification of the employer		<b>Agency - Division:</b> Social Security System - Information Services Department II
2. Valid identification document with signature and photo <ul style="list-style-type: none"> <li>Unified Multipurpose Identification Card - Social Security System</li> <li>Social Security Card - Social Security System</li> <li>National Identification Card - Philippine Statistics Authority</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police</li> <li>License to Own and Possess Firearms - Philippine National Police</li> <li>National Bureau of Investigation Clearance - National Bureau of Investigation</li> <li>Passport - Department of Foreign Affairs/ Foreign Government</li> <li>Permit to Carry Firearms Outside of Residence - Philippine National Police</li> <li>New Postal Identification - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; Record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Election</li> </ul>		

3. Copy of Notice of Termination of Employment issued by the employer or Duly Notarized Affidavit of Termination of Employment, in the absence of Notice of Termination of Employment  (1) Electronic Copy <b>Remarks:</b>  For OFWs, the Affidavit of Termination of Employment should be supported by an Employment Contract verified by the POLO and/or proof of OFW's arrival to the Philippines such as stamp of arrival by the Bureau of Immigration in the OFW's Passport or other similar documents	Applicant / Client
4. Certificate of Pending Case, if applicable  (1) Electronic Copy	<b>Agency - Division:</b>  National Labor Relations Commission - Labor Arbiter office

**The following are required to upload the corresponding documentary requirements: (1) if the status of the certifying employer is inactive/terminated/retired, or the certifying employer is not yet registered in the My.SSS portal, as of the date of filing of the unemployment benefit claim; (2) with pending illegal termination case; (3) land-based OFWs; and (4) involuntary separation is due to termination of employment by the employee due to any of the just causes under Article 300 (b) [285] of P.D. No. 442 or the Labor Code of the Philippines, as amended and renumbered.**

1. Notice of Termination of Employment issued by the employer or duly notarized Affidavit of Termination of Employment in the absence of Notice of Termination of Employment  (1) Electronic Copy	Applicant / Client
2. Certificate of Pending Case, if applicable  (1) Electronic Copy	<b>Agency - Division:</b>  National Labor Relations Commission - Labor Arbiter office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Visits the SSS website <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	1. The Member log -in page of the SSS website will be displayed.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
2. Logs in through the My.SSS Service Portal and clicks the "Apply for Unemployment Benefit" via EServices Menu. <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	2. My.SSS will display the Unemployment Claim Application Module.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
3. Reads instruction and update the personal information details, if necessary. <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	3. My.SSS will display the button where the personal information of the memberclaimant can be updated, if necessary	None	15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>

<p>4. Reads instruction and provides the date of involuntary separation</p> <p><b>Location:</b></p> <p>SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>4. My.SSS will display where the date of involuntary separation of the member-claimant can be provided</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer; Information Systems Department II</li> <li>• Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>5. Reads instruction and provide/select and confirm the following information: (1) Employer name; (2) Employment category: covered employee (including Kasambahay), mineworker, racehorse jockey, sea-based or land-based OFW (3) Agency to apply for certificate of involuntary separation (4) Preferred office (5) Involuntary separation reason</p> <p><b>Location:</b></p> <p>SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p><b>Notes/Instruction:</b></p> <p>For exception cases, uploads the required supporting documents.</p>	<p>5. My.SSS will display the selection of information for confirmation of member-claimant</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer; Information Systems Department II</li> <li>• Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>6. Confirms and certifies the following: (1) Summary of member's data, contact details and preferred disbursement account (2) granting authorization to SSS to deduct from future benefits the amount of claim in case of overlapping benefits, misrepresentation , or fraud (3) Member's consent (the information collected shall be accessible to DOLE for its electronic certification of the involuntary separation)</p> <p><b>Location:</b></p> <p>SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>6. My.SSS will display the confirmation button for the member-claimant</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer; Information Systems Department II</li> <li>• Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>7. Submits unemployment benefit claim application.</p> <p><b>Location:</b></p> <p>SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>7. My.SSS will send an email notification to Member on the successful submission of the application with instructions to proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/DMW.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer; Information Systems Department II</li> <li>• Junior/Senior Programmer; Information Systems Department IV</li> </ul>

<p>8. Awaits email notification from SSS on the successful submission of the application with information that the claim shall proceed to the employer for certification of the details of the involuntary separation and that a notification shall be sent once the employer has successfully certified the details of the involuntary separation and that they shall proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/DMW.</p> <p><b>Location:</b></p> <p>Email address registered in My.SSS</p> <p><b>Notes/Instruction:</b></p> <p>claims with uploaded documentary requirements under no. 5 (exception cases) shall be instructed to proceed with the application for electronic Certification of Involuntary Separation from DOLE/POLO/DMW.</p>	<p>8. My.SSS will send an email notification to the certifying employer for request for online certification of member's date of separation from employment</p>	<p>None</p>	<p>7 hour/s</p>	<ul style="list-style-type: none"> <li>• Junior/Senior Programmer; Information Systems Department II</li> <li>• Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>9. Proceeds to the preferred DOLE/ POLO/DMW office and provides the following: (1) Transaction number in the SSS email notification (2) One valid ID with signature and photo (3) Copy of Notice of Termination of employment issued by the employer/duly notarized Affidavit of Termination of Employment (4) Certificate of pending case, if applicable</p> <p><b>Location:</b></p> <p>Department of Labor and Employment/ Department of Migrant Workers</p>	<p>9.1. DOLE/POLO/DMW shall perform the following: (1) evaluate application following existing guidelines (2) verify/confirm details indicated in the submitted documents (over the counter and uploaded) against Establishment Report submitted by employers/ companies to DOLE/DMW (3) check if the applicant has passed through the SSS online filing process using its access to the SSS UB Web Application System (4) encode details and certify the involuntary separation of the applicant (5) print DOLE Certification of Involuntary Separation, as requested by the applicant (6) verifies involuntary separation of employee with other DOLE/POLO/DMW offices, if necessary.</p>	<p>None</p>	<p>2 working day/s</p>	<ul style="list-style-type: none"> <li>• Certifier; Department of Labor and Employment</li> <li>• Certifier; Department of Migrant Workers</li> </ul>
	<p>9.2. Issues DOLE Certification of Involuntary Separation</p>		<p>3 working day/s</p>	<ul style="list-style-type: none"> <li>• Certifier; Department of Labor and Employment</li> <li>• Certifier; Department of Migrant Workers</li> </ul>
	<p>9.3. Issues Letter of Instruction (LOI).</p>		<p>1 working day/s</p>	<ul style="list-style-type: none"> <li>• Senior Data Controller; Treasury Division</li> </ul>

<b>Total Processing Time:</b>	7 day/s
<b>Total Processing Fee:</b>	None

## 71. Filing of SS Funeral Benefit Claim Application (My.SSS)

This service outlines the online filing of funeral benefit claim applications through the SSS Website, offering a convenient and efficient process without the need to visit a branch. The funeral benefit is granted to help defray the cost of funeral expenses upon the death of a member, including a permanently totally disabled member or retiree. Also, the funeral benefit shall be a reimbursement of the funeral expenses as indicated in the proof of payment, but not to exceed the computed funeral benefit due.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	For death of a member, permanent total disability pensioner or retiree pensioner, claimants who paid for the funeral expense in accordance with the following order of priority: 1. Surviving legal spouse; or 2. Child/ren, parent/s or any other natural person who can present proof of payment, provided that: a. the surviving legal spouse did not pay for the funeral expenses or cannot be located; or b. the legal spouse is deceased; or c. the deceased member is single.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

### For Standard Requirement

#### 1. Proof to Establish SSS Membership of Deceased Member (upload one only):

Any of the following:

A. Social Security Card/Unified Multi-purpose ID (UMID) card	<b>Agency - Division:</b>
(1) Electronic Copy	Social Security System - Branch Office
B. Duly Received SSS Records	
(1) Electronic Copy	<b>Agency - Division:</b>
<b>Remarks:</b>	Social Security System - Branch Office
(E.g. E-1/RS-1/NW-1/ OW-1/E-4)	
C. Employment Records with Deceased Member's SS Number	
(1) Electronic Copy	Applicant / Client
<b>Remarks:</b>	
(E.g. company ID, payslip)	

D. Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member.

(1) Electronic Copy

**Agency - Division:**

Social Security System - Branch Office

2. Death Certificate

Any of the following:

A. Death Certificate

(1) Electronic Copy

**Agency - Division:**

Local Civil Registry/Philippines Statistics Authority - Branch Office

B. Death Certificate

(1) Electronic Copy

**Remarks:**

Note: Death Certificate must bear the Official Seal.

**Agency - Division:**

Office of Civil Registry - Branch Office

3. Official Receipt (OR) with BIR Registration

(1) Electronic Copy

**Agency - Division:**

Funeral Parlor/Memorial Service/Cemetery/Crematorium - Office

**If filed by the surviving legal spouse, the following documents may be submitted in lieu of OR:**

1. Marriage Certificate

(1) Electronic Copy

**Agency - Division:**

Local Civil Registrar/Municipal Civil Registrar/Philippine Statistics Authority/Foreign vital statistics office (with English translation) if married abroad/National Commission on Indigenous Peoples (NCIP) if deceased member or pensioner is an Indigenous People/Shari'a Circuit Clerk of Court if deceased member or pensioner is Muslim - Office

2. Online Certification

(Sample: Online )

**Remarks:**

Online certification, stating that the claimant - surviving legal spouse paid for the funeral expenses.

Applicant / Client

**If filed by claimant other than the surviving legal spouse (Child/ren, parent/s or any other natural person), The following documents may be submitted in lieu of OR:**

1. Certification of availment of memorial/funeral insurance plan

(1) Electronic Copy

Applicant / Client

<p>2. Any of the following additional documents shall be submitted together with the OR, whichever is applicable:</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>- Duly notarized waiver in favor of the claimant duly signed by the surviving legal spouse; or</li> <li>- Duly notarized affidavit as attested by two (2) disinterested persons, stating that the surviving legal spouse did not pay for the funeral expenses or cannot be located; or</li> <li>- Death Certificate of the legal spouse duly registered with LCR or issued by the PSA, including Marriage Certificate with the deceased member or pensioner duly registered with the LCR or issued by the PSA, if the legal spouse is already deceased; or</li> <li>- Certificate of No Marriage Record (CENOMAR) of the deceased member or pensioner, if civil status of the deceased member or pensioner is single.</li> </ul>	<p>Applicant / Client</p>								
<p><b>In the absence of the Death Certificate, submit the following:</b></p> <table border="1"> <tr> <td data-bbox="99 779 813 884"> <p>1. Certification of Non-Availability</p> <p>(1) Electronic Copy</p> </td> <td data-bbox="813 779 1523 884"> <p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippines Statistics Authority - Branch Office</p> </td> </tr> <tr> <td data-bbox="99 884 813 1115"> <p>2. Any one (1) of the following:</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>- Certification of Death issued by the Parish/Church</li> <li>- Certification of Burial from the Cemetery Administrator</li> <li>- Certification of cremation</li> </ul> </td> <td data-bbox="813 884 1523 1115"> <p>Applicant / Client</p> </td> </tr> </table>		<p>1. Certification of Non-Availability</p> <p>(1) Electronic Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippines Statistics Authority - Branch Office</p>	<p>2. Any one (1) of the following:</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>- Certification of Death issued by the Parish/Church</li> <li>- Certification of Burial from the Cemetery Administrator</li> <li>- Certification of cremation</li> </ul>	<p>Applicant / Client</p>				
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<p><b>Sub Situational Requirement/s</b></p> <table border="1"> <tr> <td colspan="2" data-bbox="99 1157 781 1199"> <p><b>For If member died and buried/cremated abroad</b></p> </td> </tr> <tr> <td data-bbox="99 1199 781 1304"> <p>1. Death Certificate</p> <p>(1) Electronic Copy</p> </td> <td data-bbox="781 1199 1523 1304"> <p><b>Agency - Division:</b></p> <p>Vital Statistics Office/County of Host Country - Office</p> </td> </tr> <tr> <td colspan="2" data-bbox="99 1304 781 1346"> <p><b>For If member died abroad and buried/cremated in the Philippines</b></p> </td> </tr> <tr> <td data-bbox="99 1346 781 1587"> <p>1. Death Certificate</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <p>Note: For death certificate not written in English language, official English translation from the Department of Foreign Affairs/Philippine Embassy is required</p> </td> <td data-bbox="781 1346 1523 1587"> <p><b>Agency - Division:</b></p> <p>Vital Statistics Office/County of Host Country - Office</p> </td> </tr> </table>		<p><b>For If member died and buried/cremated abroad</b></p>		<p>1. Death Certificate</p> <p>(1) Electronic Copy</p>	<p><b>Agency - Division:</b></p> <p>Vital Statistics Office/County of Host Country - Office</p>	<p><b>For If member died abroad and buried/cremated in the Philippines</b></p>		<p>1. Death Certificate</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <p>Note: For death certificate not written in English language, official English translation from the Department of Foreign Affairs/Philippine Embassy is required</p>	<p><b>Agency - Division:</b></p> <p>Vital Statistics Office/County of Host Country - Office</p>
<p><b>For If member died and buried/cremated abroad</b></p>									
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<p><b>For If member died abroad and buried/cremated in the Philippines</b></p>									
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<p><b>If original Official Receipt (OR) is not available (e.g. lost, original copy submitted to other agency), submit any of the documents below:</b></p> <table border="1"> <tr> <td data-bbox="99 1619 813 1724"> <p>1. Certified true copy of Official Receipt</p> <p>(1) Electronic Copy</p> </td> <td data-bbox="813 1619 1523 1724"> <p>Applicant / Client</p> </td> </tr> <tr> <td data-bbox="99 1724 813 1892"> <p>2. Certification issued by the funeral parlor/memorial service indicating the details of payment in defrayal of funeral expenses of the deceased member.</p> <p>(1) Electronic Copy</p> </td> <td data-bbox="813 1724 1523 1892"> <p>Applicant / Client</p> </td> </tr> </table>		<p>1. Certified true copy of Official Receipt</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>	<p>2. Certification issued by the funeral parlor/memorial service indicating the details of payment in defrayal of funeral expenses of the deceased member.</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>				
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<p><b>In lieu of Official Receipt, submit (original copy):</b></p>									

**Sub Situational Requirement/s**

**For If Memorial/Insurance was in the name of the deceased member (deceased member is the plan holder), submit the document below (for child/ren, parent/s or legal heir/s of the deceased member or pensioner only):**

1. Certification of Availment from the memorial/insurance plan compan

Applicant / Client

(1) Electronic Copy

**For If Memorial/Insurance was in the name of the claimant (claimant is the plan holder), submit the document below:**

1. Certification of Availment from the memorial/insurance plan company indicating the name of deceased member, claimant and date of death

Applicant / Client

(1) Electronic Copy

2. Proof of payment for memorial/funeral insurance plan indicating the name of claimant

Applicant / Client

(1) Electronic Copy

**In the absence of Marriage Certificate**

1. Certification of non-availability indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party

**Agency - Division:**

Local Civil Registry/Philippines Statistics Authority - Branch Office

(1) Electronic Copy

2. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage or Alien Certificate of Registration showing name of spouse

Applicant / Client

(1) Electronic Copy

**Sub Situational Requirement/s**

**For In the absence of the certificate of marriage:**

1. Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations

Applicant / Client

(1) Electronic Copy

2. Any of the following:

(1) Electronic Copy

**Remarks:**

Affidavit/Certificate of solemnizing officer stating the following together with authority to administer marriage, if applicable  
- date of marriage  
- place of marriage  
- reason for non-registration

Applicant / Client

Joint Affidavit of two (2) disinterested person who witnessed the marriage; and  
If with children, birth certificate of at least two (2) children wherein under both documents the names of parents and the date and place of marriage are indicated

**In the absence of Birth Certificate**

<p>1. Certification of non-availability indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party</p> <p>(1) Electronic Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippines Statistics Authority - Branch Office</p>
<p>2. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/congregation/sect/other religious organizations (with date of birth of child and name of parents)</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>
<p><b>In the absence of the baptismal/dedication certificate or its equivalent:</b></p>	
<p>1. Certification of non-availability from the parish/church/ministry/congregation/sect/other religious organizations</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>
<p>2. Any of the following documents where the name of dependent, date of birth and the name of the parents are indicated:</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <ul style="list-style-type: none"> <li>- School cards/record of dependent</li> <li>- Educational/insurance plans/health card record</li> <li>- Employment records of member</li> <li>- Philhealth/GSIS/Pag-IBIG records</li> <li>- Income Tax Return of member</li> <li>- Member's record duly received by SSS prior to May 1997</li> </ul> <p>Note:</p> <p>a) Baptismal/dedication certificate or its equivalent certificate must bear the original signature of the parish priest/head of church/ministry/congregation/sect/other religious organizations or his authorized signatory.</p> <p>b) Dedication Certificate or its equivalent certificate issued by the ministry/congregation/sect/other religious organizations in lieu of baptismal certificate must bear the date of birth and the name of the parents.</p>	<p>Applicant / Client</p>
<p><b>Additional document if deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable.</b></p>	
<p>1. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>
<p>2. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent</p> <p>(1) Electronic Copy</p>	<p>Applicant / Client</p>
<p><b>Additional documents for legally adopted children and birth certificate is without annotation.</b></p>	
<p>1. Decree of Adoption and Certificate of Finality of Judgment</p> <p>(1) Electronic Copy</p> <p><b>Remarks:</b></p> <p>Note: Date of adoption should be prior to date of death</p>	<p>Applicant / Client</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Visit the SSS website (www.sss.gov.ph). <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>1. The Member-claimant log-in page of the SSS website will be displayed.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>2. Logs in through the My.SSS Portal and clicks the "Submit Funeral Claim Application" via EServices Menu. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>2. My.SSS will display the Funeral Claim Application Module.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>3. Reads instructions and update personal information details, if necessary. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>3. My.SSS will display the button where the personal information of the member</p>	None	15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>4. Provides all the following information of the deceased SSS member and clicks "Proceed": - SS Number/C.R.N. - Surname and Given Name. - Date of Birth. - Date of Death; and - Amount of Funeral Expense/s. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>4. My.SSS will validate all information provided and check eligibility to the benefit.</p>	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>5. Provides the following information, if qualified: - Civil Status of the deceased member. - Relationship with the deceased member; and - Preferred disbursement account. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>5. My.SSS will display the enrolled disbursement account in the Disbursement Account Enrollment Module (DAEM).</p>	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>
<p>6. Uploads the following supporting documents: - Proof to establish SSS membership of deceased member. - Death certificate of deceased member; and - Proof of defrayal of funeral expenses, if applicable. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>6. My.SSS displays the upload button for supporting documents</p>	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Programmer; Information Systems Department II</li> <li>Junior/Senior Programmer; Information Systems Department IV</li> </ul>

7. Reads the Certification carefully and certifies by clicking the "Submit" button to agree and proceed with the submission of claim application. <b>Location:</b>  SSS Website at www.sss.gov.ph	7.1. Automatic assignment of the funeral benefit claim filed online to the concerned SSS branch office based on the registered mailing address of member-claimant.	None	5 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer; Information Systems Department II</li><li>• Junior/Senior Programmer; Information Systems Department IV</li></ul>
	7.2. My.SSS will send an email notification on the following: - Successful submission and assignment of claim to the concerned branch office for processing; and - Status of claim (approval/ rejection).		7 hour/s	<ul style="list-style-type: none"><li>• Junior/Senior Programmer; Information Systems Department II</li><li>• Junior/Senior Programmer; Information Systems Department IV</li></ul>
8. Checks email for the notice from the SSS on the following: - Successful submission and assignment of claim to the concerned branch office for processing; and - Status of claim (approval/ rejection). <b>Location:</b>  Email address registered in My.SSS	8.1. Retrieves FCA and documentary requirements submitted online.	None	1 working day/s	<ul style="list-style-type: none"><li>• Team Head/ Section Head; Branch Operations Sector</li></ul>
	8.2. Establishes SSS membership of deceased member by checking the proof of membership submitted.		1 working day/s	<ul style="list-style-type: none"><li>• Team Head/ Section Head; Branch Operations Sector</li></ul>
	8.3. Checks the following: <input type="checkbox"/> proper accomplishment of the online FCA <input type="checkbox"/> alterations/ erasures in submitted documents. <input type="checkbox"/> completeness of submitted documentary requirements. <input type="checkbox"/> consistency of information in SSS forms and documentary requirements <input type="checkbox"/> consistency of deceased member's data in the FCA as against the Online Inquiry, including alpha search <input type="checkbox"/> employment history <input type="checkbox"/> pending SSC case <input type="checkbox"/> eligibility of the deceased member to the benefit thru the Eligibility Inquiry -Funeral Benefit.		1 working day/s	<ul style="list-style-type: none"><li>• Team Head/ Section Head; Branch Operations Sector</li></ul>
	8.4. Reviews online the encoded data against CA and documentary requirements through the Prooflist for Reviewer Module.		1 working day/s	<ul style="list-style-type: none"><li>• Team Head/Section; Any of requesting office / division</li></ul>
	8.5. Submits the reviewed funeral claims in the SSS Funeral System for approval, correction, rejection, or deletion, whichever is applicable.		1 working day/s	<ul style="list-style-type: none"><li>• Head, MSS, SSS Branch; Any of requesting office / division</li></ul>
	8.6. Issues Letter of Instruction (LOI).		1 working day/s	<ul style="list-style-type: none"><li>• Treasury Division; Treasury Division</li></ul>
Total Processing Time:			7 working day/s	

## 72. Filing of SS Funeral Benefit Claim Application Over-the-Counter

Through over-the-counter filing, members may personally submit their funeral claim application and receive assistance with form completion and verification of required documents.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------

1. Funeral Claim Application Form  
(1) Original Copy And (1) Photo Copy

**Agency - Division:**  
Social Security System - Branch Office

## 2. Unified Multipurpose Identification Card

(1) Original Copy And (1) Photo Copy

### Remarks:

The primary ID card shall be the UMID Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:

- Social Security Card - Social Security System
- National Identification Card - Philippine Statistics Authority
- Driver's License - Land Transportation Office
- Passport - Department of Foreign Affairs/ Foreign Government
- Voter's ID - Commission on Election
- New Postal ID - Philippine Post Office
- NBI Clearance - National Bureau of Investigation
- PRC ID - Professional Regulation Commission

### Agency - Division:

Social Security System or Government Service Insurance System - Branch Office

## Secondary ID Cards/Documents

### 1. Secondary ID Cards/Documents

In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

### 3. Proof to Establish SSS Membership of deceased member

Any of the following:

A. Social Security Card/Unified Multi-purpose ID (UMID) card of deceased member

Applicant / Client

(1) Original Copy And (1) Photo Copy

B. Duly received SSS Records of deceased member (e.g. E-1/RS-1/NW-1/ OW-1/E-4)

Applicant / Client

(1) Original Copy And (1) Photo Copy

C. Employment Records with member's SS no. (e.g. company ID, payslip)

Applicant / Client

(1) Original Copy And (1) Photo Copy

D. Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member

Applicant / Client

(1) Original Copy And (1) Photo Copy

### 4. Death Certificate

Any of the following:

A. Death certificate of deceased member duly registered with the Local Civil Registry (LCR)/ issued by the Philippines Statistics Authority (PSA)

### Agency - Division:

Philippines Statistics Authority/ Local Government Unit - Local Civil Registry

(1) Original Copy And (1) Photo Copy

B. Death Certificate issued and signed by the authorized signatory of the Office of the Civil Registry and bearing the official seal.

### Agency - Division:

Local Government Unit - Office of the Civil Registry

(1) Original Copy And (1) Photo Copy

5. Official Receipt (OR) bearing the name of the claimant and the deceased member

(1) Original Copy

**Remarks:**

If filed by the surviving legal spouse

The following documents may be submitted in lieu of OR:

a. Marriage Certificate issued by any of the following authorities:

- Local Civil Registrar (LCR) or Municipal Civil Registrar (MCR);
- Philippine Statistics Authority (PSA);
- Foreign vital statistics office (with English translation) if married abroad.
- National Commission on Indigenous Peoples (NCIP) if deceased member or pensioner is an Indigenous People (IP); or
- Shari'a Circuit Clerk of Court if deceased member or pensioner is Muslim; and

b. Duly notarized affidavit stating that the surviving legal spouse paid for the funeral expenses.

If filed by claimant other than the surviving legal spouse (Child/ren, parent/s or any other natural person):

The following documents may be submitted in lieu of OR:

a. Certification of availment of memorial/ funeral insurance plan or any other acceptable funeral expense paid by the member or pensioner prior to his/her death, may be submitted in lieu of OR (For child/ren, parent/s or legal heir/s of the deceased member or pensioner only).

b. Any of the following additional documents shall be submitted together with the OR, whichever is applicable:

- Duly notarized waiver in favor of the claimant duly signed by the surviving legal spouse; or
- Duly notarized affidavit as attested by two (2) disinterested persons, stating that the surviving legal spouse did not pay for the funeral expenses or cannot be located; or
- Death Certificate of the legal spouse duly registered with LCR or issued by the PSA, including Marriage Certificate with the deceased member or pensioner duly registered with the LCR or issued by the PSA, if the legal spouse is already deceased; or
- Certificate of No Marriage Record (CENOMAR) of the deceased member or pensioner, if civil status of the deceased member or pensioner is single.

Applicant / Client

6. Proof of disbursement account:

Any of the following:

A. For bank account thru any PESONet participating banks:

- Passbook;
- ATM card with name of claimant and account number;
- Validated initial deposit slip;
- Bank Certificate/Statement issued within three (3) months prior to filing of claim with the following information:
  - complete name of claimant
  - account number.

B. For Electronic wallet such as Maya or GCash, claimant's mobile number

Applicant / Client

(1) Original Copy And (1) Photo Copy

C. For Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs), claimant's mobile number

(1) Original Copy And (1) Photo Copy

**Remarks:**

Applicant / Client

Benefit proceeds shall be credited to SSS member-claimant's UMID card enrolled as ATM. If without UMID card enrolled as ATM, benefit shall be credited to the preferred disbursement account enrolled by the claimant through his/her My.SSS account.

7. Additional Supporting Documents for EC Funeral Benefit Claim - if cause of death is work-connected (Submit the documents below duly signed by the employer or its authorized representative):

Any of the following:

A. If due to accident

- Accident Report/Report of Death (SS Form BPN-105) - Social Security System
- Statement of duties and responsibilities
- Updated service record
- Police investigation report or employer's report of injury, death, or casualty spot report, when applicable - Philippine National Police
- Mission/Job or Travel Order, when applicable
- Photocopy of page in the company logbook/record of accident signed by the employer.

B. If due to sickness

- Accident Report/Report of Death (SS Form BPN-105) - Social Security System
- Statement of duties and responsibilities
- Photocopy of page in the company logbook/record of accident signed by the employer.
- Pre-employment medical record

8. Other additional requirements if filed by claimant's authorized representative

- Present the original of any one (1) of the claimant's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo;
- Present the original of any one (1) of the authorized representative's primary ID card/document or any two (2) ID cards/documents, both with signature and at least one (1) with photo; and
- Submit the original Letter of Authority (LOA)/Special Power of Attorney (SPA)

**Remarks:**

Letter of Authority (LOA)/Special Power of Attorney (SPA) should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.

**LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS**

**Sub Situational Requirement/s**

**For Proof of Membership**

1. In the absence of the Proof of Membership, any one of the following documents may be presented as reference for the verification of the deceased member's SSS membership:

(1) Original Copy And (1) Photo Copy

**Remarks:**

- ☐ Birth Certificate
- ☐ Baptismal Certificate
- ☐ Marriage Contract/Certificate
- ☐ Philippine Health Insurance Corporation (PHIC) Member's Data Form
- ☐ Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- ☐ BIR Form
- ☐ GSIS Member's record
- ☐ Life Insurance Policy
- ☐ School Records
- ☐ Business Permit/Registration of Business Name or any proof of business operations

Applicant / Client

**For Death Certificate**

A. In the absence of the Death Certificate, submit the following:

Any of the following:

A. Certification of non-availability issued by LCR and PSA; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit  
- Branch Office/Local Civil Registry

B. Any one (1) of the following:

(1) Original Copy And (1) Photo Copy

**Remarks:**

- Certification of Death issued by the Parish/Church
- Certification of Burial from the Cemetery Administrator
- Certification of cremation

Applicant / Client

**For Proof of defrayal of funeral expense**

A. Original Official Receipt (OR) is not available (e.g. lost, original copy submitted to other agency), submit any of the documents below:

Any of the following:

A. Certified true copy of OR; or

(1) Original Copy

Applicant / Client

B. Certification issued by the funeral parlor/memorial service indicating the details of payment in defrayal of funeral expenses of the deceased member.

(1) Original Copy

**Remarks:**

In lieu of Official Receipt, submit (original copy):

Applicant / Client

2. If Memorial/Insurance was in the name of the deceased member (deceased member is the plan holder), submit the document below (for child/ren, parent/s or legal heir/s of the deceased member or pensioner only):

(1) Original Copy

Applicant / Client

C. If Memorial/Insurance was in the name of the claimant (claimant is the plan holder), submit the document below:

Any of the following:

<p>A. Certification of Availment from the memorial/insurance plan company indicating the name of deceased member, claimant and date of death; and</p> <p>(1) Original Copy</p>	Applicant / Client
<p>B. Proof of payment for memorial/funeral insurance plan indicating the name of claimant.</p> <p>(1) Original Copy</p>	Applicant / Client
<b>Additional Documentary Requirements:</b>	
<b>Sub Situational Requirement/s</b>	
<b>For In the absence of Marriage Certificate</b>	
<p>1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry</p>
<p>2. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage or Alien Certificate of Registration showing name of spouse.</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<b>For In the absence of Birth Certificate</b>	
<p>1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party; and</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry</p>
<p>2. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/ congregation/sect/other religious organizations (with date of birth of child and name of parents)</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<b>For Additional document if deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable.</b>	
<p>1. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>2. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<b>For Additional documents for legally adopted children and birth certificate is without annotation.</b>	
<p>1. Decree of Adoption and Certificate of Finality of Judgment</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Court of Appeals - Office of the Clerk of Court</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get/download and accomplish the Funeral Claim Application and other supporting form/s.</p> <p><b>Location:</b></p> <p>Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)</p> <p><b>Notes/Instruction:</b></p> <p>Forms can be downloaded from the SSS website (www.sss.gov.ph)</p>	1. Issues Funeral Claim Application form	None	10 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
<p>2. Get a queue number and wait for the number to be called.</p> <p><b>Location:</b></p> <p>Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)</p> <p><b>Notes/Instruction:</b></p> <p>If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>	2. Issues a queue number	None	1 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
<p>3. Submit the duly accomplished Funeral Claim Application, other supporting forms and documentary requirements</p> <p><b>Location:</b></p> <p>Member Services Section</p>	3.1. Receives Funeral Claim Application and submitted documentary requirements.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Establishes identity of filer		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.3. Establishes SSS membership of deceased member by checking the proof of membership submitted.		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	3.4. proper accomplishment of SSS forms - alterations/erasures in submitted documents. - completeness of submitted documentary requirements. - consistency of information in SSS forms and None None Jr./Sr. MSR, MSS, SSS Branch 124 documentary requirements - presented supporting documents are the same as the submitted photocopies. - consistency of deceased member's data in the FCA as against the Online Inquiry, including alpha search - employment history - pending SSC case - eligibility of the deceased member to the benefit thru the Eligibility Inquiry-Funeral Benefit.		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.5. Accomplishes Part II of the FCA based on interview conducted with filer and verification from the SSS Online Inquiry.		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.6. Issues acknowledgment stub to filer and returns original copies of submitted documentary requirements.		1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
4. Get Acknowledgment Stub and original copies of submitted documentary requirements. <b>Location:</b> Member Services Section	4.1. Encodes applicable data in the Data Entry Module of the SSS Funeral System.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	4.2. Submits in the SSS Funeral System the funeral claim record for review of Team Head/Section Head.		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	4.3. Affixes signature over printed name and indicates date on the "Received and Processed By" portion of the Funeral Claim Application		1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	4.4. Forwards to Team Head/Section Head the claim folder/s		2 working day/s, 7 hour/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	4.5. Reviews online the encoded data against FCA and documentary requirements through the Prooflist for Reviewer Module.	4 hour/s	• Team Head/ Section Head; Branch Operations Sector
	4.6. Submits the reviewed funeral claims in the SSS Funeral System for approval, correction, rejection, or deletion, whichever is applicable.	20 minute/s	• Team Head/ Section Head; Branch Operations Sector
	4.7. Affixes signature over printed name and indicates date and time on the "Reviewed by" portion of the Funeral Claim Application	1 minute/s	• Team Head/ Section Head; Branch Operations Sector
	4.8. Forwards to the Assistant Branch Head/Branch Head the claim folder/s.	1 working day/s	• Team Head/ Section Head; Branch Operations Sector
	4.9. Reviews the claim folder/s.	4 hour/s	• Assistant Branch Head/ Branch Head; Branch Operations Sector
	4.10. Affixes signature over printed name and indicates date and time on the "Approved By" portion of the Funeral Claim Application	1 minute/s	• Assistant Branch Head/ Branch Head; Branch Operations Sector
	4.11. Forwards to Senior Clerk the claim folder/s for scanning and archiving	1 working day/s	• Assistant Branch Head/ Branch Head; Branch Operations Sector
	4.12. Issues Letter of Instruction (LOI).	1 working day/s	• Senior Data Controller; Treasury Division
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

### 73. Filing of Employer Data Change Request (EDCR) for the following Simple Corrections: 1. Correction of Simple Error in Spelling of Employer's Name 2. Correction of Simple Error in Spelling Employer's Business Address 3. Change of Employer's Business Address

This process ensure efficient processing of Employer Data Change Request (EDCR) filed by Employers, in compliance with the requirements of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service

<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B (Government to Business)	
<b>Who may avail:</b>	All Business Employers	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Employer Data Change Request Form (SS Form R-8)  (2) Original Copy <b>Remarks:</b>  The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The form should be properly accomplished and notarized/administered by SSS personnel  The form shall be signed by the following authorized signatories: a. Single Proprietorship - Owner b. Partnership - Managing Partner c. Corporation - President, Chairman or Corporate Secretary d. Cooperative - Chairman or Board Secretary		<b>Agency - Division:</b>  Social Security System - SSS Branches
2. Certification and Agreement on Data Privacy Notice  (1) Original Copy		<b>Agency - Division:</b>  Social Security System - SSS Branches

### 3. Identification Requirements Checklist

#### **If filed by Business Employer/Authorized Signatory:**

Present the original and submit photocopy of any of the following:

##### a. Primary ID card/document:

1. Unified Multi-Purpose ID Card - Government Service Insurance System or Social Security System
2. Social Security Card - Social Security System
3. Philippine Identification Card/National ID - Philippine Statistics Authority
4. Driver's License - Land Transportation Office
5. Firearm Registration - Philippine National Police
6. License to Own and Possess Firearms - Philippine National Police
7. National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation
8. Passport - Department of Foreign Affairs/Foreign Government
9. Permit to Carry Firearms Outside of Residence - Philippine National Police
10. Postal Identity Card - Philippine Postal Corporation
11. Seafarer's Identification Card & Record Book (Seaman's Book) - Maritime Industry Authority
12. Voter's ID Card - Commission on Elections

b. Any two (2) other ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document).

#### **If filed by Authorized Representative:**

Present the original and submit photocopy of any of the following:

##### 1. For Business Employer/Authorized Signatory:

a. One (1) Primary ID card/document of the Business Employer/Authorized Signatory; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Business Employer/Authorized Signatory.

##### 2. For Authorized Representative:

a. One (1) Primary ID card/document of the Authorized Representative; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Authorized Representative.

##### 3. Submit Original copy of any of the following:

- o Special Power of Attorney
- o Letter of Authority

#### **If filed by Company Representative:**

Present the original of Authorized Company representative Card (ACR)

**For Correction of Erroneous Encoding of Employer's/Business' Name**

<div>1. Business Documents</div> <div>(1) Original Copy And (1) Photo Copy</div> <div>Remarks:</div> <div>Any of the following documents, whichever is applicable:</div> <div><div>1. Proof of Billing</div><div>2. Deed of Sale of Property</div><div>3. Lease Contract</div><div>4. Barangay Certificate</div><div>5. Any other document showing the new address</div></div>		<div>Applicant / Client</div>		
<div>For Correction of Erroneous Encoding of Employer's/Business' Address</div>				
<div>1. Business Documents</div> <div>(1) Original Copy And (1) Photo Copy</div> <div>Remarks:</div> <div>Any of the following documents, whichever is applicable:</div> <div><div>1. Certificate of Registration of Business Name from DTI</div><div>2. Certificate of Filing of Articles or Amended Articles of Partnership issued by SEC</div><div>3. Certificate of Filing of Articles or Amended Articles of Cooperation issued by CDA</div></div>		<div>Applicant / Client</div>		
<div>For Change of Employer's/Business' Address</div>				
<div>1. Business Documents</div> <div>(1) Original Copy And (1) Photo Copy</div> <div>Remarks:</div> <div>Any of the following documents, whichever is applicable:</div> <div><div>1. Proof of Billing</div><div>2. Deed of Sale of Property</div><div>3. Lease Contract</div><div>4. Barangay Certificate</div><div>5. Any other document showing the new address</div></div>		<div>Applicant / Client</div>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Get a queue number. <b>Location:</b> General Information and Forms Issuance Desk, SSS Branches</p> <p><b>Notes/Instruction:</b> <i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i>  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the properly accomplished EDCR, Certification and Agreement on Data Privacy Notice and supporting document/s <b>Location:</b> Member Services Section, SSS Branch</p> <p><b>Notes/Instruction:</b> If with discrepancy/ies or with incomplete supporting documents, Employer Data Change Request Form will be returned for proper accomplishments and/or submission of pertinent attachments/supporting documents.</p>	2.1. Receives the two (2) copies of EDCR, Certification and Agreement on Data Privacy Notice & supporting document/s and checks completeness of data in the form and supporting documents.	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative &amp; Senior Clerk; Branch Operations Sector</li> </ul>
	2.2. Processes the employer data change request.		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative ; Branch Operations Sector</li> </ul>
	2.3. Segregates the documents as follows: For release to filer: - duly stamped "Received" duplicate copy of SS Form R-8 and original copy/ies of submitted documentary requirements For review by SSO III/CEO II - original copy of SS Form R-8 with Certification and Agreement on Data Privacy Notice - photocopy/ies of submitted documentary requirements		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Receives the duly stamped "Received" SS Form R-8 and original copy/ies of supporting documents <b>Location:</b> Member Services Section, Servicing Branch</p>	3.1. Issues to filer the duly stamped "Received" EDCR and original copy/ies of supporting documents	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Prints "List of Encoded Requests for Simple Corrections" and forwards to Team/Section Head the original copies of EDCR with the submitted documentary requirements		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative ; Branch Operations Sector</li> </ul>
	3.3. Reviews thru SSS Web Inquiry System correction of ERs data based on the EDCR and forwards the signed documents to the Branch Head for approval		15 minute/s	<ul style="list-style-type: none"> <li>SSO III/CEO II, Member Services Section; Branch Operations Sector</li> </ul>

	3.4. Reviews/approves the data change request and forwards the complete documents to Senior Clerk for scanning and archival.	15 minute/s	• Branch Head; Branch Operations Sector
	3.5. Informs Employer thru email that request for correction/s is/are in order.	5 minute/s	• Senior Clerk, Member Services Section; Branch Operations Sector
<b>Total Processing Time:</b>		2 hour/s, 50 minute/s	
<b>Total Processing Fee:</b>		None	

#### 74. Filing of Employer Data Change Request (EDCR) for the following changes: 1. Legal Personality/Nature of Business 2. Date of Coverage 3. Name of Owner/Managing Partner/President/Chairman 4. Updating of Contact Information

This process ensure efficient processing of Employer Data Change Request (EDCR) filed by Employers, in compliance with the requirements of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2B (Government to Business)		
<b>Who may avail:</b>	All Business Employers		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>For Standard Requirement</b> 1. Employer Data Change Request Form (EDCR) (2) Original Copy <b>Remarks:</b> The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> The form should be properly accomplished and notarized/administered by SSS personnel The form shall be signed by the following authorized signatories: a. Single Proprietorship - Owner b. Partnership - Managing Partner c. Corporation - President, Chairman or Corporate Secretary d. Cooperative - Chairman or Board Secretary		<b>Agency - Division:</b> Social Security System - SSS Branches	
2. Certification and Agreement on Data Privacy Notice (1) Original Copy		<b>Agency - Division:</b> Social Security System - SSS Branches	

### 3. Identification Requirements Checklist

#### **If filed by Business Employer/Authorized Signatory:**

Present the original and submit photocopy of any of the following:

##### a. Primary ID card/document:

1. Unified Multi-Purpose ID Card - Government Service Insurance System or Social Security System
2. Social Security Card - Social Security System
3. Philippine Identification Card/National ID - Philippine Statistics Authority
4. Driver's License - Land Transportation Office
5. Firearm Registration - Philippine National Police
6. License to Own and Possess Firearms - Philippine National Police
7. National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation
8. Passport - Department of Foreign Affairs/Foreign Government
9. Permit to Carry Firearms Outside of Residence - Philippine National Police
10. Postal Identity Card - Philippine Postal Corporation
11. Seafarer's Identification Card & Record Book (Seaman's Book) - Maritime Industry Authority
12. Voter's ID Card - Commission on Elections

b. Any two (2) other ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document).

#### **If filed by Authorized Representative:**

Present the original and submit photocopy of any of the following:

##### 1. For Business Employer/Authorized Signatory:

a. One (1) Primary ID card/document of the Business Employer/Authorized Signatory; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Business Employer/Authorized Signatory.

##### 2. For Authorized Representative:

a. One (1) Primary ID card/document of the Authorized Representative; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Authorized Representative.

##### 3. Submit Original copy of any of the following:

- o Special Power of Attorney
- o Letter of Authority

#### **If filed by Company Representative:**

Present the original of Authorized Company representative Card (ACR)

### **For Change of Legal Personality/Nature of Business**

1. Business Documents  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  Any of the following documents, whichever is applicable: 1. Certificate of Registration of Business Name from DTI 2. Certificate of Filing of Amended Articles of Partnership / Incorporation / Cooperation issued by SEC/CDA		Applicant / Client		
<b>For Change of Date of Coverage (DOC)</b>  1. Business Documents  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  All of the following: 1. SS Forms R-1/R-1A (superseeding initial submission) 2. Affidavit of employee/s attesting to the actual date of his/their employment, if still employed with the employer 3. Certification from the following government agencies: <ul style="list-style-type: none"> <li>o Municipal/City Treasurer's Office</li> <li>o Bureau of Internal Revenue</li> </ul>		Applicant / Client		
<b>For Change of Name of Owner/Managing Partner/President/Chairman</b>  1. Business Documents  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  Any one (1) of the following, whichever is applicable: 1. Deed of Sale/Assignment duly signed by concerned parties with the new Owner's Registration or Business License 2. Deed of Donation, subject to compliance with the requirements thereto General Information Sheet duly received by the SEC 3. Minutes of General Assembly (for cooperatives)		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number. <b>Location:</b> General Information and Forms Issuance Desk, SSS Branches  <b>Notes/Instruction:</b> <i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i>  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

<p>2. Submit the properly accomplished EDCR, supporting documents and identification card/s or document/s</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p> <p><b>Notes/Instruction:</b></p> <p>If with discrepancy/ies or with incomplete supporting documents, EDCR will be returned for proper accomplishments and/or submission of pertinent attachments/supporting documents.</p>	<p>2. Receives the two (2) copies of EDCR &amp; supporting document/s and checks completeness and accuracy of data in the form and supporting documents against ER Static File</p>	<p>None</p>	<p>45 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Receives the duly stamped "Received" EDCR and original copy/ies of supporting documents</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p>	<p>3.1. Issues to filer the duly stamped "Received" EDCR and original copy/ies of supporting documents</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	<p>3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL, EDCR and supporting documents, if any for review</p>		<p>20 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	<p>3.3. Receives and checks completeness of TL, EDCR and supporting documents, if any, and returns to Jr./Sr. Member Service Representative the signed documents</p>		<p>20 minute/s</p>	<ul style="list-style-type: none"> <li>Social Security Officer III/Corporate Executive Officer II, Member Services Section; Branch Operations Sector</li> </ul>
	<p>3.4. Receives the signed TL with EDCR and supporting documents and releases to Administrative Section of the Branch</p>		<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	<p>3.5. Releases TL, EDCR and supporting documents to Membership Section, Processing Center</p>		<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
	<p>3.6. Receives and evaluates the request based on accomplished EDCR. Input of the EDCR Transaction in the Monitoring tool. SSO III assigns the request to Processor</p>		<p>1 working day/s</p>	<ul style="list-style-type: none"> <li>Senior Clerk, MOAS ; Central Processing Group</li> <li>Social Security Officer III; Central Processing Group</li> </ul>

	3.7. Evaluates the Request together with the attached documentary requirement	1 working day/s, 4 hour/s	• Processor II; Central Processing Group
	3.8. Reviews of EDCR Request together with the attached documentary requirements	2 working day/s	• Processor III; Central Processing Group
	3.9. Encodes the approved EDCR in the RRCS Module / Preparation of rejection letter to the Branch for the rejected EDCR	1 working day/s	• Processor II; Central Processing Group
	3.10. Data control and reviews of the encoded changes	1 working day/s	• Social Security Officer III/ Processor III; Central Processing Group
<b>Total Processing Time:</b>		6 working day/s, 7 hour/s, 20 minute/s	
<b>Total Processing Fee:</b>		None	

## 75. Payment of Contribution (Coverage and Collection Partner) in the Cash Management Department

Payment Reference Number (PRN) is a mandatory requirement in the payment of SSS Contribution. Coverage and collection partners (CCPs) may generate their Electronic Collection List (e- CL) Summary and Statement of Account (SOA), respectively, through the SSS website ([www.sss.gov.ph](http://www.sss.gov.ph)) or avail of the assistance provided by the Professional Sector Department (PrSD).

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen), G2G (Government to Government)
<b>Who may avail:</b>	Coverage and Collection Partners (CCPs) under the KaSSSangga-Collect Program (KCP) and the Contribution Subsidy Provider Program (CSPP)
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b> 1. Printed Copy of e-CL Summary/SOA from SSS containing the PRN  (1) Original Copy <b>Remarks:</b> If e-CL Summary/Statement of Account is not available, accomplished Payment Return Form may be presented at the Telling Section.	<b>Agency - Division:</b> Social Security System - My.SSS account of Coverage and Collection Partner (SSS Website)

2. Cash and/or Manager's/Cashier's Check  (1) Original Copy <b>Remarks:</b>  Note: With endorsement at the back of check. Contact person and contact information.		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submit the e-CL Summary/SOA/PRN payment slip. <b>Location:</b> SSS Main Office  <b>Notes/Instruction:</b>  <i>Waiting time is also included in the processing time which varies depending on number of walk-in clients and season (peak/off peak).</i>	1.1. Receive and verify if check or cash amount indicated on the e-CL summary/SOA/ PRN Payment Slip is accurate or data match.	None	3 minute/s	• Cashier/Teller; Cash Management Department
	1.2. Encode the submitted e-CL/Summary/SOA/PRN payment slip in the ATS Module		2 minute/s	• Cashier/Teller; Cash Management Department
	1.3. Print the validation details on the e-CL Summary/ SOA/ PRN Payment Slip and at the back of the cheque, if check payment.		3 minute/s	• Cashier/Teller; Cash Management Department
	1.4. Check the correctness of printed validation details.		3 minute/s	• Cashier/Teller; Cash Management Department
2. Get the validated payment form. <b>Location:</b> SSS Main Office	2.1. Issue the validated e-CL Summary/SOA/Payment Slip and change, if any.	None	2 minute/s	• Cashier/Teller; Cash Management Department
	2.2. Put/Keep the validated e-CL Summary/ SOA/ Payment Slip in the designated box/tray and cash/cheque in the Cashier's collection drawer.		2 minute/s	• Cashier/Teller; Cash Management Department
Total Processing Time:			15 minute/s	
Total Processing Fee:			None	

## 76. Filing of Employer Data Change Request (EDCR) for Change in Business Status (Resumption of Operation)

This process ensure efficient processing of Employer Data Change Request (EDCR) filed by Employers, in compliance with the requirements of Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2B (Government to Business)	
<b>Who may avail:</b>	All Business Employers	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Employer Data Change Request Form (SS Form R-8) (2) Original Copy <b>Remarks:</b> The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> The form should be properly accomplished and notarized/administered by SSS personnel The form shall be signed by the following authorized signatories: a. Single Proprietorship - Owner b. Partnership - Managing Partner c. Corporation - President, Chairman or Corporate Secretary d. Cooperative - Chairman or Board Secretary		<b>Agency - Division:</b> Social Security System - SSS Branches
2. Employment Report Form (SS Form R-1A) (1) Original Copy <b>Remarks:</b> The form is also downloadable thru SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>		<b>Agency - Division:</b> Social Security System - SSS Branches
3. Certification and Agreement on Data Privacy Notice (1) Original Copy		<b>Agency - Division:</b> Social Security System - SSS Branches

#### 4. Identification Requirements Checklist

**If filed by Business Employer/Authorized Signatory:**

Present the original and submit photocopy of any of the following:

a. Primary ID card/document:

1. Unified Multi-Purpose ID Card - Government Service Insurance System or Social Security System
2. Social Security Card - Social Security System
3. Philippine Identification Card/National ID - Philippine Statistics Authority
4. Driver's License - Land Transportation Office
5. Firearm Registration - Philippine National Police
6. License to Own and Possess Firearms - Philippine National Police
7. National Bureau of Investigation (NBI) Clearance - National Bureau of Investigation
8. Passport - Department of Foreign Affairs/Foreign Government
9. Permit to Carry Firearms Outside of Residence - Philippine National Police
10. Postal Identity Card - Philippine Postal Corporation
11. Seafarer's Identification Card & Record Book (Seaman's Book) - Maritime Industry Authority
12. Voter's ID Card - Commission on Elections

b. Any two (2) other ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document).

**If filed by Authorized Representative:**

Present the original and submit photocopy of any of the following:

1. For Business Employer/Authorized Signatory:

a. One (1) Primary ID card/document of the Business Employer/Authorized Signatory; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Business Employer/Authorized Signatory.

2. For Authorized Representative:

a. One (1) Primary ID card/document of the Authorized Representative; OR

b. Two (2) Secondary ID cards/documents, both with signature and at least one (1) with photo (in the absence of a Primary ID card/document) of Authorized Representative.

3. Submit Original copy of any of the following:

- o Special Power of Attorney
- o Letter of Authority

**If filed by Company Representative:**

Present the original of Authorized Company representative Card (ACR)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>General Information and Forms Issuance Desk, SSS Branches</p> <p><b>Notes/Instruction:</b></p> <p><i>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</i></p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submit the properly accomplished EDCR, supporting documents and identification card/s or document/s</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p> <p><b>Notes/Instruction:</b></p> <p>If with discrepancy/ies or with incomplete supporting documents, SS Form R-8 will be returned for proper accomplishments and/or submission of pertinent attachments/supporting documents.</p>	2. Receives the two (2) copies of EDCR, R-1A & supporting document/s and checks completeness and accuracy of data in the form and supporting documents against ER Static File.	None	45 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Receives the duly stamped "Received" EDCR and original copy/ies of supporting documents</p> <p><b>Location:</b></p> <p>Member Services Section, SSS Branch</p>	3.1. Issues to filer the duly stamped "Received" EDCR and original copy/ies of supporting documents	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL, EDCR and supporting documents, if any, for review		20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.3. Receives and checks completeness of TL, EDCR and supporting documents, if any and and returns signed TL with SS Form R-8 and supporting document/s, if any, to Jr./Sr. Member Service Representative		20 minute/s	<ul style="list-style-type: none"> <li>SSO III/CEO II, Member Services Section; Branch Operations Sector</li> </ul>

3.4. Forwards the signed TL with EDCR and supporting documents to Administrative Section of the Branch	10 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
3.5. Releases TL, EDCR and supporting documents to Processing Center	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
3.6. Receives and evaluates the request based on accomplished EDCR Form. Input of the EDCR Transaction in the Monitoring tool. SSO III assigns request to Processor	1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk, MOAS; Central Processing Group</li> <li>SSO III; Central Processing Group</li> </ul>
3.7. Evaluates the request together with the attached documentary requirement	2 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
3.8. Reviews of EDCR request together with the attached documentary requirements	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor III; Central Processing Group</li> </ul>
3.9. Encodes the approved EDCR in the RRCS Module / Preparation of rejection letter to the Branch for the rejected EDCR	1 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
3.10. Data control and review of the encoded changes	1 working day/s	<ul style="list-style-type: none"> <li>SSO III/ Processor III; Central Processing Group</li> </ul>
<b>Total Processing Time:</b>		6 working day/s, 7 hour/s, 20 minute/s
<b>Total Processing Fee:</b>		None

## 77. Application of Employer ID Number and initial Filing of Employee Report via Central Business Portal - Philippine Business Hub (CBP-PBH) of the Department of Information and Communications Technology (DICT)

This process is facilitated by the Department of Information and Communications Technology (DICT). The CBP-PBH is a single online site for all business-related information, with the objective of streamlining the registration of business and other activities through online transactions.

For complete details of Employer Registration thru CBP-PBH Portal please visit <https://business.gov.ph>

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	All Business Employers			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Standard Requirement</b> 1. Successful and validated Registration in the Central Business Portal - Philippine Business Hub (CBP-PBH)  (1) Electronic Copy <b>Remarks:</b> For complete DTI registration guide, please visit <a href="https://bnrs.dti.gov.ph">https://bnrs.dti.gov.ph</a>  For complete SEC registration guide, please visit <a href="https://esparc.sec.gov.ph/application">https://esparc.sec.gov.ph/application</a>		<b>Agency - Division:</b> Central Business Portal - Philippine Business Hub (CBP-PBH), Department of Information and Communications Technology - CBP-PBH website: <a href="https://business.gov.ph">https://business.gov.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1. Employer-applicant registers business through the CBP-PBH. <b>Location:</b> <a href="https://business.gov.ph">https://business.gov.ph</a>  <b>Notes/Instruction:</b> The employer-applicant should create an account in the CBP-PBH portal to use the PBH and to begin with the registration of the new business. Once account is created, an account verification link shall be forwarded to the applicant's email. The applicant should click the link to finish creating the account.  Once the employer-applicant have verified his/her account, the applicant may now login to the application dashboard and start applying for a business by clicking the Register a Business button to start an application.	1.1. CBP-PBH submits employer registration to Securities and Exchange Commission (SEC) for a Corporation or to the Department of Trade and Industries (DTI) for Sole Proprietorship for validation	<b>Formula Fees</b> Breakdown: SEC FeeDTI FeeBIR Fee	15 minute/s	<ul style="list-style-type: none"> <li>Processed by the system; Department of Information and Communications Technology (DICT)</li> </ul>
	1.2. SEC/DTI returns validated registration to CBP-PBH.		15 minute/s	<ul style="list-style-type: none"> <li>Processed by the system; Department of Information and Communications Technology (DICT)</li> </ul>
	1.3. CBP-PBH sends validated registration to the Bureau of Internal Revenue (BIR) and Social Security Agencies (SSAs) [including the Social Security System (SSS)].		15 minute/s	<ul style="list-style-type: none"> <li>Processed by the system; Department of Information and Communications Technology (DICT)</li> </ul>
	1.4. SSS issues Employer ID number through system and sends to CBP-PBH		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Specialist and Corporate Executive Officer (CEO) III; Information Systems Department I</li> </ul>
	1.5. CBP-PBH issues registration details to employer, including SSS Employer ID number and all other numbers issued by concerned government agencies.		15 minute/s	<ul style="list-style-type: none"> <li>Processed by the system; Department of Information and Communications Technology; Any of requesting office / division</li> </ul>

2. Accomplish and submit initial Employee Report <b>Location:</b> <a href="https://business.gov.ph">https://business.gov.ph</a>	2. CBP-PBH will submit the report to SSS. The SSS will validate the submission and send a status back to the CBP.	None	15 minute/s	<ul style="list-style-type: none"> <li>Processed by the system; Department of Information and Communications Technology (DICT)</li> </ul>
<b>Total Processing Time:</b>			1 hour/s, 30 minute/s	
<b>Total Processing Fee:</b>			None	

## 78. My.SSS Registration for Employer Account

Facilitates the online registration of employers to obtain exclusive access to their SSS records and perform online transactions.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	All Employers (Business and Household) with Employer/Household Employer ID number and date of coverage.			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>
1. Visit the official SSS website, click on "Login to My.SSS", then select "Create Now" and choose either "Employer" or "Household Employer", as applicable. <b>Location:</b> <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> <b>Notes/Instruction:</b> Employer must have a stable internet connection	1. The system provides 24/7 access to the My.SSS portal and allows employers to apply for My.SSS registration by creating an account.	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior Specialist; Information Systems Department IV</li> <li>Senior Specialist; Information Systems Department IV</li> <li>Corporate Executive Officer III; Information Systems Department IV</li> <li>Department Manager III; Information Systems Department IV</li> </ul>
<b>2. Employer chooses the applicable type of employer account to register.</b>				

<p><b>The employer selects the Household Employer Account option.</b>  2.A.Phase 1. Click "Household Employer" and fill out all the required fields under "Household Employer Information". Check the box next to "I'm not a robot" captcha, then click "Next". Review the encoded information, click the check box beside the "I accept the Terms of Service", then click "Submit". A modal will prompt to confirm the submission of the registration, click "Yes" button to proceed. Phase 2. Click the link found in email. Fill out the fields in "Household Employer Address". Review the encoded information, then click the check box beside the "I accept the Terms of Service", then click "Next". A modal will prompt to confirm the submission of the registration, click "Yes" button to proceed. Phase 3. Click the link in the email, set the preferred password and click "Submit".  <b>Location:</b>  <a href="https://sso.sss.gov.ph/wssso/logtype?action=register">https://sso.sss.gov.ph/wssso/logtype?action=register</a>  <b>Notes/Instruction:</b>  Phase 1. The following fields in the "Household Employer Information" are required (mandatory) to be filled out:</p> <ol style="list-style-type: none"> <li>1. 10-digit employer ID and 3-digit employer branch;</li> <li>2. Mobile Number;</li> <li>3. Household email address; and</li> <li>4. Preferred User ID</li> </ol> <p>Phase 2. The fields in the "Household Employer Address" are optional.</p> <p>Phase 3. The password guidelines are as follows:</p> <ol style="list-style-type: none"> <li>1. at least 8 alpha-numeric characters;</li> <li>2. with at least 1 numeric, 1 upper case, and 1 lower case letter; and</li> <li>3. must not contain special characters.</li> </ol>	<p>2.A. Phase 1. The system validates the submitted household employer information with the SSS database and sends system notification through email which will direct the household employer to proceed to the second phase of the registration process. Phase 2. The system notifies the employer through an on-screen message that the registration has successfully been submitted and sends system notification through email, which will direct the household employer to proceed to the third phase of the registration process. Phase 3. After the employer successfully nominates a password, the system completes the account registration process and grants access to the employer.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>The employer selects the Employer Account option.</b>  2.B.Phase 1. Click "Employer" and fill out all the required fields under "Employer Information". Check the box next to "I'm not a robot" captcha, then click "Next". Review the encoded information, click the check box beside the "I accept the</p>	<p>2.B. Phase 1. The system validates the submitted employer information with the SSS database and sends system notification through email which will direct the employer to proceed to the second phase of the registration process. Phase 2. The system notifies the employer through an on-screen message that</p>	<p>None</p>	<p>6 working day/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information</li> </ul>

Terms of Service", then click "Submit". A modal will prompt to confirm the submission of the registration, click "Yes" button to proceed. Phase 2. Click the link found in email. Check the box if "Single Proprietor", leave it blank if you are not a single proprietor. If not a single proprietor, fill out the fields in "Employer Authorized Signatory Details". Click the check box beside the "I accept the Terms of Service", then click "Next". A modal will prompt to confirm the submission of the registration, click "Yes" button to proceed. If a single proprietor, no need to fill out the fields in "Employer Authorized Signatory Details", proceed to clicking the check box beside the "I accept the Terms of Service", then click "Next". A modal will prompt to confirm the submission of the registration, click "Yes" button to proceed. Phase 3. If the registration has been rejected, check the company's email address for the reason, make the necessary corrections, and complete the registration process. If the registration has been approved, click the link sent to the company's email address, set the preferred password, then click "Submit".

**Location:**

<https://sso.sss.gov.ph/wssso/logtype?action=register>

**Notes/Instruction:**

Phase 1. The following fields in the "Employer Information" are required (mandatory) to be filled out:

1. 10-digit employer ID and 3-digit employer branch;
2. Address;
3. Preferred User ID;
4. Mobile Number;
5. Company email address.

Phase 2. The following fields in the "Employer Authorized Signatory Details" are required (mandatory) to be filled out:

1. SS Number;
2. First Name;
3. Last Name; and
4. Email Address

Phase 3. The password guidelines are as follows:

1. at least 8 alpha-numeric characters;

the registration has successfully been submitted and sends system notification through email, which will direct the employer to proceed to the third phase of the registration process. Phase 3. The system assigns to the employer's SSS servicing branch the validation of the said employer's registration application. If rejected, SSS will notify the employer via the company's email, detailing the reason for the registration rejection. If approved, an email notification will be sent to the company's registered email address, allowing the company to set a password for their account. After the employer successfully nominates a password, the system completes the account registration process and grants access to the employer.

Systems Department IV

- Department Manager III; Information Systems Department IV
- Junior Member Service Representative/Member Services Section; Branch Operations Sector
- Senior Member Service Representative/Member Services Section; Branch Operations Sector
- Social Security Officer III/Member Services Section; Branch Operations Sector
- Corporate Executive Officer II/Member Services Section; Branch Operations Sector

2. with at least 1 numeric, 1 upper case, and 1 lower case letter; and				
3. must not contain special characters.				
<b>Total Processing Time:</b>			2 minute/s	
<b>Total Processing Fee:</b>			None	

## 79. Request for Cancellation of Multiple SS Number/s

To facilitate request for cancellation of members with multiple SS numbers. If member's records (microfilmed copy of Personal Data Record Form (SS Form E-1) and Member Data Change Record (SS Form E-4) ) is not available at the Automated Records Management System (ARMS) Workplace, the request will only be processed once the requesting branch has received the member's record copy/ies from Records and Archiving Services Department or SSS Branch who have received the application for E-1/E-4 of the member.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All members
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	

### For Standard Requirement

#### 1. Request/Verification Form

(1) Original Copy

#### Remarks:

The form is also downloadable thru the SSS Website at [www.sss.gov.ph](http://www.sss.gov.ph)

The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.

If filed by the member, Part I (a to c) of the form should be properly filled-out.

If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.

#### Agency - Division:

Social Security System - Branch Office

#### 2. Certification and Agreement on Data Privacy Notice

(1) Original Copy

#### Agency - Division:

Social Security System - Branch Office

### 3. Valid Identification Cards

#### If filed by Member

Present the original and submit photocopy of any of the following:

##### 1. Primary ID

- Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - PNP
- National Bureau of Investigation (NBI) Clearance - NBI
- Passport - Department of Foreign Affairs / Foreign Government
- Philippine Identification Card / National ID - Philippine Statistics Authority
- Permit to Carry Firearms Outside of Residence - PNP
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification & record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

#### If filed by Member's Representative

Present the original and submit photocopy of the following:

##### 1. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Authorized Representative

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)

#### If filed by Company Representative

- Present the original Authorized Company Representative Card

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and the identification card/document.	None	20 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
	2.2. Determines if member has multiple SS numbers onscreen.		15 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p> <p><b>Notes/Instruction:</b></p> <p>If record copy/ies of member is not available in the ARMS Workplace, the Jr./Sr. Member Service Representative shall prepare request for record copy/ies thru RIMC01 and transmit to Records Archiving and Services Department. The request for cancellation of multiple SS number of the member shall be transmitted to Processing Center once the record copy/ies has been received by the servicing branch.</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that record copy/ies of member are still for retrieval and request will be transmitted to Processing Center for processing.	None	10 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Checks record copy/ies in the ARMS Workplace if available.		25 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member service Representative; Branch Operations Sector</li> </ul>
	3.3. Prepares two (2) copies of Transmittal List (TL) and forwards the TL together with the form and microfilmed copies of member to Team/Section Head for review.		30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

3.4. Receives and checks completeness of TL, Request/Verification Form, Certification and Agreement on Data Privacy Notice and record copy/ies and forwards signed documents with supporting documents to Jr./Sr. Member Service Representative.	30 minute/s	<ul style="list-style-type: none"> <li>SSO III/CEO II, Member Services Section; Branch Operations Sector</li> </ul>
3.5. Receives the signed documents and releases to Administrative Section of the Branch.	10 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
3.6. Releases the signed TL and attached supporting documents to Membership and Operations Accounting Section (MOAS), Processing Center.	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
3.7. Receives and evaluates the request for accomplished Request/Verification Form from the Branch Offices. Input of the Cancellation request in the Monitoring tool. SSO III assigns request to Processor.	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>SSO III; Central Processing Group</li> </ul>
3.8. Evaluates the request together with the attached documentary requirement	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
3.9. Reviews of Cancellation Request together with the attached documentary requirements	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Processor III; Central Processing Group</li> </ul>
3.10. Encodes of the approved Cancellation Request in the Redesignated Registration and Coverage System (RRCS) Module / Preparation of rejection letter to the Branch for the rejected Cancellation Request	1 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
3.11. Data control and reviews of the encoded cancellation	1 working day/s	<ul style="list-style-type: none"> <li>SSO III; Central Processing Group</li> </ul>
<b>Total Processing Time:</b>		7 working day/s
<b>Total Processing Fee:</b>		None

## 80. Online Submission of Employment Report (R1A) in My.SSS

Online service facility that allows the registered employers to submit their Employment Report (R1A) for new employees through My.SSS.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Regular and Household Employers			
<b>Operating Hours:</b>	24/7			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Access the SSS website, then click Employer Portal and log in to account SSS Website: www.sss.gov.ph</p> <p><b>Location:</b> www.sss.gov.ph</p>	<p>1. Validates the User ID and password given and displays the homepage of the Employers account.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>2. Mouse-over to "Services" then click "Submit Employment Report (R1A)".</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>2. The system will display the online form to be filled out by the Employer.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>3. Provide the following information: 1. SS Number 2. Full name (Last name, First name, Middle name and Extension) 3. Date of Birth 4. Date of Employment 5. Monthly Earnings 6. Position of the newly hired employee.</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>3. The system validates if the encoded employee information is correct based on the SSS records. - SS records. <input checked="" type="checkbox"/> If the encoded information is correct, employer can proceed with the submission of the report. - If incorrect, the system displays that there is an incorrect information on the encoded details of the employee and will not be able to proceed with the submission.</p>	<p>None</p>	<p>3 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>4. Click "Submit"</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>4. - The system displays the transaction number of the submitted report. - System sends transaction notification of the submitted R1A to the registered email address containing the transaction details: a. Transaction Number b. Number of employees reported. c. SS number of the reported employees.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>5. Check the registered email address for the email notification containing the transaction number of the submitted employment report (R1A).</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p>	<p>5. Verify the transaction details:</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department I</li> <li>• Senior Specialist; Information Systems Department I</li> <li>• Corporate Executive Officer III; Information Systems Department I</li> <li>• Department Manager III; Information Systems Department I</li> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			8 minute/s	
<b>Total Processing Fee:</b>			None	

## 81. Filing of Death Benefit Claim Application Over-the-Counter

This service outlines the over-the-counter filing of death benefit claim applications, guiding the claimants through the submission of required documents for timely processing and approval. The death benefit is either a monthly pension or lump sum granted to the beneficiaries of a deceased member.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department	
<b>Category:</b>	External Service	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	<p><b>FOR SS DEATH BENEFIT CLAIM:</b></p> <p>a. Primary beneficiaries:</p> <ul style="list-style-type: none"> <li>- The dependent spouse who has not re-married, cohabited or entered in a "live-in" relationship before or after the death of the member; and</li> <li>- The dependent legitimate, legitimated or legally adopted and illegitimate children who is unmarried, not gainfully employed and has not reached twenty-one (21) years of age or if over 21 years of age, he/she is congenitally or while still a minor has been permanently incapacitated and incapable of self-support, physically or mentally.</li> </ul> <p>b. Secondary beneficiaries: Dependent parent/s who are receiving regular support from the deceased member</p> <p>c. Any other person designated by the deceased member</p> <p>d. Legal heir/s.</p> <p><b>FOR EC DEATH BENEFIT CLAIM:</b></p> <p>a. Primary Beneficiaries:</p> <ul style="list-style-type: none"> <li>- The legitimate spouse living with the employee at the time of the employee's death until he/she remarries; and</li> <li>- Legitimate, legitimated, legally adopted or acknowledged natural child/ren, who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided he is incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquired during minority.</li> </ul> <p>b. Secondary Beneficiaries:</p> <ul style="list-style-type: none"> <li>- The Legitimate parents wholly dependent upon the employee for regular support; and</li> <li>- The legitimate descendants and illegitimate child/ren who are unmarried, not gainfully employed, not over 21 years of age, or over 21 years of age provided that they are incapacitated and incapable of self-support due to physical or mental defect which is congenital or acquires during minority.</li> </ul>	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
<p>1. Death Claim Application Form or Death Claim Application under Portability Law</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Death Claim Application Form or Death Claim Application under Portability Law may also be downloaded from the Social Security System Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>		<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p>2. Member's/Claimant's Photo and Signature Card, if claimant/guardian has not been issued a UMID card</p> <p>(1) Original Copy And (1) Photo Copy</p>		<p>Applicant / Client</p>

3. Death Certificate of deceased member duly registered with the Local Civil Registry (LCR) or issued by the Philippine Statistics Authority (PSA), if without settled funeral benefit

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Local Civil Registry/Philippine Statistics Authority - Branch Office

**If member died abroad**

1. Death Certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent or Report of Death issued by the Philippine Embassy or Consulate General shall be submitted

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Vital Statistics Office/Philippine Embassy - Foreign Office

**4. Proof of disbursement account in any of the following:**

Any of the following:

A. Bank account through any PESONet participating banks

(1) Original Copy And (1) Photo Copy

**Remarks:**

- Passbook

Applicant / Client

- ATM cards with name of claimant and account number

- Validated deposit slip

- Bank Certificate/Statement issued within three (3) months prior to filing of claim

B. Electronic wallet such as Maya or GCash

Applicant / Client

(1) Original Copy And (1) Photo Copy

C. Pick-up arrangement with Remittance Transfer Companies (RTCs)/Cash Payout Outlets (CPOs)

(1) Original Copy And (1) Photo Copy

**Remarks:**

Applicant / Client

Note: Benefit proceeds shall be credited to SSS member-claimant's UMID card enrolled as ATM. If without UMID card enrolled as ATM, benefit shall be credited to the preferred disbursement account enrolled by the claimant through his/her My.SSS account.

## 5. Claimant's Identification Cards/Documents

(1) Original Copy And (1) Photo Copy

### Remarks:

The primary ID card shall be the UMID Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature, and underwent biometric data capture process such as but not limited to the following:

- Social Security (SS) Card - Social Security System
- Philippine Identification Card (PhilID) - Philippine Statistics Authority
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - Philippine National Police (PNP)
- National Bureau of Investigation Clearance - National Bureau of Investigation
- Passport - Department of Foreign Affairs
- Permit to Carry Firearms Outside of Residence - Philippine National Police (PNP)
- New Postal ID - Philippine Postal Corporation
- Seafarer's Identification & Record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Election

Note: In the absence of primary ID card/document the member shall present/submit any two (2) ID cards/documents both with signature and at least one (1) with photo.

Applicant / Client

## Additional documentary requirements

### Sub Situational Requirement/s

**For If filed by Primary Beneficiary/ies, if not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information**

1. Marriage Certificate of deceased member duly registered with the LCR or issued by the PSA;

(1) Original Copy And (1) Photo Copy

#### Agency - Division:

Local Civil Registry/Philippine Statistics Authority - Branch Office

2. Birth Certificate of dependent child/ren duly registered with the LCR or issued by the PSA;

(1) Original Copy And (1) Photo Copy

#### Agency - Division:

Local Civil Registry/Philippine Statistics Authority - Branch Office

**For If filed by Secondary Beneficiary/ies**

1. Birth Certificate of deceased member duly registered with LCR or issued by the PSA, if parents is/are not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information

(1) Original Copy And (1) Photo Copy

#### Agency - Division:

Local Civil Registry/Philippine Statistics Authority - Branch Office

2. Death Certificate duly registered with LCR or issued by the PSA, whichever is applicable

(1) Original Copy And (1) Photo Copy

#### Agency - Division:

Local Civil Registry/Philippine Statistics Authority - Branch Office

3. Marriage Certificate of parents duly registered with LCR or issued by the PSA, if date of death of member is prior to 24 May 1997

(1) Original Copy And (1) Photo Copy

#### Agency - Division:

Local Civil Registry/Philippine Statistics Authority - Branch Office

<p>4. Affidavit attesting to the parent's dependency for support from the deceased member (Prescribed Form) (1 copy, photocopy)</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Note: If the deceased member died at the age of sixty-five (65) years or above, death certificate of parents is no longer necessary.</p>	<p>Applicant / Client</p>
<p><b>For If filed by Designated Beneficiary/ies</b></p> <p>1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippine Statistics Authority - Branch Office</p>
<p>2. Birth Certificate of the deceased member</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippine Statistics Authority - Branch Office</p>
<p>3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p><b>For If filed by Legal Heirs of the Deceased Member</b></p> <p>1. Death Certificate duly registered with LCR or issued by the PSA of the following, whichever is applicable</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippine Statistics Authority - Branch Office</p>
<p>2. Birth Certificate of the deceased member</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippine Statistics Authority - Branch Office</p>
<p>3. Joint Affidavit (CLD-1.3) preferably by the relatives of the deceased member</p> <p>(1) Original Copy And (1) Photo Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p>4. Birth certificate of at least two (2) legal heirs, if applicable</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Note:</p> <ul style="list-style-type: none"> <li>- Documents issued in a foreign country should have English translation. Authentication by the Philippine Embassy or Consulate General is not required if said documents are duly received and signed by the SSS Foreign Representative, Foreign Office.</li> <li>- For claims filed abroad, photocopy of supporting document/s may be presented and submitted in the absence of the original/certified true copy, to be duly received and signed by the SSS Foreign Representative, Foreign Office.</li> </ul>	<p><b>Agency - Division:</b></p> <p>Local Civil Registry/Philippine Statistics Authority - Branch Office</p>
<p><b>LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS</b></p>	
<p><b>Sub Situational Requirement/s</b></p> <p><b>For In the absence of the Death Certificate</b></p>	

1. Certification of non-availability issued by the PSA/LCR or issued by foreign government indicating that death records of the office/agency concerned is intact but there is no record of death for the deceased member; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry

2. Any one (1) of the following:

(1) Original Copy And (1) Photo Copy

**Remarks:**

- Certification of death issued by the parish/church
- Certification of burial issued by the cemetery administrator
- Certification of cremation

Applicant / Client

**For In the absence of Marriage Certificate**

1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry

2. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage or Alien Certificate of Registration showing name of spouse

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For In the absence of Birth Certificate**

1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry

2. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/ congregation/sect/other religious organizations (with date of birth of child and name of parents)

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For If deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable**

1. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate

(1) Original Copy And (1) Photo Copy

Applicant / Client

2. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For If spouse has been separated in fact/legally separated from the deceased member (not living as husband and wife)**

1. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member who have personal knowledge of the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member and that the surviving spouse must not be the one who gave ground for the separation; or

(1) Original Copy And (1) Photo Copy

Applicant / Client

<p>2. Affidavit of surviving spouse with undertaking stating that he/she has no known relative of the member or that surviving spouse is not in good terms with the deceased member's relative; or</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>3. Court declaration that the member-spouse should continue to support the surviving spouse and that the surviving spouse must not be the one who gave ground for the separation</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p><b>For If dependent child/ren is/are legally adopted and birth certificate is without annotation</b></p>	
<p>1. Decree of Adoption and Certificate of Finality of Judgment</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>Note: Date of adoption should be prior to date of death.</p>	<p><b>Agency - Division:</b></p> <p>Supreme Court - Lower Courts</p>
<p><b>For If dependent child is incapacitated</b></p>	
<p>1. Medical certificate issued by the attending physician (with license number, contact number and address of clinic/attending physician) within three (3) months from the date of filing of claim confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs).</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p><b>For If dependent child is under guardianship</b></p>	
<p>1. In-Trust for savings account</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>2. Member's/Claimant's Photo and Signature Card of guardian</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>if guardian has not been issued a UMID card</p>	Applicant / Client
<p>3. Application for Representative Payee and Guarantor's Bond Form</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>if guardian is other than the surviving legal spouse of the deceased member</p>	Applicant / Client
<p><b>For If dependent child is illegitimate and is not acknowledged by the deceased member in the birth certificate (in case dependent child is not reported in member's Personal Record) Any proof of filiation, such as, but not limited to:</b></p>	
<p>1. Will</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>2. Statement made before any judicial or quasi-judicial proceedings</p> <p>(1) Original Copy And (1) Photo Copy</p>	Applicant / Client
<p>3. Any authentic writing signed by the father</p> <p>(1) Original Copy And (1) Photo Copy</p> <p><b>Remarks:</b></p> <p>(e.g. letter, diary, or other document such as school records, employment records and other public records)</p>	Applicant / Client

4. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member as proof of acknowledgment/admission of paternity  (1) Original Copy And (1) Photo Copy	Applicant / Client			
5. Duly-received membership data record by other government agencies like Philhealth, Pag-IBIG, GSIS, etc  (1) Original Copy And (1) Photo Copy	<b>Agency - Division:</b>  Philhealth/Pag-IBIG/GSIS - Branch Office			
<b>For If claimant is other than primary beneficiary, and the surviving spouse has abandoned the deceased member or cohabited/remarry or entered into a “live-in” relationship before or after the death of the deceased member</b>				
1. Joint affidavit of two (2) persons preferably nearest relatives who have knowledge of the case stating the reason thereof and the fact of the spouse’ dependency for support upon the deceased member  (1) Original Copy And (1) Photo Copy	Applicant / Client			
<b>For If claimant is filing pursuant to an existing Bilateral Social Security Agreement (SSA)</b>				
1. Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA with the following information:  (1) Original Copy And (1) Photo Copy <b>Remarks:</b>  - claim application details; and - insurance periods under the SS Law of other country	Applicant / Client			
2. Photocopies of two (2) valid IDs of claimant certified by counterpart liaison agencies as provided for under the Bilateral SSA, in lieu of the claimant’s photo and signature  (1) Original Copy And (1) Photo Copy	Applicant / Client			
<b>For If claimant is applying under the Portability Law</b>				
1. Certificate of total contributions issued by the GSIS including the period of contributions  (1) Original Copy And (1) Photo Copy	Applicant / Client			
<b>For If confined in an applicable institution such as penitentiary, correctional institution or rehabilitation center</b>				
1. Certification confirming member’s confinement in an applicable institution  (1) Original Copy And (1) Photo Copy	Applicant / Client			
2. Letter request for Exemption from Member’s Remittance Thru Banks Program  (1) Original Copy And (1) Photo Copy	Applicant / Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b> (Designation; Office)

<p>1. Get/download and accomplish the Death Claim Application and other supporting form/s.</p> <p><b>Location:</b></p> <p>Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)</p> <p><b>Notes/Instruction:</b></p> <p>Forms can be downloaded from the SSS website (www.sss.gov.ph)</p>	1. Issue Death Claim Application form	None	10 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
<p>2. Get a queue number and wait for the number to be called.</p> <p><b>Location:</b></p> <p>Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)</p> <p><b>Notes/Instruction:</b></p> <p>If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>	2. Issues a queue number	None	1 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
<p>3. Submit the duly accomplished Death Claim Application together with the documentary requirements</p> <p><b>Location:</b></p> <p>Member Services Section</p>	3.1. Receives and screens Death Claim Application and submitted documentary requirements.	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Checks the following: - Identity of filer - Proper accomplishment of DCA and other SSS forms - Completeness of submitted documentary requirements - Alterations and erasures in submitted documents, if any - Eligibility to death benefit - Consistency of information in the DCA form against submitted documentary requirements or online inquiry database/retrieved documents; - Status of SS Number (retained/inactive/ cancelled/other active/multiple SS Number) - Loan balance (shortterm or long-term), if any - Contributions (posted/underpayment /abrupt increase/valid/invalid) - In-process/ previously settled claim, if any - Details of beneficiary/ies - Pending SSC Case, if any - If cause of death is work-connected - If for fact of death/birth/guardianship of minor/s		10 minute/s	<ul style="list-style-type: none"> <li>SSO III/ CEO II; Branch Operations Sector</li> </ul>
	3.3. Conducts question and answer.		10 minute/s	<ul style="list-style-type: none"> <li>SSO III/ CEO II; Branch Operations Sector</li> </ul>

	3.4. Encodes applicable data through the DDR Processing Module in the IDDR Benefit System		5 minute/s	<ul style="list-style-type: none"> <li>SSO III/ CEO II; Branch Operations Sector</li> </ul>
	3.5. Administer the oath of filer and affixes signature in the Affidavit/ Sinumpaang Salaysay, if applicable.		2 minute/s	<ul style="list-style-type: none"> <li>SSO III/ CEO II; Branch Operations Sector</li> </ul>
	3.6. Issues acknowledgment letter to claimant and return original copies of submitted documentary requirements.		1 minute/s	<ul style="list-style-type: none"> <li>SSO III/ CEO II; Branch Operations Sector</li> </ul>
<p>4. Get Acknowledgment Stub and original copies of submitted documentary requirements. <b>Location:</b> Member Services Section</p>	4.1. Requests membership record, if applicable.	None	3 working day/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	4.2. Forwards batched Death Claim Applications, supporting documents and Transmittal List (TL) to Processing Center for processing		7 hour/s, 20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	4.3. Evaluates death benefit claim application and the submitted supporting documents.		4 working day/s	<ul style="list-style-type: none"> <li>Processor/ SSO III; Central Processing Group</li> </ul>
	4.4. Checks the following: - completeness of the submitted DCA, other supporting forms and documentary requirements - information in the submitted DCA and other SSS forms against the documentary requirements and online database inquiry/retrieved documents - member's information (name, date of birth/ coverage, SS number status, coverage status) - loan balance/s, settled claim/s and/or contributions under member's cancelled SS number - details of dependent's pension claim if with minor dependent child/children - contributions (posted/underpayment /abrupt increase/valid/invalid) - in-process/ previously settled claim - pending SSC Case - entitlement to death benefit (if pension or lump sum payment) - awaits result of fact of birth/marriage/ death		4 working day/s	<ul style="list-style-type: none"> <li>Processor/ SSO III; Central Processing Group</li> </ul>
	4.5. Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System		4 working day/s	<ul style="list-style-type: none"> <li>Processor/ SSO III; Central Processing Group</li> </ul>

	4.6. Views encoded death benefit claim.	1 working day/s	• SSO IV/CEO II; Central Processing Group
	4.7. Reviews online thru the Online Review Facility and validates the encoded data.	1 working day/s	• SSO IV/CEO II; Central Processing Group
	4.8. Approves processed claim for payment.	1 working day/s	• SSO IV/CEO II; Central Processing Group
	4.9. Issues Letter of Instruction (LOI)	1 working day/s	• Senior Data Controller; Treasury Division
<b>Total Processing Time:</b>		20 working day/s	
<b>Total Processing Fee:</b>		None	

## 82. Filing of Member Record Request (eg.,E1, E4, RS1,OW1)

To facilitate member's request for record copy/ies (eg.,Personal Data Record (E1), Member Data Change Request Form (E4), Self-Employed Data Record (RS1), Overseas Worker Record Form (OW1)

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All members		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Request/Verification Form  (1) Original Copy <b>Remarks:</b>  The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.  If filed by the member, Part I (a to c) of the form should be properly filled-out.  If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.		<b>Agency - Division:</b>  Social Security System - Branch Office	

<p>2. Certification and Agreement on Data Privacy Notice</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>				
<p>3. Valid Identification Cards</p> <p>Present the original and submit photocopy of any of the following:</p> <p>1. Primary ID</p> <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> <p>2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</p>					
<p><b>If filed by Member's Representative</b></p> <p>1. Valid Identification Cards/Documents</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Present the original:</p> <p>1. Member's</p> <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> <p>2. Authorized Representative's</p> <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> <p>3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)</p>	<p>Applicant / Client</p>				
<p><b>If filed by Company's Representative</b></p> <p>1. Authorized Company Representative Card</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - SSS Branch</p>				
<p><b>CLIENT STEPS</b></p>	<p><b>AGENCY ACTIONS</b></p>	<p><b>FEES TO BE PAID</b></p>	<p><b>PROCESSING TIME</b></p>	<p><b>PERSON RESPONSIBLE</b> (Designation; Office)</p>	

<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>If member's record is not available in the ARMS workplace, inform member that the branch will request retrieval of records thru RIMC01 to Records Archiving and Services Department and will be released once available.</p>	<p>2.1. Receives and screens the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and the identification card/document.</p> <p>2.2. Retrieves member's record in the ARMS Workplace database.</p> <p>2.3. Attaches the record copy/ies to the Request/Verification Form and stamps date and time received and affixes signature over printed name on the form.</p>	None	<p>5 minute/s</p> <p>10 minute/s</p> <p>2 minute/s</p>	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. stamp received and verified Request/Verification Form 2. original Identification card/document 3. retrieved record copy/ies</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p>	3. Issues the Request/Verification Form with the record copy/ies and identification card/document.	None	2 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			1 hour/s, 49 minute/s	
<b>Total Processing Fee:</b>			None	

### 83. Filing of Request for Certificate of Membership and/or Pensioner Records

To facilitate request of members for Certificate of Membership and/or Pensioner Records

<b>Office or Division:</b>	Account Management Group	
<b>Category:</b>	External Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All members	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Request/Verification Form  (1) Original Copy <b>Remarks:</b>  The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.  If filed by the member, Part I (a to c) of the form should be properly filled-out.  If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.		<b>Agency - Division:</b>  Social Security System - Branch Office
2. Certification and Agreement on Data Privacy Notice  (1) Original Copy		<b>Agency - Division:</b>  Social Security System - Branch Office
3. Valid Identification Cards  Present the original of any of the following:  1. Primary ID <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> 2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.		

4. Formal request for certification or any proof that a certification from SSS is needed  (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number. <b>Location:</b> SSS Branch/Foreign Offices / Service Office  <b>Notes/Instruction:</b> Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and present the identification card/document. <b>Location:</b> SSS Branch/Foreign Offices / Service Office	2.1. Receives and screens the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and the identification card/document.	None	10 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
	2.2. Prepares the certification of SSS membership and/or pensioner records		10 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. Forwards to Branch Head the certification for review and signature		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.4. Reviews the certification of SSS membership and/or pensioner records and affixes signature over printed name		10 minute/s	<ul style="list-style-type: none"> <li>Branch Head; Branch Operations Sector</li> </ul>
	2.5. Returns the signed certification of SSS membership and/or pensioner records to the Jr./Sr. Member Service Representative		5 minute/s	<ul style="list-style-type: none"> <li>Branch Head; Branch Operations Sector</li> </ul>

	2.6. Receives the signed certification of SSS membership and/or pensioner records and attaches it to the Request/Verification Form		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
3. Gets/Receives the following: 1. stamp received and verified Request/Verification Form 2. signed Certification of SSS Membership 3. original Identification card/document <b>Location:</b> SSS Branches / Foreign Offices / Service Offices	3. Issues the Request/Verification Form with the requested certification and identification card/document.	None	5 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative, SSS Branch/Foreign/Service Office; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			2 hour/s, 20 minute/s	
<b>Total Processing Fee:</b>			None	

## 84. Request for Deletion of Entry in Employment History Record

To facilitate request for deletion of entry in Employment History Record of member.

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All members		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Request/Verification Form (1) Original Copy <b>Remarks:</b> The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form. If filed by the member, Part I (a to c) of the form should be properly filled-out. If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.		<b>Agency - Division:</b> Social Security System - Branch Office	
2. Certification and Agreement on Data Privacy Notice (1) Original Copy		<b>Agency - Division:</b> Social Security System - Branch Office	

3. Affidavit of Non-employment / Letter request from member/claimant (1) Original Copy	Applicant / Client			
4. Valid Identification Cards  <b>If filed by Member</b>  Present the original and photocopy of any of the following:  1. Primary ID <ul style="list-style-type: none"> <li>• Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>• Social Security (SS) Card - Social Security System</li> <li>• Alien Certificate of Registration - Bureau of Immigration</li> <li>• Driver's License - Land Transportation Office</li> <li>• Firearm Registration - Philippine National Police (PNP)</li> <li>• License to Own and Possess Firearms - PNP</li> <li>• National Bureau of Investigation (NBI) Clearance - NBI</li> <li>• Passport - Department of Foreign Affairs / Foreign Government</li> <li>• Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>• Permit to Carry Firearms Outside of Residence - PNP</li> <li>• Postal Identity Card - Philippine Postal Corporation</li> <li>• Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>• Voter's ID Card - Commission on Elections</li> </ul> 2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.  <b>If filed by Member's Representative</b>  Present the original and photocopy of any of the following:  1. Member's <ul style="list-style-type: none"> <li>◦ One (1) Primary ID Card/document; OR</li> <li>◦ Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> 2. Authorized Representative <ul style="list-style-type: none"> <li>◦ One (1) Primary ID Card/document; OR</li> <li>◦ Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> 3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)  <b>If filed by Company Representative</b> <ul style="list-style-type: none"> <li>• Present the original Authorized Company Representative Card</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form and its complete attachments	None	20 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Determines member records onscreen.		15 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that the request will be transmitted to Processing Center for processing.	None	5 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>
	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL and the complete attachments for review		30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.3. Receives and checks completeness of TL and its attachments. Returns the signed TL and the complete documents to Jr./Sr. Member Service Representative.		30 minute/s	<ul style="list-style-type: none"> <li>SSO III/CEO II, Member Services Section; Branch Operations Sector</li> </ul>
	3.4. Receives the signed TL and the complete attachments and forwards to Administrative Section of the Branch		10 minute/s	<ul style="list-style-type: none"> <li>Jr./Sr. Member Service Representative; Branch Operations Sector</li> </ul>

	3.5. Releases TL and complete attachments to Membership Section, Processing Center	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
	3.6. Receives and evaluates the request for deletion based on the accomplished Request/Verification Form and letter request from the branch office. Input of the Request for ER deletion in the Monitoring tool and encode in the Tracer Log Module. Printing attachments-Member Details; Actual Premiums; Employment History and Eligibility if with contributions prior DOC. Effect deletion of ER as per request.	4 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>SSO III/Data Controller; Central Processing Group</li> </ul>
	3.7. Scans the documents	1 working day/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr. Records Custodian; Central Processing Group</li> </ul>
	3.8. Sorts/files the member's document	1 working day/s	<ul style="list-style-type: none"> <li>Jr. Records Custodian; Central Processing Group</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

### 85. Request for Encoding/Correction of Date of Coverage (DOC)

To facilitate request for Encoding/Correction of Date of Coverage (DOC) of member.

<b>Office or Division:</b>	Account Management Group	
<b>Category:</b>	External Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All members	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		

<p>1. Request/Verification Form</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p> <p>The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.</p> <p>If filed by the member, Part I (a to c) of the form should be properly filled-out.</p> <p>If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p>2. Certification and Agreement on Data Privacy Notice</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Social Security System - Branch Office</p>
<p>3. Valid Identification Cards</p> <p><b>If filed by Member</b></p> <p>Present the original and photocopy of any of the following:</p> <ol style="list-style-type: none"> <li>Primary ID <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> </li> <li>In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ol> <p><b>If filed by Member's Representative</b></p> <p>Present the original and photocopy:</p> <ol style="list-style-type: none"> <li>Member's <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> </li> <li>Authorized Representative <ul style="list-style-type: none"> <li>One (1) Primary ID Card/document; OR</li> <li>Any two (2) ID cards/documents, both with signature and at least one (1) with photo.</li> </ul> </li> <li>Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)</li> </ol> <p><b>If filed by Company Representative</b></p> <ul style="list-style-type: none"> <li>Present the original Authorized Company Representative Card</li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Get a queue number. <b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and present the identification card/document. <b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>If Employment history and first payment of member does not match, Jr./Sr. Member Service Representative shall attached the microfilmed copy of Employment report (R-1A) of the employer through the Automated Records Management System (ARMS) Workplace, if available.</p> <p>If R-1A is not available in the ARMS Workplace database, member has to provide the copy of Contribution Collection List (SS Form R-3) from the employer.</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice and the identification card/document.	None	20 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Determines member records onscreen.		20 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document <b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that the request will be transmitted to Processing Center for processing.	None	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL, Request/Verification Form, Certification and Agreement on Data Privacy Notice and photocopy/ies of identification cards	30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.3. Receives and checks completeness of TL with its attachments. Returns the signed TL and its attachments to the Jr./Sr. Member Service Representative.	30 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III/ Corporate Executive Officer (CEO) II, Member Services Section; Branch Operations Sector</li> </ul>
	3.4. Receives the signed TL and its attachments and releases to Administrative Section of the Branch for release to Processing Center	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.5. Releases TL and its attachments to Membership Section, Processing Center	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
	3.6. Receives and evaluates the request based on accomplished Request/Verification Form from the Branch Offices. Input of the DOC Transaction in the Monitoring tool. SSO III assigns the request to processor.	1 working day/s, 4 hour/s, 20 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>SSO III; Central Processing Group</li> </ul>
	3.7. Evaluates the Request together with the attached documentary requirement	2 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
	3.8. Reviews the Request together with the attached documentary requirements	1 working day/s	<ul style="list-style-type: none"> <li>Processor III; Central Processing Group</li> </ul>
	3.9. Encodes the approved DOC in the Redesigned Registration and Coverage System (RRCS) Module / Preparation of rejection letter to the Branch for the rejected DOC request	1 working day/s	<ul style="list-style-type: none"> <li>Processor II; Central Processing Group</li> </ul>
	3.10. Data control and review of the encoded changes	1 working day/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III/ Processor III; Central Processing Group</li> </ul>
	<b>Total Processing Time:</b>	7 working day/s	

<b>Total Processing Fee:</b>	None
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## 86. Request for Correction/Refund/Posting/Adjustment of Contribution

To facilitate request for Correction/Refund/Posting/Adjustment of Contribution of a member.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All members
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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### For Standard Requirement

#### 1. Request/Verification Form

(1) Original Copy

#### Remarks:

The form is also downloadable thru the SSS Website at [www.sss.gov.ph](http://www.sss.gov.ph)

The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.

If filed by the member, Part I (a to c) of the form should be properly filled-out.

If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.

#### Agency - Division:

Social Security System - Branch Office

#### 2. Certification and Agreement on Data Privacy Notice

(1) Original Copy

#### Agency - Division:

Social Security System - Branch Office

#### 3. Processed Contribution Collection List (SS Form R-3)

(1) Certified True Copy And (1) Photo Copy

#### Remarks:

If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.

Applicant / Client

#### 4. Valid Identification Cards

##### **If filed by Member**

Present the original and submit photocopy of any of the following:

##### 1. Primary ID

- Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - PNP
- National Bureau of Investigation (NBI) Clearance - NBI
- Passport - Department of Foreign Affairs / Foreign Government
- Philippine Identification Card / National ID - Philippine Statistics Authority
- Permit to Carry Firearms Outside of Residence - PNP
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification & record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### **If filed by Member's Representative**

Present the original and submit photocopy of the following:

##### 1. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Authorized Representative

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)

##### **If filed by Company Representative**

- Present the original Authorized Company Representative Card

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; SSS BRANCHES</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s, if any and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s and the identification card/document.	None	20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Determines member records onscreen.		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. If request for manual verification of contributions is prior 2007, checks record copy/ies in the ARMS Workplace if available.		25 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p> <p><b>Notes/Instruction:</b></p> <p>If with possible refund of excess contributions after manual verification, Senior Clerk of Central Processing Group, shall refer to Self-employed/Voluntary Member (SEVM) Section for computation of refund.</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that the request will be transmitted to Processing Center for processing.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL and its complete attachments for review		30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	3.3. Receives and checks completeness of TL and its attachments. forwards the signed TL and the complete attachments to Jr./Sr. Member Service Representative	30 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III/ Corporate Executive Officer (CEO) II, Member Services Section; Branch Operations Sector</li> </ul>
	3.4. Receives the signed documents and releases to Administrative Section of the Branch.	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.5. Releases the signed TL and attached supporting documents to MOAS, Processing Center.	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
	3.6. Receives and evaluates the request for accomplished Request/Verification Form from the Branch Offices. Input of the request for verification in the Monitoring tool and encodes in the Tracer Log Module. Prints attachments from the Web Inquiry System. SSO III assigns request to Verifier.	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
	3.7. Manual verifications of contributions	15 working day/s	<ul style="list-style-type: none"> <li>Verifier; Central Processing Group</li> </ul>
	3.8. For initial Review of Processor	1 working day/s	<ul style="list-style-type: none"> <li>Processor/Processor II; Central Processing Group</li> </ul>
	3.9. For Final Review- Supervisor	1 working day/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
	3.10. Accomplishes/reviews/encodes/data controls of E400 (coding). Encodes to Final Tracer Log Module.	1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Data Encoder; Central Processing Group</li> <li>Processor/Processor II; Central Processing Group</li> <li>Junior Data Controller; Central Processing Group</li> </ul>
	3.11. Scans/sorts/files request and its attachments	1 working day/s	<ul style="list-style-type: none"> <li>Junior Records Custodian; Central Processing Group</li> </ul>

<b>Total Processing Time:</b>	20 working day/s, 7 hour/s, 55 minute/s
<b>Total Processing Fee:</b>	None

## 87. Request for Stock Investment Loan (SIL) and Privatization Fund Loan (PFL) Statement of Account (SOA) Filed by Member

Receipt and processing of request for SIL/PFL SOA, including issuance of SIL/PFL SOA to the filer.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	SSS member-borrowers with outstanding loan balance under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP).
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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### For Standard Requirement

1. Letter request from the member-borrower

(1) Original Copy

Applicant / Client

2. One (1) photocopy of member-borrower's one (1) primary ID card/document

#### Primary ID Cards/Documents

#### Issued By

1. Unified Multi-Purpose ID (UMID) Card

Social Security System (SSS) / Government Service Insurance System (GSIS)

2. SSS Digitized ID

Social Security System (SSS)

3. Birth Certificate

Philippine Statistics Authority (PSA)

4. Driver's License

Land Transportation Office (LTO)

5. Passport

Department of Foreign Affairs (DFA)

6. PRC Card

Professional Regulation Commission (PRC)

7. Seafarer's Identification & Record Book (Seaman's Book)

Maritime Industry Authority (MIA)

8. PhilID Card/ ePhilID

Philippine Statistics Authority (PSA)

### In absence of primary ID card/document

1. One (1) photocopy of member-borrower's any two (2) secondary ID cards/documents

#### Secondary ID Cards/Documents

#### Issued By

1. ATM Card (with cardholder's name)

Bank

2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Baptismal Certificate of child/ren	Church
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)
6. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
7. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
8. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
10. Company ID Card	Private Entities or Institutions
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
17. Health / Medical Card	Health Maintenance Organization
18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)
29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation

33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
38. Transcript of Records	Colleges / Universities
39. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

Both with signature and at least one (1) with photo

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Submission of letter request and photocopy of IDs <b>Location:</b> SSS Branch Office / Foreign Office	1.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.2. Forward the request for SIL/PFL SOA together with the submitted documents to Member Loans Department (MLD) , through email		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.3. Receipt of the email request from Branch/Foreign Office		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.4. Forward the email request to the assigned Junior/Senior Analyst for evaluation and preparation of SIL/PFL SOA		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.5. Verify the SIL/PFL account and prepare the SIL/PFL SOA through the Stocks Investment Repayments System		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Analyst; Member Loans Department</li> </ul>
	1.6. Forward the SIL/PFL SOA to Corporate Executive Officer IV thru Social Security Officer III for review and approval		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Analyst; Member Loans Department</li> </ul>

	1.7. Review and approve the SIL/PFL SOA		10 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III and Corporate Executive Officer IV; Member Loans Department</li> </ul>
	1.8. Transmit the SIL/PFL SOA through email, to requesting branch/foreign office		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
2. Receive the SIL/PFL SOA <b>Location:</b> SSS Branch Office / Foreign Office	2. Issue to filer the SIL/PFL SOA	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Representative; Member Services Section; Branch Operations Sector</li> </ul>
<b>Total Processing Time:</b>			29 minute/s	
<b>Total Processing Fee:</b>			None	

## 88. Receiving of Member's Complaint against Employer

To facilitate member's complaint against their employer on the following:

- Non- Reporting for Coverage
- Non-Remittance of Contributions and/or Loan Amortizations
- Under-remittance/payment of contributions and/or Loan Amortizations

<b>Office or Division:</b>	Account Management Group		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All employed members		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b> 1. Sinumpaang Salaysay (1) Original Copy <b>Remarks:</b> The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a> The form must be properly accomplished and notarized.		<b>Agency - Division:</b> Social Security System - Branch Office	
2. Certification and Agreement on Data Privacy Notice (1) Original Copy		<b>Agency - Division:</b> Social Security System - Branch Office	

3. Proof of Employment (1) Original Copy And (1) Photo Copy	Applicant / Client
4. Valid Identification Cards  Present the original and submit photocopy of any of the following:  1. Primary ID <ul style="list-style-type: none"> <li>Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System</li> <li>Social Security (SS) Card - Social Security System</li> <li>Alien Certificate of Registration - Bureau of Immigration</li> <li>Driver's License - Land Transportation Office</li> <li>Firearm Registration - Philippine National Police (PNP)</li> <li>License to Own and Possess Firearms - PNP</li> <li>National Bureau of Investigation (NBI) Clearance - NBI</li> <li>Passport - Department of Foreign Affairs / Foreign Government</li> <li>Philippine Identification Card / National ID - Philippine Statistics Authority</li> <li>Permit to Carry Firearms Outside of Residence - PNP</li> <li>Postal Identity Card - Philippine Postal Corporation</li> <li>Seafarer's Identification &amp; record Book (Seaman's Book) - Maritime Industry Authority</li> <li>Voter's ID Card - Commission on Elections</li> </ul> 2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get a queue number. <b>Location:</b> SSS Branch/Foreign Offices / Service Office  <b>Notes/Instruction:</b> Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.  <i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Member Service Representative; Branch Operations Sector</li> </ul>
2. Submits the accomplished and notarized Sinumpaang Salaysay, Certification and Agreement on Data Privacy Notice, supporting documents and present the identification card/document. <b>Location:</b> SSS Branch/Foreign Offices / Service Office	2.1. Receives and screens completeness of data on the accomplished Sinumpaang Salaysay Form, Certification and Agreement on Data Privacy Notice, supporting document/s and the identification card/document.	None	30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Analyst; Branch Operations Sector</li> <li>Junior/Senior Analyst; Large Accounts Division</li> </ul>

<b>Notes/Instruction:</b>  If employer did not comply, Junior and Senior Analyst will refer the employer account to Legal Department for issuance of demand letter.	2.2. Conducts interview to the complainant and informs complainant of the process.	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Analyst; Branch Operations Sector</li> <li>Junior/Senior Analyst; Large Accounts Division</li> </ul>
	2.3. Prepares and serves request for records/billing letter to the employer	6 working day/s, 3 hour/s	<ul style="list-style-type: none"> <li>Jr/Sr. Analyst; Branch Operations Sector</li> <li>Junior/Senior Analyst; Large Accounts Division</li> </ul>
	2.4. Notify the complainant on the actions taken and status of the complaint	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Jr/Sr. Analyst; Branch Operations Sector</li> <li>Junior/Senior Analyst; Large Accounts Division</li> </ul>
<b>Total Processing Time:</b>		7 working day/s	
<b>Total Processing Fee:</b>		None	

## 89. Resetting of My.SSS Account and Password - Employer

A facility in the SSS website which allows employers to reset their forgotten My.SSS account.

<b>Office or Division:</b>	Member Electronic Services Department			
<b>Category:</b>	External Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Employers			
<b>Operating Hours:</b>	24/7			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

<p>1. Forgot Password - Employer</p> <p><b>Location:</b></p> <p>www.sss.gov.ph</p> <p><b>Notes/Instruction:</b></p> <ul style="list-style-type: none"> <li>• Visit the SSS website and click "Login to My.SSS".</li> <li>• Click "Forgot Password".</li> <li>• Click "Employer".</li> <li>• Type in Employer ID Number.</li> <li>• Check the "I am not a robot" checkbox.</li> <li>• Click "Submit".</li> <li>• Email notification will be received. Click the link provided in the email notification.</li> <li>• Set password page will appear. Type in preferred password and confirm preferred password.</li> <li>• Click "Submit".</li> <li>• Set password confirmation page will appear. Click on the "Login" button.</li> </ul>	1. Resetting of Password - Employer	None	15 minute/s	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			15 minute/s	
<b>Total Processing Fee:</b>			None	

## 90. Enrollment of Disbursement Account

Enrollment of Bank/E-wallet/Remittance and Transfer Companies/Cash Payout Outlets (RTC/CPO) in the Disbursement Account Enrollment Module (DAEM) by member/pensioner/beneficiary/claimant/representative/payee/employer for the disbursement of benefit/loan/refund proceeds.

Office or Division:	Member Electronic Services Department		
Category:	External Service		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Member/Pensioner/Beneficiary/Claimant/Representative Payee/Employer		
Operating Hours:	24/7		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Standard Requirement			

1. Proof of Account (POA)

(1) Electronic Copy

**Remarks:**

- Passbook
- ATM Card
- Validated Deposit Slip
- Bank Certificate/Statement (issued within current year)
- Transaction Receipt
- Screenshot of Online/Mobile Banking/E-Wallet Account

Applicant / Client

**In addition to the uploading of POA, members/pensioners shall also be required to upload one (1) government-issued identification card/document such as but not limited to:**

1. Social Security (SS) ID Social Security System (SSS)	
2. Unified Multi-purpose Identification (UMID) Card Social Security System (SSS)/Government Service Insurance System (GSIS)	
3. Philippine Identification (PhilID) Card Philippine Statistics Authority	
4. Alien Certificate of Registration (1) Electronic Copy	<b>Agency - Division:</b> Bureau of Immigration - Bureau of Immigration
5. Driver's License Land Transportation Office (LTO)	
6. Firearm Registration (1) Electronic Copy	<b>Agency - Division:</b> Philippine National Police (PNP) - Philippine National Police (PNP)
7. License to Own and Possess Firearms (1) Electronic Copy	<b>Agency - Division:</b> Philippine National Police (PNP) - Philippine National Police (PNP)
8. National Bureau of Investigation (NBI) Clearance (1) Electronic Copy	<b>Agency - Division:</b> National Bureau of Investigation (NBI) - National Bureau of Investigation (NBI)
9. Passport (1) Electronic Copy	<b>Agency - Division:</b> Department of Foreign Affairs (DFA)/Foreign Government - Department of Foreign Affairs (DFA)/Foreign Government
10. Permit to Carry Firearms Outside of Residence (1) Electronic Copy	<b>Agency - Division:</b> Philippine National Police (PNP) - Philippine National Police (PNP)
11. Postal Identity Card Philippine Postal Corporation	
12. Seafarer's Identification & Record Book (Seaman's Book) (1) Electronic Copy	<b>Agency - Division:</b> Maritime Industry Authority - Maritime Industry Authority
13. Voter's ID Card Commission on Election (COMELEC)	

14. Senior Citizen Card Office of Senior Citizens Affairs (OSCA)				
15. ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City) Local Government Unit/s (LGUs)				
16. Police Clearance (1) Electronic Copy		<b>Agency - Division:</b> Philippine National Police (PNP) - Philippine National Police (PNP)		
17. Professional Identification Card (PIC) Professional Regulation Commission (PRC)				
18. Philippine Health Insurance Corporation (PhilHealth) ID Card PhilHealth				
19. Home Development Mutual Fund (PAG-IBIG) ID Card Home Development Mutual Fund				
20. Persons with Disability (PWD) ID Card City or Municipal Social Welfare and Development (C/MSWD) Office				
21. Solo Parent ID City or Municipal Social Welfare and Development (C/MSWD) Office				
22. ID Card issued by PNP Supervisory Office for Security and Investigation Agencies (SOSIA) Philippine National Police (PNP)/Supervisory Office for Security and Investigation Agencies (SOSIA)				
2. Photo (Selfie) (1) Electronic Copy <b>Remarks:</b>  Chest-level selfie or photo of the member/pensioner holding the identification card/document and the uploaded POA of the disbursement account being enrolled.		Applicant / Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE (Designation; Office)</b>

<p>1. Visit My.SSS Portal/SSS Website <b>Location:</b> www.sss.gov.ph</p> <p><b>Notes/Instruction:</b> Key in User ID and Password</p>	<p>1. The system validates the encoded information against SSS records.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>2. Navigate the portal's dashboard. <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b> Click "<b>Disbursement Account</b>" facility under the "<b>Services</b>" tab.</p>	<p>2. The system proceeds to "Disbursement Account" facility for disbursement account enrollment.</p>	<p>None</p>	<p>2 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>3.</b>				
<p><b>Member selects "Bank".</b> 3.A.Fill-out the enrollment information. <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b> The Bank Account Name should be the same as your SSS registered name. Please provide the correct Bank Account number and <b>NOT</b> the ATM card number. You may contact your bank to secure the correct account number.</p>	<p>3.A. Bank will be selected as disbursement account.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p><b>Member selects E-Wallet/RTC/CPO</b> 3.B.Fill-out the enrollment information. <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b> E-wallet/RTC/CPO accounts are currently not being used by SSS for loan disbursement. If you will file a salary/calamity loan application, please enroll a bank account for crediting of your loan proceeds.</p>	<p>3.B. E-Wallet/RTC/CPO will be selected as disbursement account.</p>	<p>None</p>	<p>5 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>

<p>4. Submit supporting documents. <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b></p> <ul style="list-style-type: none"> <li>- Proof of Account (POA)</li> <li>- One (1) valid government-issued identification card/document.</li> </ul>	<p>4. The system will verify the validity of the uploaded supporting documents.</p>	<p>None</p>	<p>10 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>5. Review <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b></p> <p>Review the supplied data.</p>	<p>5. The system will allow the enrollee to double-check the supplied data.</p>	<p>None</p>	<p>3 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<p>6. Submit <b>Location:</b> <a href="#">My.SSS Portal Dashboard</a></p> <p><b>Notes/Instruction:</b></p> <p>Take note of the transaction details.</p>	<p>6. Disbursement account is nominated.</p>	<p>None</p>	<p>1 minute/s</p>	<ul style="list-style-type: none"> <li>• Junior Specialist; Information Systems Department IV</li> <li>• Senior Specialist; Information Systems Department IV</li> <li>• Corporate Executive Officer III; Information Systems Department IV</li> <li>• Department Manager III; Information Systems Department IV</li> </ul>
<b>Total Processing Time:</b>			17 minute/s	
<b>Total Processing Fee:</b>			None	

## 91. Filing of Death Benefit Claim Application (My.SSS)

This service outlines the online filing of death benefit claim applications through the SSS Website, offering a convenient and efficient process without the need to visit a branch. The death benefit is either a monthly pension or lump sum granted to the beneficiaries of a deceased member.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All qualified dependent legal spouses of deceased SSS members who have not re-married, cohabited or entered in "live-in" relationships before or after the members' death.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>For Standard Requirement</b>			
1. Death Certificate of deceased member duly registered with the Local Civil Registry (LCR) or issued by the Philippine Statistics Authority (PSA), if without settled funeral benefit  (1) Electronic Copy		<b>Agency - Division:</b> Philippine Statistics Authority/ Local Government Unit - Branch Office/ Local Civil Registry	
<b>If member died abroad</b>			
1. Death Certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent or Report of Death issued by the Philippine Embassy or Consulate General shall be submitted.  (1) Electronic Copy		<b>Agency - Division:</b> Vital Statistics Office/Philippine Embassy - Foreign Office	
2. Marriage Certificate of deceased member duly registered with the LCR or issued by the PSA , if not reported in the deceased member's Personal Record (E1/E4/RS1/OW1/NW1) and/or there is discrepancy in information  (1) Electronic Copy		<b>Agency - Division:</b> Philippine Statistics Authority/ Local Government Unit - Branch Office/ Local Civil Registry	
<b>If married abroad</b>			
1. Marriage Certificate issued by foreign government or Report of Marriage issued by the Philippine Embassy or Consulate General  (1) Electronic Copy <b>Remarks:</b>  Documents issued in a foreign country should have English translation.		<b>Agency - Division:</b> Vital Statistics Office/Philippine Embassy - Foreign Office	
3. For additional supporting documents for EC Death Benefit Claim  Any of the following:			
A. Report of Death (BPN-105)  (1) Electronic Copy		<b>Agency - Division:</b> Social Security System - Branch Office	

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B. Proof that cause of death is work connected

(1) Electronic Copy

**Remarks:**

Any of the following documents:

- Pre-employment medical records, if cause of death is due to illness
- Statement of duties and responsibilities duly signed by the employer      Applicant / Client
- Mission/Job or Travel order duly signed by the employer, if applicable
- Photocopy of page in company logbook/record of accident signed by the employer/printout of electronic file
- Police investigation report or employer's report of injury, death or casualty spot report, if applicable

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C. Joint affidavit of two (2) co-workers of deceased member who have personal knowledge of the accident or injury and attesting that said accident or injury which caused the death of the member was work-related, if company was already closed      Applicant / Client

(1) Electronic Copy

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**LIST OF OTHER/ADDITIONAL DOCUMENTARY REQUIREMENTS**

**Sub Situational Requirement/s**

**For In the absence of the Death Certificate**

1. Certification of non-availability issued by the PSA/LCR or issued by foreign government indicating that death records of the office/agency concerned is intact but there is no record of death for the deceased member; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry

2. Any one (1) of the following:

(1) Original Copy And (1) Photo Copy

**Remarks:**

- Certification of death issued by the parish/church
- Certification of burial issued by the cemetery administrator
- Certification of cremation

Applicant / Client

**For In the absence of Marriage Certificate**

1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that marriage records of the office/agency concerned is intact but there is no record of marriage for the requesting party; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit - Branch Office/Local Civil Registry

2. Certificate of marriage issued by the parish/church/ministry/congregation/sect/other religious organizations/LGU/other person authorized to administer marriage or Alien Certificate of Registration showing name of spouse

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For In the absence of Birth Certificate**

1. Certification of non-availability from PSA/LCR or issued by foreign government indicating that birth records of the office/agency concerned is intact but there is no record of birth for the requesting party; and

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Philippine Statistics Authority/Local Government Unit -  
Branch Office/Local Civil Registry

2. Baptismal/Dedication certificate or its equivalent issued by the parish/church/ministry/ congregation/sect/other religious organizations (with date of birth of child and name of parents)

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document if deceased member is married abroad and has previous marriage in the Philippines, whichever is applicable**

1. Certificate of finality of the judgment of annulment/nullity of marriage or annotated marriage certificate

(1) Original Copy And (1) Photo Copy

**Agency - Division:**

Supreme Court - Lower Courts

2. Certificate of naturalization prior to marriage abroad and decree of divorce after acquiring foreign citizenship, or its equivalent

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document if spouse has been separated in fact/legally separated from the deceased member (not living as husband and wife)**

1. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member who have personal knowledge of the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member and that the surviving spouse must not be the one who gave ground for the separation; or

(1) Original Copy And (1) Photo Copy

Applicant / Client

2. Affidavit of surviving spouse with undertaking stating that he/she has no known relative of the member or that surviving spouse is not in good terms with the deceased member's relative; or

(1) Original Copy And (1) Photo Copy

Applicant / Client

3. Court declaration that the member-spouse should continue to support the surviving spouse and that the surviving spouse must not be the one who gave ground for the separation

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document for legally adopted children and birth certificate is without annotation**

1. Decree of Adoption and Certificate of Finality of Judgment

(1) Original Copy And (1) Photo Copy

**Remarks:**

Note: Date of adoption should be prior to date of death.

**Agency - Division:**

Court of Appeals - Office the Clerk of Court

**For Additional document if dependent child is incapacitated**

1. Medical certificate issued by the attending physician (with license number, contact number and address of clinic/attending physician) within three (3) months from the date of filing of claim confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs).

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document if dependent child is under guardianship**

1. In-Trust for savings account (1) Original Copy And (1) Photo Copy	Applicant / Client
2. Member's/Claimant's Photo and Signature Card of guardian (1) Original Copy And (1) Photo Copy <b>Remarks:</b> if guardian has not been issued a UMID card	Applicant / Client
3. Application for Representative Payee and Guarantor's Bond Form (1) Original Copy And (1) Photo Copy <b>Remarks:</b> if guardian is other than the surviving legal spouse of the deceased member	Applicant / Client

**For If dependent child is illegitimate and is not acknowledged by the deceased member in the birth certificate (in case dependent child is not reported in member's Personal Record) Any proof of filiation, such as, but not limited to:**

1. Will (1) Original Copy And (1) Photo Copy	Applicant / Client
2. Statement made before any judicial or quasi-judicial proceedings (1) Original Copy And (1) Photo Copy	Applicant / Client
3. Any authentic writing signed by the father (e.g. letter, diary, or other document such as school records, employment records and other public records) (1) Original Copy And (1) Photo Copy	Applicant / Client
4. Joint affidavit of two (2) persons preferably nearest relatives of the deceased member as proof of acknowledgment/admission of paternity (1) Original Copy And (1) Photo Copy	Applicant / Client
5. Duly-received membership data record by other government agencies like Philhealth, Pag-IBIG, GSIS, etc (1) Original Copy And (1) Photo Copy	<b>Agency - Division:</b> Philhealth/Pag-IBIG/GSIS - Branch Office

**For Additional document for claimant other than primary beneficiary, and the surviving spouse has abandoned the deceased member or cohabited/remarry or entered into a "live-in" relationship before or after the death of the deceased member**

1. Joint affidavit of two (2) persons preferably nearest relatives who have knowledge of the case stating the reason thereof and the fact of the spouse' dependency for support upon the deceased member (1) Original Copy And (1) Photo Copy	Applicant / Client
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**For If claimant is filing pursuant to an existing Bilateral Social Security Agreement (SSA)**

1. Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA with the following information: (1) Original Copy And (1) Photo Copy <b>Remarks:</b> - claim application details; and - insurance periods under the SS Law of other country	Applicant / Client
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2. Photocopies of two (2) valid IDs of claimant certified by counterpart liaison agencies as provided for under the Bilateral SSA, in lieu of the claimant's photo and signature

(1) Original Copy And (1) Photo Copy

Applicant / Client

**For Additional document if claimant is applying under the Portability Law**

1. Certificate of total contributions issued by the GSIS including the period of contributions

(1) Original Copy And (1) Photo Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<p>1. Visit the SSS website <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>1. The Member-claimant log-in page of the SSS website will be displayed.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>2. Logs in thru the My.SSS Service Portal and clicks the "Apply for Death Benefit" via Benefits Menu. <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>2. My.SSS will display the Death Benefit Claim Application Module.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>3. Reads instructions and update personal information details, if necessary. <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>3.1. My.SSS will display the button where the personal information of the member-claimant can be updated, if necessary.</p>	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
	<p>3.2. My.SSS will display the fields where the information details of the deceased member shall be encoded.</p>		5 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>4. Selects "SS Death" or "EC Death", whichever is applicable. <b>Location:</b> SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a></p>	<p>4. My.SSS will display the date and estimated amount of monthly pension if qualified for pension or amount of lump sum benefit if qualified for lump sum benefit.</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>

<p>5. Encodes "SS number under other pension benefit". <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>5.1. My.SSS will display the Disbursement Account enrolled through the same portal.</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
	<p>5.2. My.SSS will display the uploading facility for the documentary requirements.</p>		1 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>6. Uploads the documentary requirements. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>6. My.SSS will display the Certification.</p>	None	30 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>7. Reads the Certification and clicks "Certify and Proceed" to agree and continue. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>7. My.SSS will display an on-screen message on the successful submission of the death benefit claim.</p>	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
<p>8. Generate an acknowledge receipt with the details of the death benefit claim. <b>Location:</b> SSS Website at www.sss.gov.ph</p>	<p>8.1. My.SSS will validate all information provided and check eligibility to the benefit.</p>	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
	<p>8.2. My.SSS will display a prompt message on the successful submission of the death benefit claim.</p>		1 minute/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>
	<p>8.3. My.SSS will send an email notification on the successful submission of the death benefit claim.</p>		7 hour/s	<ul style="list-style-type: none"> <li>Junior/ Senior Programmer; Information Systems Department II</li> <li>Junior/ Senior Programmer; Information Systems Department IV</li> </ul>

9. Checks the registered email address for the notification on successful submission of the death benefit claim. <b>Location:</b>  Email address registered in My.SSS	9.1. Retrieves and evaluates death benefit claim application and the submitted supporting documents.	None	8 working day/s	<ul style="list-style-type: none"><li>• Processor/SSO III/CEO II; Central Processing Group</li></ul>
	9.2. Checks the following: - Consistency of information in the online DCA against submitted documentary requirements/online inquiry database/retrieved documents; - Eligibility to death benefit - Completeness of documentary requirements - Member's information against submitted documentary requirements or online inquiry database/ retrieved documents; - Contributions (posted/ underpayment/abrupt increase/valid/ invalid) - Details of beneficiary/ies - Pending SSC Case, if any - If cause of death is work-connected - If for fact of death - If for referral to other concerned SSS unit/s.		4 working day/s	<ul style="list-style-type: none"><li>• Processor/SSO III/CEO II; Central Processing Group</li></ul>
	9.3. Requests membership record, if applicable.		3 working day/s	<ul style="list-style-type: none"><li>• Processor/SSO III/CEO II; Central Processing Group</li></ul>
	9.4. Encodes applicable data in the Initial Death, Disability and Retirement (IDDR) System.		2 working day/s	<ul style="list-style-type: none"><li>• Processor/SSO III; Central Processing Group</li></ul>
	9.5. Reviews and approves processed claim for payment thru the Online Review Facility.		1 working day/s	<ul style="list-style-type: none"><li>• SSO IV, CEO II; Central Processing Group</li></ul>
	9.6. Issues Letter of Instruction (LOI).		1 working day/s	<ul style="list-style-type: none"><li>• Senior Data Controller; Treasury Division</li></ul>
	<b>Total Processing Time:</b>			20 working day/s
<b>Total Processing Fee:</b>			None	

## 92. Request for Manual Verification of Contribution

To facilitate request for manual verification of contributions of a member.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical

<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	All members	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Standard Requirement</b>		
1. Request/Verification Form  (1) Original Copy <b>Remarks:</b>  The form is also downloadable thru the SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.  If filed by the member, Part I (a to c) of the form should be properly filled-out.  If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.		<b>Agency - Division:</b>  Social Security System - Branch Office
2. Certification and Agreement on Data Privacy Notice  (1) Original Copy		<b>Agency - Division:</b>  Social Security System - Branch Office
3. Processed Contribution Collection List (SS Form R-3)  (1) Certified True Copy And (1) Photo Copy <b>Remarks:</b>  If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.		Applicant / Client

#### 4. Valid Identification Cards

##### **If filed by Member**

Present the original and submit photocopy of any of the following:

##### 1. Primary ID

- Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - PNP
- National Bureau of Investigation (NBI) Clearance - NBI
- Passport - Department of Foreign Affairs / Foreign Government
- Philippine Identification Card / National ID - Philippine Statistics Authority
- Permit to Carry Firearms Outside of Residence - PNP
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification & record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### **If filed by Member's Representative**

Present the original and submit photocopy of the following:

##### 1. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Authorized Representative

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)

##### **If filed by Company Representative**

- Present the original Authorized Company Representative Card

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s, if any and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s and the identification card/document.	None	20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Determines member records onscreen.		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. If request for manual verification of contributions is prior 2007, checks record copy/ies in the ARMS Workplace if available.		25 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p> <p><b>Notes/Instruction:</b></p> <p>If with possible refund of excess contributions after manual verification, Senior Clerk of Central Processing Group, shall refer to Self-employed/Voluntary Member (SEVM) Section for computation of refund.</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that the request will be transmitted to Processing Center for processing.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative, SSS Branch/Foreign/ Service Office; Branch Operations Sector</li> </ul>
	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL and its complete attachments for review		30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

	3.3. Receives and checks completeness of TL and its attachments. forwards the signed TL and the complete attachments to Jr./Sr. Member Service Representative	30 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III/ Corporate Executive Officer (CEO) II, Member Services Section; Branch Operations Sector</li> </ul>
	3.4. Receives the signed documents and releases to Administrative Section of the Branch.	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	3.5. Releases the signed TL and attached supporting documents to MOAS, Processing Center.	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
	3.6. Receives and evaluates the request for accomplished Request/Verification Form from the Branch Offices. Input of the request for verification in the Monitoring tool and encodes in the Tracer Log Module. Prints attachments from the Web Inquiry System. SSO III assigns request to Verifier.	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
	3.7. Manual verifications of contributions	15 working day/s	<ul style="list-style-type: none"> <li>Verifier; Central Processing Group</li> </ul>
	3.8. For initial Review of Processor	1 working day/s	<ul style="list-style-type: none"> <li>Processor/Processor II; Central Processing Group</li> </ul>
	3.9. For Final Review- Supervisor	1 working day/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
	3.10. Accomplishes/reviews/encodes/data controls of E400 (coding). Encodes to Final Tracer Log Module.	1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Data Encoder; Central Processing Group</li> <li>Processor/Processor II; Central Processing Group</li> <li>Junior Data Controller; Central Processing Group</li> </ul>
	3.11. Scans/sorts/files request and its attachments	1 working day/s	<ul style="list-style-type: none"> <li>Junior Records Custodian; Central Processing Group</li> </ul>

<b>Total Processing Time:</b>	20 working day/s, 7 hour/s, 55 minute/s
<b>Total Processing Fee:</b>	None

### 93. Request of Consolidation of Contributions (For Members with Multiple Employers)

To facilitate request for consolidation of contribution of members with multiple employers.

<b>Office or Division:</b>	Account Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All members with multiple employers
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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#### For Standard Requirement

##### 1. Request/Verification Form

(1) Original Copy

##### Remarks:

The form is also downloadable thru the SSS Website at [www.sss.gov.ph](http://www.sss.gov.ph)

The Request/Verification Form must be properly filled-out and accomplished per instructions at the back of the form.

If filed by the member, Part I (a to c) of the form should be properly filled-out.

If filed by the authorized representative or company representative, Part I (a to d) of the form should be properly filled-out.

##### Agency - Division:

Social Security System - Branch Office

##### 2. Certification and Agreement on Data Privacy Notice

(1) Original Copy

##### Agency - Division:

Social Security System - Branch Office

##### 3. Processed Contribution Collection List (SS Form R-3)

(1) Certified True Copy And (1) Photo Copy

##### Remarks:

If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.

Applicant / Client

#### 4. Valid Identification Cards

##### **If filed by Member**

Present the original and submit photocopy of any of the following:

##### 1. Primary ID

- Unified Multi-Purpose ID (UMID) Card - Social Security System / Government Service Insurance System
- Social Security (SS) Card - Social Security System
- Alien Certificate of Registration - Bureau of Immigration
- Driver's License - Land Transportation Office
- Firearm Registration - Philippine National Police (PNP)
- License to Own and Possess Firearms - PNP
- National Bureau of Investigation (NBI) Clearance - NBI
- Passport - Department of Foreign Affairs / Foreign Government
- Philippine Identification Card / National ID - Philippine Statistics Authority
- Permit to Carry Firearms Outside of Residence - PNP
- Postal Identity Card - Philippine Postal Corporation
- Seafarer's Identification & record Book (Seaman's Book) - Maritime Industry Authority
- Voter's ID Card - Commission on Elections

2. In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### **If filed by Member's Representative**

Present the original and submit photocopy of the following:

##### 1. Member's

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

##### 2. Authorized Representative

- One (1) Primary ID Card/document; OR
- Any two (2) ID cards/documents, both with signature and at least one (1) with photo.

3. Original copy of Letter of Authority (LOA) / Special Power of Attorney (SPA)

##### **If filed by Company Representative**

- Present the original Authorized Company Representative Card

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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<p>1. Get a queue number.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>Wait for the number to be called. Or if the branch is using automated branch queuing system, the number and the assigned counter will be flashed via the display monitor.</p> <p><i>Waiting time is also included in the processing time which varies depending on the branch category (small, medium and large branch), number of walk-in clients and season (peak/off peak).</i></p>	1. Issue queue number.	None	1 hour/s, 30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>2. Submits the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s, if any and present the identification card/document.</p> <p><b>Location:</b></p> <p>SSS Branch/Foreign Offices / Service Office</p> <p><b>Notes/Instruction:</b></p> <p>If the request for manual verification is for the period or within year 2007 to 2017, the member shall provide the copy of R-3 duly received by the SSS.</p>	2.1. Receives and screens completeness of data on the accomplished Request/Verification Form, Certificate and Agreement on Data Privacy Notice, supporting document/s and the identification card/document.	None	20 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Determines member records onscreen.		15 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. If request for manual verification of contributions is prior 2007, checks record copy/ies in the Automated Records Management System (ARMS) Workplace if available.		25 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
<p>3. Gets/Receives the following: 1. Acknowledgement Stub 2. original Identification card/document</p> <p><b>Location:</b></p> <p>SSS Branches / Foreign Offices / Service Offices</p> <p><b>Notes/Instruction:</b></p> <p>If with possible refund of excess contributions after manual verification, Senior Clerk of Central Processing Group, shall refer to Self-employed/Voluntary Member (SEVM) Section for computation of refund.</p>	3.1. Issues the Acknowledgement Stub and original Identification card/document and inform filer that the request will be transmitted to Processing Center for processing.	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative, SSS Branch/Foreign/Service Office; Branch Operations Sector</li> </ul>
	3.2. Prepares two (2) copies of Transmittal List (TL) and forwards to Team/Section Head the TL and its complete attachments for review		30 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>

3.3. Receives and checks completeness of TL and its attachments. forwards the signed TL and the complete attachments to Jr./Sr. Member Service Representative	30 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III/ Corporate Executive Officer (CEO) II, Member Services Section; Branch Operations Sector</li> </ul>
3.4. Receives the signed documents and releases to Administrative Section of the Branch.	10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
3.5. Releases the signed TL and attached supporting documents to Membership and Operations Accounting Section (MOAS), Processing Center.	10 minute/s	<ul style="list-style-type: none"> <li>Junior Administrative Assistant/Senior Clerk, Administrative Section; Branch Operations Sector</li> </ul>
3.6. Receives and evaluates the request for accomplished Request/Verification Form from the Branch Offices. Input of the request for verification in the Monitoring tool and encodes in the Tracer Log Module. Prints attachments from the Web Inquiry System. SSO III assigns request to Verifier.	1 working day/s, 4 hour/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
3.7. Manual verifications of contributions	14 working day/s	<ul style="list-style-type: none"> <li>Verifier; Central Processing Group</li> </ul>
3.8. For initial Review of Processor	1 working day/s	<ul style="list-style-type: none"> <li>Processor/Processor II; Central Processing Group</li> </ul>
3.9. For Final Review- Supervisor	1 working day/s	<ul style="list-style-type: none"> <li>Social Security Officer (SSO) III; Central Processing Group</li> </ul>
3.10. Accomplishes/reviews/encodes/data controls of E400 (coding). Encodes to Final Tracer Log Module.	1 working day/s	<ul style="list-style-type: none"> <li>Senior Clerk; Central Processing Group</li> <li>Data Encoder; Central Processing Group</li> <li>Processor/Processor II; Central Processing Group</li> <li>Junior Data Controller; Central Processing Group</li> </ul>
3.11. Scans/sorts/files request and its attachments	1 working day/s	<ul style="list-style-type: none"> <li>Junior Records Custodian; Central Processing Group</li> </ul>

Total Processing Time:	19 working day/s, 7 hour/s, 55 minute/s
Total Processing Fee:	None

94. Submission of Pensioner Data Change Request (PDCR) by Pensioner

To facilitate the updating of information of the pensioners including their dependent child/ren

Office or Division:	Pensions Administration Department		
Category:	External Service		
Classification:	Complex		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All SSS retirement, total disability and death/survivor pensioners, including their dependents		
Operating Hours:	8:00 AM - 5:00 PM		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>For Standard Requirement</b> 1. Pensioner Data Change Request (DDR-2) Form (1) Original Copy		<b>Agency - Division:</b> Social Security System - SSS Website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>	

2. Identification document/s of pensioner/dependent child/ren	
<div> List of Primary ID <ul style="list-style-type: none"> <li>Unified Multi-Purpose Identification (UMID) Card</li> <li>Social Security (SS) Card</li> <li>Philippine Identification (PhilID) Card</li> <li>Alien Certificate of Registration</li> <li>Driver's License</li> <li>Firearm Registration</li> <li>License to Own and Possess Firearms</li> <li>National Bureau of Investigation (NBI) Clearance</li> <li>Passport</li> <li>Permit to Carry Firearms Outside of Residence</li> <li>Postal ID Card</li> <li>Seafarer's Identification Book (Seaman's Book)</li> <li>Voter's ID Card</li> </ul> </div> <div> <b>Remarks:</b>  Present any one (1) of the following Primary ID (original) and submit photocopy </div>	<div> Issued By <ul style="list-style-type: none"> <li>Social Security System (SSS) / Government Service Insurance Corporation (GSIS)</li> <li>Social Security System (SSS)</li> <li>Philippine Statistics Authority</li> <li>Bureau of Immigration</li> <li>Land Transportation Office (LTO)</li> <li>Philippine National Police (PNP)</li> <li>Philippine National Police (PNP)</li> <li>National Bureau of Investigation (NBI)</li> <li>Department of Foreign Affairs (DFA)/Foreign Government</li> <li>Philippine National Police (PNP)</li> <li>Philippine Postal Corporation (PHLPost)</li> <li>Maritime Industry Authority (MARINA)</li> <li>Commission on Elections (COMELEC)</li> </ul> </div>
<b>For Correction/Change of Name of Pensioner/Dependent Child/ren - Any of the following:</b>	
<div> 1. Birth Certificate </div> <div> (1) Original Copy </div> <div> <b>Remarks:</b> <ul style="list-style-type: none"> <li>In the absence of the Birth Certificate, Certificate of non-availability of birth records from the City or Municipal Civil Registrar or Philippine Statistics Authority (PSA) is required.</li> </ul> </div>	<div> <b>Agency - Division:</b>  Philippine Statistics Authority - Court - City or Municipal Civil Registrar/Law Office </div>
<div> 2. Passport </div> <div> Passport - Department of Foreign Affairs (DFA)/Foreign Government </div>	
<b>Sub Situational Requirement/s</b>	
<b>For In the absence of the Birth Certificate and Passport, the following are the required supporting documents:</b>	
<div> 1. Certificate of Non-Availability of Birth Records </div> <div> (1) Original Copy </div>	<div> <b>Agency - Division:</b>  Philippine Statistics Authority - City or Municipal Civil Registrar or National Archives </div>

2. Any two (2) of the following, both with the correct name and at least one (1) with date of birth:

- Alien Certificate of Registration – Bureau of Immigration
- Baptismal Certificate or its equivalent – Church or Parish
- Certificate of Licensure/Qualification Document from Maritime Industry Authority (MIA) – MIA
- Certificate of Muslim Filipino Tribal Affiliation – National Commission on Muslim Filipinos
- Court Order granting petition for change of name – Regional Trial Court
- Driver's License - Land Transportation Office (LTO)
- Firearm Registration – Philippine National Police (PNP)
- Government Service Insurance System (GSIS) ID Card/Member's Record/Certificate of Membership – GSIS
- Health or Medical Card – Health Maintenance Organization (HMO) Provider
- Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form – Pag-IBIG
- ID Card issued by Local Government Units - Barangay Hall or City/Municipal Hall
- License to Own and Possess Firearms – PNP
- Life Insurance Policy – Life Insurance Providers/Companies
- Marriage Contract/Marriage Certificate/Report of Marriage – Local Civil Registry Office or Philippine Statistics Authority
- National Bureau of Investigation (NBI) Clearance – NBI
- Overseas Worker Welfare Administration (OWWA) Card – OWWA Regional Welfare Office or Main Office
- Permit to Carry Firearms Outside of Residence – PNP
- Philippine Health Insurance Corporation (PHIC) ID Card/Member's Data Record – PhilHealth
- Police Clearance – Local Police Station
- Postal Identity Card – Philippine Postal Corporation
- Professional Regulation Commission (PRC) Card – PRC
- Seafarer's Identification & Record Book (Seaman's Book) – Maritime Industry Authority
- Senior Citizen Card – Office of the Senior Citizens Affairs
- Student Permit issued by LTO – LTO
- Taxpayer Identification Number (TIN) Card – Bureau of Internal Revenue
- Transcript of Records – School/University Registrar
- Voter's Affidavit/Certificate of Registration/ID Card – Commission on Elections

**For For totally different name (except due to naturalization)**

1. Joint affidavit of two (2) persons who have personal knowledge of the facts and circumstances on the use of the different name/middle name/last name stating therein that the two (2) names refer to the one (1) and the same person and the reason why the name was used

(1) Original Copy

**Agency - Division:**

Public Attorney's Office/Law Office - Public Attorney's Office/Law Office

**For For Correction of name due to naturalization from Filipino citizenship to foreign citizenship or vice-versa**

1. Certificate of Naturalization

(1) Original Copy

**Agency - Division:**

Department of Foreign Affairs - Department of Foreign Affairs

2. Identification Certificate

(1) Original Copy

**Agency - Division:**

Bureau of Immigration - Foreign Offices

<p>3. Any foreign government issued ID card/s and/or documents showing the new name</p> <p>e.g., Passport, Driver's License</p>	
<p><b>For For Correction of name due to re-marriage/annulment of marriage</b></p> <p>1. New Marriage Contract/Marriage Certificate/Report of Marriage</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Any of the following documents, whichever is applicable:</p> <ul style="list-style-type: none"> <li>• Death Certificate of spouse, if due to death of previously reported spouse</li> <li>• Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate, if due to annulled or void marriage with previous reported spouse</li> <li>• Court Order on Declaration of Presumptive Death, if previously reported spouse is presumed dead</li> <li>• Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse</li> <li>• Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse</li> </ul>	
<p><b>Agency - Division:</b></p> <p>Philippine Statistics Authority - City or Municipal Civil Registrar or Court/Law Office</p>	
<p><b>For Correction of Date of Birth of Pensioner/Dependent Child/ren - Any of the following:</b></p>	
<p>1. Birth Certificate</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Philippine Statistics Authority - City or Municipal Civil Registrar</p>
<p>2. Passport</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Department of Foreign Affairs - Foreign Government</p>
<p><b>For Correction/Change of Disbursement Account Information - Any of the following:</b></p>	
<p>1. Single Savings Account Passbook</p> <p>(1) Original Copy</p>	<p><b>Agency - Division:</b></p> <p>Bank - Bank</p>
<p>2. Machine-validated deposit slip</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>Duly signed by the bank's authorized signatory showing the name of the pensioner, savings account number, bank branch and address</p>	<p><b>Agency - Division:</b></p> <p>Bank - Bank</p>
<p>3. Any document showing the pensioner's name and bank account number</p> <p>(1) Original Copy</p> <p><b>Remarks:</b></p> <p>e.g., print-out of online banking transaction</p>	<p><b>Agency - Division:</b></p> <p>Bank - Bank</p>
<p><b>For Updating of Contact Information (For Home Address or Foreign Address only) - Any of the following</b></p>	

1. Proof of residence acceptable to SSS  (1) Original Copy <b>Remarks:</b>  e.g., recent billing statements and barangay certificate issued in the last six (6) months	<b>Agency - Division:</b>  Barangay Hall - City/Municipal Hall
2. ID Card showing the address  <ul style="list-style-type: none"> <li>ID Card issued by Local Government Units</li> </ul>	

**For Updating of Contact Information (Telephone Number, Mobile/Cellphone Number/E-mail Address)**

**Sub Situational Requirement/s**

**For For Cellphone Number**

1. Proof of Ownership

(1) Original Copy

**Remarks:**

Proof of ownership, such as the official receipt of the mobile phone or the box with the IMEI number.

**Note: No documentary requirements shall be submitted for Telephone Number and E-mail Address**

**Agency - Division:**

National Telecommunications Commission - National Telecommunications Commission

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Get Pensioner Data Change Request (DDR-2) Form and read instructions and fill out the form <b>Location:</b>  SSS branches or SSS website at <a href="http://www.sss.gov.ph">www.sss.gov.ph</a>  <b>Notes/Instruction:</b>  If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	1. Issue required form to the pensioner	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR);</li> </ul>
2. Get a queue number and wait for the number to be called <b>Location:</b>  SSS branch  <b>Notes/Instruction:</b>  If the branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor	2. Issue a queue number to the pensioner	None	6 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>

<p>3. Submit the accomplished form and present the original/certified true copy with photocopy/ies of the documentary requirements (if any)</p> <p><b>Location:</b></p> <p>SSS branch</p>	<p>3.1. Receive duly accomplished Pensioner Data Change Request (DDR-2) Form and documentary requirements</p>	None	1 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	<p>3.2. Check form if properly accomplished and checks completeness of documentary requirements</p>		1 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	<p>3.3. Issue acknowledgement stub</p>		1 minute/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> </ul>
	<p>3.4. Prepare the transmittal list to the Processing Center (PC) and forwarded to Social Security Officer III (SSO III)/CEO II for review</p>		3 hour/s	<ul style="list-style-type: none"> <li>• Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>• Senior Member Service Representative (SMSR); Any of requesting office / division</li> <li>• Social Security Officer III (SSO III); Any of requesting office / division</li> <li>• Corporate Executive Officer II (CEO II); Any of requesting office / division</li> </ul>

	3.5. Forward the duly accomplished Pensioner Data Change Request (DDR-2) Form and documentary requirements to Processing Center for encoding	1 minute/s	<ul style="list-style-type: none"> <li>Junior Member Service Representative (JMSR); Any of requesting office / division</li> <li>Senior Member Service Representative (SMSR);</li> </ul>
	3.6. Receive and process the request for simple correction	5 working day/s	<ul style="list-style-type: none"> <li>Processor; Central Processing Group</li> </ul>
<b>Total Processing Time:</b>		5 working day/s, 3 hour/s, 13 minute/s	
<b>Total Processing Fee:</b>		None	

## 95. Submission of Request for Re-disbursement of Returned Death Benefit

This service facilitates the request of claimants for the re-disbursement of a death benefit that was previously returned due to unsuccessful disbursement, such as incorrect bank account details.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department		
<b>Category:</b>	External Service		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	All claimants whose death benefit was previously returned due to unsuccessful disbursement, such as incorrect bank account details.		
<b>Operating Hours:</b>	8:00 AM - 5:00 PM		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	

### For Standard Requirement

- Letter request for the re-disbursement of the benefit claim  
(1) Original Copy

Applicant / Client

<div><div>2. Unified Multipurpose Identification Card</div><div><p>The primary ID card shall be the UMID Card (SSS/GSIS) and other government-issued ID cards/documents with photo, signature and underwent biometric data capture process such as but not limited to the following:</p><ul style="list-style-type: none"><li>• Social Security Card - Social Security System</li><li>• National Identification Card - Philippine Statistics Authority</li><li>• Driver's License - Land Transportation Office</li><li>• Passport - Department of Foreign Affairs/ Foreign Government</li><li>• Voter's ID - Commission on Election</li><li>• New Postal ID - Philippine Post Office</li><li>• NBI Clearance - National Bureau of Investigation</li><li>• PRC ID - Professional Regulation Commission</li></ul></div><div><p><b>Remarks:</b></p><p>In the absence of a primary ID card/document, filer shall present/submit any two (2) ID cards/documents, both with signature and at least one (1) with photo.</p></div></div>				
<div><div>3. Disbursement Account</div><div><p>Any of the following:</p><div><div>A. For bank account with PESONet participating banks</div><div><p>(1) Original Copy</p><p><b>Remarks:</b></p><p>Any of the following:</p><ul style="list-style-type: none"><li>• Passbook</li><li>• ATM card with name of claimant and account number</li><li>• Validated deposit slip</li><li>• Bank Certificate/Statement issued within three (3) months prior to filing of claim with the following information:</li></ul><div><div>- Complete name of claimant</div><div>- Account number</div></div></div><div><div>B. For e-wallet account (e.g. Maya, GCash), screenshot of claimant's e-wallet account showing his/her account/mobile number and complete name.</div><div>(1) Original Copy</div></div><div><div>C. For RTCs/CPOs (DBP Cash Padala thru MLhuillier), claimant's account/mobile number.</div><div>(1) Original Copy</div></div></div><div><div>Applicant / Client</div><div>Applicant / Client</div><div>Applicant / Client</div></div></div></div>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)

<p>1. Get a queue number and wait for the number to be called.</p> <p><b>Location:</b></p> <p>Public Assistance and Complaints Desk/SSS Information Booth/Automated Queuing System (if available)</p> <p><b>Notes/Instruction:</b></p> <p>If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>	1. Issues a queue number	None	1 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk; Branch Operations Sector</li> </ul>
<p>2. Submit the letter request for the re-disbursement of the benefit claim and other documentary requirements</p> <p><b>Location:</b></p> <p>Member Services Section</p>	2.1. Receives the letter request for the re-disbursement of the benefit claim and other documentary requirements	None	1 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.2. Screen the following supporting documents submitted by claimant with rejected/returned IDDR benefit proceeds - Proof of account; - Letter of request for re-disbursement; and - Valid Identification Documents		5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.3. Access inquiry system (WINS and/or E-Disbursement) to confirm the details of account as against the details of submitted supporting documents.		3 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.4. Forward the supporting documents to Processing Center, following the usual procedure.		7 hour/s, 50 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk/ Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
	2.5. Receive and evaluate the supporting documents forwarded by Branch.		5 minute/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>
	2.6. Encodes applicable data in the IDDR Benefit Re-disbursement Module		5 minute/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>
	2.7. Validate/verify if the disbursement account details have been successfully posted in inquiry system (WINS and/or E-Disbursement)		7 hour/s, 50 minute/s	<ul style="list-style-type: none"> <li>Processor/SSO III; Central Processing Group</li> </ul>
	2.8. Issues Letter of Instruction (LOI).		1 working day/s	<ul style="list-style-type: none"> <li>Senior Data Controller; Treasury Division</li> </ul>

<b>Total Processing Time:</b>	3 working day/s
<b>Total Processing Fee:</b>	None

## 96. Submission of Request for Re-disbursement of Returned Funeral Benefit for SS Member-Claimants

This service facilitates the request of claimants for the re-disbursement of a funeral benefit that was previously returned due to unsuccessful disbursement, such as incorrect bank account details.

<b>Office or Division:</b>	Retirement, Death and Funeral Benefits Administration Department
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	All claimants whose funeral benefit was previously returned due to unsuccessful disbursement, such as incorrect bank account details.
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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### For SS Member-Claimants

#### 1. My.SSS Account

(1) Electronic Copy

#### Remarks:

Note: Member must be registered in the SSS Website to be able to apply for re-disbursement of funeral benefit through the My.SSS Portal

#### Agency - Division:

Social Security System - Branch Office/Website

#### 2. Disbursement Account

(1) Electronic Copy

#### Remarks:

Proof of disbursement account showing the Name and Account Number of the member, through any of the following:

- Bank account through any PESONet participating banks (Automated Telling Machine Card, Passbook, Validated deposit slip, Bank Certificate or Statement issued within three (3) months prior to filing of claim)
- Electronic Wallets, such as Maya or Gcash
- Remittance Transfer Companies/Cash Payout Outlets

Note: The member's preferred disbursement account must be enrolled and approved through the Disbursement Account Enrollment Module (DAEM) on the SSS Website. However, if the member has a UMID card enrolled as an ATM, the benefit proceeds will be credited directly to the said card.

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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1. Login at My.SSS Portal of the SSS Website <b>Location:</b> <a href="https://member.sss.gov.ph">https://member.sss.gov.ph</a>	1. The member login page of the SSS website will be displayed	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
2. Navigate and click the SERVICES tab to show accordion contents. Click on Benefit Re-disbursement <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	2. The Benefit Re-disbursement page will display	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
3. Click "UPDATE BANK DETAILS" to confirm/enroll/re-activate your disbursement account to be used for the re-crediting of your benefit <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	3. The Update Bank Details button will be activated	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
<b>4.If with no active disbursement account/s enrolled; and If with multiple enrolled disbursement disbursement account</b>				
<b>If with no active disbursement account/s enrolled, since previously enrolled disbursement account is already invalid/incorrect/closed</b> 4.A.Enroll/update account first before proceeding with the benefit re-disbursement. <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	4.A. A clickable link for enroll/update disbursement account will be shown on the screen	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
<b>If with multiple enrolled disbursement disbursement account</b> 4.B.Choose from the dropdown which disbursement will be used for the re-disbursement <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	4.B. The Update Bank Details button will be activated	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
5. Click on the check box to certify the disbursement <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	5. The Proceed button will be activated	None	2 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
6. Click on the Proceed Button <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	6. This will submit the re-disbursement to the system and The success screen will be displayed.	None	5 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>
7. Click on the Done button <b>Location:</b> <a href="https://www.sss.gov.ph">https://www.sss.gov.ph</a>	7.1. The screen will return to the list of re-disbursements (if there are any)	None	5 minute/s	<ul style="list-style-type: none"> <li>Senior Specialist; Information Systems Department IV</li> </ul>

7.2. An Email Notification and inbox notification will be received by the member regarding the details of re-disbursement	5 minute/s	• Senior Specialist; Information Systems Department IV
7.3. Processing of filed Re-disbursement online	5 minute/s	• Senior Specialist; Information Systems Department III
7.4. Issuance of Letter of Introduction (LOI) to be forwarded to funding bank for disbursement of approved Re-disbursement	1 working day/s	• Senior Data Controller; Cash Management Department
<b>Total Processing Time:</b>		1 working day/s, 28 minute/s
<b>Total Processing Fee:</b>		None

## 97. Loan Payment via Branch Telling Using Payment Reference Number (PRN) for Individual Members and Employers

This service allows SSS members and employers to make loan payments conveniently through branch telling with the use of Loan Payment Reference Number (PRN) which ensures accurate and efficient tracking of each payment.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)
<b>Who may avail:</b>	Regular Employers, Household Employers and SSS members with active loan/s
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b>	
1. Printed Payment Reference Number (PRN) (1) Original Copy	<b>Agency - Division:</b> Social Security System - Official SSS website (www.sss.gov.ph)
<b>In the absence of printed PRN</b>	
1. Copy of Payment Reference Number (PRN) (1) Electronic Copy	Applicant / Client
2. Accomplished Payment Slip for Short Term Member Loans (1) Original Copy	<b>Agency - Division:</b> SSS Branches - Public Assistance and Complaint Desk / Telling Facility
2. Cash and/or Manager's Check (Sample: - -)	Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Proceed to Public Assistance and Complaint Desk to get a queue number (if applicable) <b>Location:</b> SSS Branch with Telling Facility	1. 2. Issue queue number, if applicable	None	3 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Branch Operations Sector</li> </ul>
2. Proceed to the Telling Area and wait for the queue number to be called. <b>Location:</b> SSS Branches with Telling Facility <b>Notes/Instruction:</b> Waiting time may vary depending on the volume of transacting members.	2. Direct member to the waiting area	None	3 minute/s	<ul style="list-style-type: none"> <li>Senior Clerk: Senior/Junior Member Service Representative ; Branch Operations Sector</li> </ul>
3. Proceed to the assigned Telling Counter when your queue number is called and present the PRN or accomplished payment slip along with the payment. <b>Location:</b> SSS Branches with Telling Facility	3.1. Receive the PRN/Payment Slip and Payment	None	1 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.2. Check the amount received and validate it against the PRN.		3 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.3. Scan/Encode the barcode in the PRN/Payment Slip		1 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.4. Select "Cash" in the ATS module, input the amount received, and prepare change, if there is any. For payments made via Manager's Check, select "Cheque" in the ATS module and encode the check details such as the check number, check date, bank, and amount.		5 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.5. Validate the Scanned/Encoded PRN/Payment Slip in the ATS Module		1 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.6. Print the validation in the printed PRN/Payment Slip		3 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
	3.7. Check the correctness of the validated PRN/Payment Slip.		3 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>
4. Receive the validated PRN/Payment Slip and change, if any. <b>Location:</b>	4.1. Return the validated PRN/Payment Slip to the member along with the change, if any.	None	3 minute/s	<ul style="list-style-type: none"> <li>Cashier; Branch Operations Sector</li> </ul>

SSS Branches with Teller Facility	4.2. Secure the copy of validated PRN/Payment Slip in designated box/tray	2 minute/s	• Cashier; Branch Operations Sector
<b>Total Processing Time:</b>		28 minute/s	
<b>Total Processing Fee:</b>		None	

## 98. Request for Refund or Replacement of Refund check under Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) Filed by Authorized Representative

Processing of requests for refund of SILP/PFLP overpayment and replacement of refund SILP/PFLP check, including receipt of the request form and identification documents.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	<p>Authorized representative of the following members:</p> <ul style="list-style-type: none"> <li>• SSS member-borrower who have confirmed SILP/PFLP overpayment.</li> <li>• SSS member-borrower with issued SILP/PFLP refund check that are staled or cancelled and subject for replacement.</li> </ul>
<b>Operating Hours:</b>	8:00 AM - 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Standard Requirement</b> 1. Duly accomplished SILP/PFLP Request for Refund Form MLD-01475 (10-2020) (1) Original Copy	<b>Agency - Division:</b> Social Security System - Member Loans Department

2. One (1) photocopy of member's one (1) primary ID card/document

**Primary ID Cards/Documents**

**Issued By**

- |  |   |
|--|---|
| 1. Unified Multi-Purpose ID (UMID) Card                    | Social Security System (SSS) / Government Service Insurance System (GSIS) |
| 2. SSS Digitized ID  | Social Security System (SSS)  |
| 3. Birth Certificate                                       | Philippine Statistics Authority (PSA)                                     |
| 4. Driver's License  | Land Transportation Office (LTO)  |
| 5. Passport  | Department of Foreign Affairs (DFA)                                       |
| 6. PRC Card  | Professional Regulation Commission (PRC)                                  |
| 7. Seafarer's Identification & Record Book (Seaman's Book) | Maritime Industry Authority (MIA)   |
| 8. PhilID Card/ ePhilID                                    | Philippine Statistics Authority (PSA)                                     |

**In absence of primary ID card/document**

1. One (1) photocopy of member's any two (2) secondary ID cards/documents

**Secondary ID Cards/Documents**

**Issued By**

- |  |   |
|--|---|
| 1. ATM Card (with cardholder's name)   | Bank  |
| 2. Alien Certificate of Registration   | Bureau of Immigration   |
| 3. Bank Account Passbook   | Bank  |
| 4. Baptismal Certificate of child/ren  | Church  |
| 5. Birth Certificate of child/ren  | Philippine Statistics Authority (PSA)   |
| 6. Certificate of Licensure / Qualification Documents  | Maritime Industry Authority (MIA)   |
| 7. Certificate of Confirmation   | National Commission on Indigenous Peoples (NCIP)  |
| 8. Certificate of Muslim Filipino Tribal Affiliation   | National Commission on Muslim Filipinos (NCMF)  |
| 9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth               | City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives |
| 10. Company ID Card  | Private Entities or Institutions  |
| 11. Court Order granting petition for change of name or date of birth  | Regional Trial Court / Metropolitan Trial Court   |
| 12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate | Regional Trial Court / Metropolitan Trial Court   |
| 13. Credit Card  | Bank / Credit Card Company  |
| 14. Firearm License Card   | Philippine National Police (PNP)  |
| 15. Fishworker's License   | Bureau of Fisheries and Aquatic Resources (BFAR)  |
| 16. GSIS Member's Record / Certificate of Membership   | Government Service Insurance System (GSIS)  |
| 17. Health / Medical Card  | Health Maintenance Organization   |

18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)
29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation
33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
38. Transcript of Records	Colleges / Universities
39. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

Both with signature and at least one (1) with photo

3. One (1) photocopy of authorized representative's one (1) primary ID card/document

Primary ID Cards/Documents	Issued By
1. Unified Multi-Purpose ID (UMID) Card	Social Security System (SSS) / Government Service Insurance System (GSIS)
2. SSS Digitized ID	Social Security System (SSS)
3. Birth Certificate	Philippine Statistics Authority (PSA)
4. Driver's License	Land Transportation Office (LTO)
5. Passport	Department of Foreign Affairs (DFA)
6. PRC Card	Professional Regulation Commission (PRC)
7. Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority (MIA)
8. PhilID Card/ ePhilID	Philippine Statistics Authority (PSA)

**In absence of primary ID card/document**

1. One (1) photocopy of authorized representative's any two (2) secondary ID cards/documents

Secondary ID Cards/Documents	Issued By
1. ATM Card (with cardholder's name)	Bank
2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Baptismal Certificate of child/ren	Church
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)
6. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
7. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
8. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
10. Company ID Card	Private Entities or Institutions
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)

17. Health / Medical Card	Health Maintenance Organization
18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)
29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation
33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
38. Transcript of Records	Colleges / Universities
39. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

Both with signature and at least one (1) with photo

4. Letter of Authority (LOA)

(1) Original Copy

Applicant / Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
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**1.Member to select the type of request: Request for Refund or Replacement of Refund Check**

<b>Request for Refund</b> 1.A.Submit duly accomplished Request for Refund form and photocopy of IDs <b>Location:</b> SSS Branch Office / Foreign Office	1.A.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.A.2. Forward to Member Loans Department (MLD) the request for refund form and submitted documents		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.A.3. Receipt of the request for refund form and submitted documents from Branch Office/Foreign Office then forward to assigned Senior Analyst		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.A.4. Verify the SILP/PFLP account and prepare the Disbursement Voucher (DV), Transmittal List (TL) and supporting documents then forward to Corporate Executive Officer IV through Social Security Officer III		15 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
	1.A.5. Review the DV, TL and supporting documents then forward to Senior Vice President through Department Manager III, for approval		15 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
	1.A.6. Approve the DV and TL then return the documents to Senior Analyst		20 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> <li>Senior Vice President; Lending and Asset Management Group</li> </ul>
	1.A.7. Transmit the TL, DV, and supporting documents to Investments Accounting Department (IAD) for preparation of Journal Voucher (JV)		5 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
<b>Replacement of Refund Check</b> 1.B.Submit duly accomplished Request for Refund form and photocopy of IDs <b>Location:</b> SSS Branch Office / Foreign Office	1.B.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>

1.B.2. Forward to Member Loans Department (MLD) the request for refund form and submitted documents	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
1.B.3. Receipt of the request for refund form and submitted documents from Branch Office/Foreign Office then forward to assigned Senior Analyst	2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
1.B.4. Prepare and send request for Certification of Check Status (CCS) to Branch Accounting Department (BRAD) through e-mail	2 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
1.B.5. Verify, prepare and send CCS to requesting unit	4 working day/s	<ul style="list-style-type: none"> <li>Bookkeeper; Branch Accounting Department</li> <li>Social Security Officer III; Branch Accounting Department</li> <li>Corporate Executive Officer II; Branch Accounting Department</li> </ul>
1.B.6. Verify and untag the SILP/PFLP account through the Stock Investment Repayments System upon receipt of the CCS from BRAD	5 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> <li>Social Security Officer III; Member Loans Department</li> </ul>
1.B.7. Prepare the Disbursement Voucher (DV), Transmittal List (TL) and supporting documents then forward to Corporate Executive Officer IV through Social Security Officer III	15 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
1.B.8. Review the DV, TL and supporting documents then forward to Senior Vice President through Department Manager III, for approval	15 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
1.B.9. Approve the DV and TL then return the documents to Senior Analyst	20 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> <li>Senior Vice President; Lending and Asset Management Group</li> </ul>

	1.B.10. Transmit the TL, DV and supporting documents to BRAD for processing through Special Voucher	5 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
<b>Total Processing Time:</b>			
<b>Total Processing Fee:</b>		None	

**99. Request for Refund or Replacement of Refund check under Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) Filed by Member**

Processing of requests for refund of SILP/PFLP overpayment and replacement of refund SILP/PFLP check, including receipt of the request form and identification documents.

<b>Office or Division:</b>	Lending and Asset Management Group	
<b>Category:</b>	External Service	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• SSS member-borrowers who have confirmed SILP/PFLP overpayment.</li> <li>• SSS member-borrowers with issued SILP/PFLP refund check that are staled or cancelled and subject for replacement.</li> </ul>	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>

### For Standard Requirement

1. Duly accomplished SILP/PFLP Request for Refund Form MLD-01475 (10-2020)

(1) Original Copy

## Agency - Division:

Social Security System - Member Loans Department

2. One (1) photocopy of member's one (1) primary ID card/document

### Primary ID Cards/Documents

**Issued By**

- |  |   |
|--|---|
| 1. Unified Multi-Purpose ID (UMID) Card                    | Social Security System (SSS) / Government Service Insurance System (GSIS) |
| 2. SSS Digitized ID  | Social Security System (SSS)  |
| 3. Birth Certificate                                       | Philippine Statistics Authority (PSA)                                     |
| 4. Driver's License  | Land Transportation Office (LTO)  |
| 5. Passport  | Department of Foreign Affairs (DFA)                                       |
| 6. PRC Card  | Professional Regulation Commission (PRC)                                  |
| 7. Seafarer's Identification & Record Book (Seaman's Book) | Maritime Industry Authority (MIA)   |
| 8. PhilID Card/ ePhilID                                    | Philippine Statistics Authority (PSA)                                     |

## In absence of primary ID card/document

1. One (1) photocopy of member's any two (2) secondary ID cards/documents

Secondary ID Cards/Documents	Issued By
1. ATM Card (with cardholder's name)	Bank
2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Baptismal Certificate of child/ren	Church
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)
6. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
7. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
8. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
9. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
10. Company ID Card	Private Entities or Institutions
11. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
12. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
13. Credit Card	Bank / Credit Card Company
14. Firearm License Card	Philippine National Police (PNP)
15. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
16. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
17. Health / Medical Card	Health Maintenance Organization
18. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
19. Homeowners Association ID Card	Homeowners Association
20. ID Card	Barangay / City / Municipality
21. ID Card	Professional Association (recognized by PRC)
22. License ID Card	Philippine Racing Commission (PHILRACOM)
23. Life Insurance Policy	Insurance Company
24. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
25. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
26. Membership Card	Private Entities or Institutions
27. NBI Clearance	National Bureau of Investigation (NBI)
28. OWWA Card	Overseas Worker Welfare Administration (OWWA)

29. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
30. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
31. Police Clearance	Philippine National Police (PNP)
32. Postal ID Card	Philippine Postal Corporation
33. School ID / Registration Card	Schools / Colleges / Universities
34. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
35. Senior Citizen Card	Office of Senior Citizen Affairs
36. Student Permit	Land Transportation Office (LTO)
37. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
38. Transcript of Records	Colleges / Universities
39. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

Both with signature and at least one (1) with photo

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
<b>1.Member to select the type of request: Request for Refund or Replacement of Refund Check</b>				
<b>Request for Refund</b> 1.A.Submit duly accomplished Request for Refund form and photocopy of IDs <b>Location:</b> SSS Branch Office / Foreign Office	1.A.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.A.2. Forward to Member Loans Department (MLD) the request for refund form and submitted documents		2 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.A.3. Receipt of the request for refund form and submitted documents from Branch Office/Foreign Office then forward to assigned Senior Analyst		2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	1.A.4. Verify the SILP/PFLP account and prepare the Disbursement Voucher (DV), Transmittal List (TL) and supporting documents then forward to Corporate Executive Officer IV through Social Security Officer III		15 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>

	1.A.5. Review the DV, TL and supporting documents then forward to Senior Vice President through Department Manager III, for approval		15 minute/s	<ul style="list-style-type: none"> <li>• Social Security Officer III; Member Loans Department</li> <li>• Corporate Executive Officer IV; Member Loans Department</li> </ul>
	1.A.6. Approve the DV and TL then return the documents to Senior Analyst		20 minute/s	<ul style="list-style-type: none"> <li>• Department Manager III; Member Loans Department</li> <li>• Senior Vice President; Lending and Asset Management Group</li> </ul>
	1.A.7. Transmit the TL, DV, and supporting documents to Investments Accounting Department (IAD) for preparation of Journal Voucher (JV)		5 minute/s	<ul style="list-style-type: none"> <li>• Senior Analyst; Member Loans Department</li> </ul>
<b>Replacement of Refund Check</b> 1.B.Submit duly accomplished Request for Refund form and photocopy of IDs <b>Location:</b> SSS Branch Office / Foreign Office	1.B.1. Receive and screen the submitted documents	None	2 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.B.2. Forward to Member Loans Department (MLD) the request for refund form and submitted documents		2 minute/s	<ul style="list-style-type: none"> <li>• Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	1.B.3. Receipt of the request for refund form and submitted documents from Branch Office/Foreign Office then forward to assigned Senior Analyst		2 minute/s	<ul style="list-style-type: none"> <li>• Junior Analyst; Member Loans Department</li> </ul>
	1.B.4. Prepare and send request for Certification of Check Status (CCS) to Branch Accounting Department (BRAD) through e-mail		2 minute/s	<ul style="list-style-type: none"> <li>• Senior Analyst; Member Loans Department</li> </ul>
	1.B.5. Verify, prepare and send CCS to requesting unit		4 working day/s	<ul style="list-style-type: none"> <li>• Corporate Executive Officer II ; Branch Accounting Department</li> <li>• Social Security Officer III; Branch Accounting Department</li> <li>• Bookkeeper; Branch Accounting Department</li> </ul>

	1.B.6. Verify and untag the SILP/PFLP account through the Stock Investment Repayments System upon receipt of the CCS from BRAD	5 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> <li>Social Security Officer III; Member Loans Department</li> </ul>
	1.B.7. Prepare the Disbursement Voucher (DV), Transmittal List (TL) and supporting documents then forward to Corporate Executive Officer IV through Social Security Officer III	15 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
	1.B.8. Review the DV, TL and supporting documents then forward to Senior Vice President through Department Manager III, for approval	15 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
	1.B.9. Approve the DV and TL then return the documents to Senior Analyst	20 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> <li>Senior Vice President; Lending and Asset Management Group</li> </ul>
	1.B.10. Transmit the TL, DV and supporting documents to BRAD for processing through Special Voucher	5 minute/s	<ul style="list-style-type: none"> <li>Senior Analyst; Member Loans Department</li> </ul>
<b>Total Processing Time:</b>			
<b>Total Processing Fee:</b>		None	

## 100. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through SSS Branch Office

The Option to Sell Shares of Stocks (OTS) program allows member-borrowers with outstanding loans under the SILP and PFLP to authorize the Social Security System (SSS) to sell their shares of stocks under its custody thru accredited brokers, subject to usual fees and charges. The proceeds from the sale shall then be used to pay off their SILP/PFLP loans.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)

<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Member-borrowers with outstanding loan balances under the SILP and PFLP and whose stock certificates are still in SSS custody</li> <li>Member-borrowers who have not been granted any final benefit, i.e. permanent total disability, or retirement</li> <li>Member-borrower should be Filipino Citizen if with ABS-CBN stocks and other Philippine broadcasting media stocks</li> </ul>																	
<b>Operating Hours:</b>	8:00 AM - 5:00 PM																	
<b>Statute:</b>	SSS Circular No. 2014-021 Option to Sell Shares of Stocks under SILP and PFLP																	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>																
<b>For Standard Requirement</b>																		
1. Duly accomplished Option to Sell Shares of Stocks (SILP/PFLP) Application Form MLP-01203 (04-2015)  (1) Original Copy <b>Remarks:</b>  Should indicate PHILIPPINE ADDRESS		<b>Agency - Division:</b>  Social Security System - Member Loans Department																
2. Notarized Special Power of Attorney (SPA) - Option to Sell Shares of Stock (SILP/PFLP) MLP-01204  (2) Original Copy <b>Remarks:</b> <ul style="list-style-type: none"> <li>Two (2) SPA per stock name (mother share)</li> <li>Obtain signature of member-borrower under 'GRANTOR/PRINCIPAL'</li> </ul>		<b>Agency - Division:</b>  Social Security System - Member Loans Department																
3. Customer Account Information Form  (1) Original Copy		<b>Agency - Division:</b>  Social Security System - Member Loans Department																
4. Specimen Signature Card  (2) Original Copy		<b>Agency - Division:</b>  Social Security System - Member Loans Department																
5. One (1) photocopy of member-borrower's two (2) primary ID cards/documents  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Primary ID Cards/Documents</th> <th style="text-align: left;">Issued By</th> </tr> </thead> <tbody> <tr> <td>1. Unified Multi-Purpose ID (UMID) Card</td> <td>Social Security System (SSS) / Government Service Insurance System (GSIS)</td> </tr> <tr> <td>2. SSS Digitized ID</td> <td>Social Security System (SSS)</td> </tr> <tr> <td>3. Driver's License</td> <td>Land Transportation Office (LTO)</td> </tr> <tr> <td>4. Passport</td> <td>Department of Foreign Affairs (DFA)</td> </tr> <tr> <td>5. PRC Card</td> <td>Professional Regulation Commission (PRC)</td> </tr> <tr> <td>6. Seafarer's Identification &amp; Record Book (Seaman's Book)</td> <td>Maritime Industry Authority (MIA)</td> </tr> <tr> <td>7. PhilID Card/ ePhilID</td> <td>Philippine Statistics Authority (PSA)</td> </tr> </tbody> </table> <b>Remarks:</b> <ul style="list-style-type: none"> <li>Both with signature and at least one (1) with photo.</li> <li>The photocopy must be originally signed three (3) times.</li> </ul>		Primary ID Cards/Documents	Issued By	1. Unified Multi-Purpose ID (UMID) Card	Social Security System (SSS) / Government Service Insurance System (GSIS)	2. SSS Digitized ID	Social Security System (SSS)	3. Driver's License	Land Transportation Office (LTO)	4. Passport	Department of Foreign Affairs (DFA)	5. PRC Card	Professional Regulation Commission (PRC)	6. Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority (MIA)	7. PhilID Card/ ePhilID	Philippine Statistics Authority (PSA)	
Primary ID Cards/Documents	Issued By																	
1. Unified Multi-Purpose ID (UMID) Card	Social Security System (SSS) / Government Service Insurance System (GSIS)																	
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4. Passport	Department of Foreign Affairs (DFA)																	
5. PRC Card	Professional Regulation Commission (PRC)																	
6. Seafarer's Identification & Record Book (Seaman's Book)	Maritime Industry Authority (MIA)																	
7. PhilID Card/ ePhilID	Philippine Statistics Authority (PSA)																	

## In absence of primary ID cards/documents

1. One (1) photocopy of member-borrower's any three (3) secondary ID cards/documents

Secondary ID Cards/Documents	Issued By
1. ATM Card (with cardholder's name)	Bank
2. Alien Certificate of Registration	Bureau of Immigration
3. Bank Account Passbook	Bank
4. Birth Certificate	Philippine Statistics Authority (PSA)
5. Birth Certificate of child/ren	Philippine Statistics Authority (PSA)
6. Baptismal	Church
7. Baptismal Certificate of child/ren	Church
8. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
9. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
10. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
11. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
12. Company ID Card	Private Entities or Institutions
13. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
14. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
15. Credit Card	Bank / Credit Card Company
16. Firearm License Card	Philippine National Police (PNP)
17. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
18. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
19. Health / Medical Card	Health Maintenance Organization
20. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
21. Homeowners Association ID Card	Homeowners Association
22. ID Card	Barangay / City / Municipality
23. ID Card	Professional Association (recognized by PRC)
24. License ID Card	Philippine Racing Commission (PHILRACOM)
25. Life Insurance Policy	Insurance Company
26. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
27. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
28. Membership Card	Private Entities or Institutions

29. NBI Clearance	National Bureau of Investigation (NBI)
30. OWWA Card	Overseas Worker Welfare Administration (OWWA)
31. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
32. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
33. Police Clearance	Philippine National Police (PNP)
34. Postal ID Card	Philippine Postal Corporation
35. School ID / Registration Card	Schools / Colleges / Universities
36. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)
37. Senior Citizen Card	Office of Senior Citizen Affairs
38. Student Permit	Land Transportation Office (LTO)
39. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
40. Transcript of Records	Colleges / Universities
41. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)

**Remarks:**

- With signature and at least one (1) with photo.
- The photocopy must be originally signed three (3) times.

**In absence of Philippine Government issued ID cards/documents**

1. One (1) photocopy of member-borrower's three (3) valid government issued ID cards/documents

**ID Cards/Documents**

Government issued ID cards/documents

**Issued By**

National Government of residing country

**Remarks:**

- With signature and at least one (1) with photo.
- The photocopy must be originally signed three (3) times.

**Member-borrower with Petron Stocks**

1. Stock Assignment

(4) Original Copy

**Agency - Division:**

Social Security System - Member Loans Department

**Member-borrower Residing Outside the Philippines and No Available Philippine Government Issued ID Cards/Documents**

1. Update of Nationality in Record

(1) Original Copy

**Remarks:**

This is to support the changes of member-borrower's nationality

**Agency - Division:**

Social Security System - Member Loans Department

**Member-borrower with Change of Name**

1. One (1) photocopy of certificate/document

**Certificate / Document**

1. Marriage Contract / Certificate

2. Court Order granting petition for change of name

**Issued By**

Philippine Statistics Authority (PSA)

Regional Trial Court / Metropolitan Trial Court

**Remarks:**

This is to support the discrepancy/changes in name of member-borrower.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Receipt of billing/invitation letter from SSS <b>Location:</b> SSS Branch Office	1. Issue the OTS application form and list of documentary requirements to member-borrower and explain the guidelines and provide instructions on the filling-out of forms	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
2. Submit the duly filled-out OTS application form and documentary requirements <b>Location:</b> SSS Branch Office  <b>Notes/Instruction:</b>  Processing time may exceed 20 working days depending on the availability of authorized trader/signatories, lodgement and selling of shares of stocks.	2.1. Receive and screen the duly filled-out OTS application form and documentary requirements and transmit to Member Loans Department (MLD)	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Member Service Representative; Member Services Section; Branch Operations Sector</li> </ul>
	2.2. Receipt of the documents from SSS Branch Office then verify the SILP/PFLP account		5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.3. Forward the documents to available authorized trader and secure signature in the Special Power Attorney (SPA)		15 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> <li>Vice President / Senior Vice President / Executive Vice President; Investments Sector</li> </ul>
	2.4. Prepare the transmittal list (TL) then forward the documents to Corporate Executive Officer IV through Social Security Officer III		10 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.5. Review the TL, duly filled-out OTS application form, and documentary requirements then forward to Department Manager III		20 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>

	2.6. Approve the OTS application form and TL then return the documents to Junior Analyst		10 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> </ul>
	2.7. Transmit the TL, OTS application form, SPA and documentary requirements to Securities Settlement and Custody Department (SSCD)		5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.8. Verify, retrieve from the vault the stock certificates and prepare memo for endorsement to Office Services Department (OSD)		3 working day/s	<ul style="list-style-type: none"> <li>Junior/Senior Securities Custodian; Securities Settlement and Custody Department</li> <li>Corporate Executive Officer II; Securities Settlement and Custody Department</li> <li>Department Manager III; Securities Settlement and Custody Department</li> </ul>
	2.9. Screen identification cards/documents and release the stock certificates to accredited broker's authorized representative		2 working day/s	<ul style="list-style-type: none"> <li>Cashier; Office Services Department</li> <li>Corporate Executive Officer II; Office Services Department</li> </ul>
	2.10. Process the lodgement of shares of stocks then notify SSS once cleared and ready for selling		5 working day/s	<ul style="list-style-type: none"> <li>Accredited Broker; Securities and Exchange Commission</li> <li>Specialist; Stock Transfer Office</li> </ul>
	2.11. Relay the order to sell to accredited broker upon receipt of cleared lodgement through email		10 minute/s	<ul style="list-style-type: none"> <li>Junior/Senior Specialist; Equities Investments Division</li> </ul>
	2.12. Process and prepare the check of net sale proceeds then forward to SSS		5 working day/s	<ul style="list-style-type: none"> <li>Accredited Broker; Securities and Exchange Commission</li> </ul>
3. Receipt notification from SSS <b>Location:</b> Registered email address	3.1. Receive the check payment from accredited broker through Equities Investments Division (EID) then process and post the check payment through Stock Investment Repayments System to update member-borrower's loan record	None	15 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> <li>Social Security Officer III; Member Loans Department</li> </ul>

3.2. Prepare the draft notification and updated statement of account then forward to Corporate Executive Officer IV through Social Security Officer III	5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
3.3. Review the draft notification then forward to Department Manager III	10 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
3.4. Approve the draft notification then return to Junior Analyst	5 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> </ul>
3.5. Send the notification with updated SOA to the member-borrower's registered email address	2 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
<b>Total Processing Time:</b>		15 working day/s, 2 hour/s, 2 minute/s
<b>Total Processing Fee:</b>		None

## 101. Filing of Option to Sell Shares of Stocks (OTS) Application under the Stock Investment Loan Program (SILP) and Privatization Fund Loan Program (PFLP) through Member Loans Department, SSS Main Office

The Option to Sell Shares of Stocks (OTS) program allows member-borrowers with outstanding loans under the SILP and PFLP to authorize the Social Security System (SSS) to sell their shares of stocks under its custody thru accredited brokers, subject to usual fees and charges. The proceeds from the sale shall then be used to pay off their SILP/PFLP loans.

<b>Office or Division:</b>	Lending and Asset Management Group
<b>Category:</b>	External Service
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B (Government to Business), G2C (Government to Citizen)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Member-borrowers with outstanding loan balances under the SILP and PFLP and whose stock certificates are still in SSS custody</li> <li>Member-borrowers who have not been granted any final benefit, i.e. permanent total disability, or retirement</li> <li>Member-borrower should be Filipino Citizen if with ABS-CBN stocks and other Philippine broadcasting media stocks</li> </ul>
<b>Operating Hours:</b>	8:00 AM - 5:00 PM
<b>Statute:</b>	SSS Circular No. 2014-021 Option to Sell Shares of Stocks under SILP and PFLP
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	

**For Standard Requirement**

1. Duly accomplished Option to Sell Shares of Stocks (SILP/PFLP) Application Form MLP-01203 (04-2015)

(1) Original Copy

**Remarks:**

Should indicate PHILIPPINE ADDRESS

**Agency - Division:**

Social Security System - Member Loans Department

2. Notarized Special Power of Attorney (SPA) - Option to Sell Shares of Stock (SILP/PFLP) MLP-01204

(2) Original Copy

**Remarks:**

- Two (2) SPA per stock name (mother share)
- Obtain signature of member-borrower under 'GRANTOR/PRINCIPAL'

**Agency - Division:**

Social Security System - Member Loans Department

3. Customer Account Information Form

(1) Original Copy

**Agency - Division:**

Social Security System - Member Loans Department

4. Specimen Signature Card

(2) Original Copy

**Agency - Division:**

Social Security System - Member Loans Department

5. One (1) photocopy of member-borrower's two (2) primary ID cards/documents

**Primary ID Cards/Documents****Issued By**

- |  |   |
|--|---|
| 1. Unified Multi-Purpose ID (UMID) Card                    | Social Security System (SSS) / Government Service Insurance System (GSIS) |
| 2. SSS Digitized ID  | Social Security System (SSS)  |
| 3. Driver's License  | Land Transportation Office (LTO)  |
| 4. Passport  | Department of Foreign Affairs (DFA)                                       |
| 5. PRC Card  | Professional Regulation Commission (PRC)                                  |
| 6. Seafarer's Identification & Record Book (Seaman's Book) | Maritime Industry Authority (MIA)   |
| 7. PhilID Card/ ePhilID                                    | Philippine Statistics Authority (PSA)                                     |

**Remarks:**

- Both with signature and at least one (1) with photo.
- The photocopy must be originally signed three (3) times.

**In absence of primary ID cards/documents**

1. One (1) photocopy of member-borrower's any three (3) secondary ID cards/documents

**Secondary ID Cards/Documents****Issued By**

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| 1. ATM Card (with cardholder's name) | Bank                                  |
| 2. Alien Certificate of Registration | Bureau of Immigration                 |
| 3. Bank Account Passbook             | Bank                                  |
| 4. Birth Certificate                 | Philippine Statistics Authority (PSA) |
| 5. Birth Certificate of child/ren    | Philippine Statistics Authority (PSA) |
| 6. Baptismal                         | Church                                |

7. Baptismal Certificate of child/ren	Church
8. Certificate of Licensure / Qualification Documents	Maritime Industry Authority (MIA)
9. Certificate of Confirmation	National Commission on Indigenous Peoples (NCIP)
10. Certificate of Muslim Filipino Tribal Affiliation	National Commission on Muslim Filipinos (NCMF)
11. Certificate of Non-Availability of Birth Records for the alleged correct name/date of birth	City or Municipal Civil Registrar / Philippine Statistics Authority (PSA) / National Archives
12. Company ID Card	Private Entities or Institutions
13. Court Order granting petition for change of name or date of birth	Regional Trial Court / Metropolitan Trial Court
14. Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate	Regional Trial Court / Metropolitan Trial Court
15. Credit Card	Bank / Credit Card Company
16. Firearm License Card	Philippine National Police (PNP)
17. Fishworker's License	Bureau of Fisheries and Aquatic Resources (BFAR)
18. GSIS Member's Record / Certificate of Membership	Government Service Insurance System (GSIS)
19. Health / Medical Card	Health Maintenance Organization
20. Pag-IBIG Member's Data Record	Home Development Mutual Fund (Pag-IBIG)
21. Homeowners Association ID Card	Homeowners Association
22. ID Card	Barangay / City / Municipality
23. ID Card	Professional Association (recognized by PRC)
24. License ID Card	Philippine Racing Commission (PHILRACOM)
25. Life Insurance Policy	Insurance Company
26. Marriage Contract / Certificate	Philippine Statistics Authority (PSA)
27. Member's copy of Personal Record (SS Form E-1, RS-1, OW-1, NW-1) duly received by SSS	Social Security System (SSS)
28. Membership Card	Private Entities or Institutions
29. NBI Clearance	National Bureau of Investigation (NBI)
30. OWWA Card	Overseas Worker Welfare Administration (OWWA)
31. Permit to Carry Firearms Outside of Residence	Philippine National Police (PNP)
32. Philhealth ID Card	Philippine Health Insurance Corporation (PHIC)
33. Police Clearance	Philippine National Police (PNP)
34. Postal ID Card	Philippine Postal Corporation
35. School ID / Registration Card	Schools / Colleges / Universities
36. Seafarer's Registration Certificate	Department of Migrant Workers (DMW) / Philippine Overseas Employment Administration (POEA)

37. Senior Citizen Card	Office of Senior Citizen Affairs
38. Student Permit	Land Transportation Office (LTO)
39. Taxpayer Identification Number (TIN) Card	Bureau of Internal Revenue (BIR)
40. Transcript of Records	Colleges / Universities
41. Voter's ID card or Affidavit / Certification of Registration	Commission on Elections (COMELEC)
<b>Remarks:</b> <ul style="list-style-type: none"> <li>• With signature and at least one (1) with photo.</li> <li>• The photocopy must be originally signed three (3) times.</li> </ul>	
<b>In absence of Philippine Government issued ID cards/documents</b>	
1. One (1) photocopy of member-borrower's three (3) valid government issued ID cards/documents	
<b>ID Cards/Documents</b>  Government issued ID cards/documents	<b>Issued By</b>  National Government of residing country
<b>Remarks:</b> <ul style="list-style-type: none"> <li>• With signature and at least one (1) with photo.</li> <li>• The photocopy must be originally signed three (3) times.</li> </ul>	
<b>Member-borrower with Petron Stocks</b>	
1. Stock Assignment  (4) Original Copy	<b>Agency - Division:</b>  Social Security System - Member Loans Department
<b>Member-borrower Residing Outside the Philippines and No Available Philippine Government Issued ID Cards/Documents</b>	
1. Update of Nationality in Record  (1) Original Copy <b>Remarks:</b>  This is to support the changes of member-borrower's nationality	<b>Agency - Division:</b>  Social Security System - Member Loans Department
<b>Member-borrower with Change of Name</b>	
1. One (1) photocopy of certificate/document	
<b>Certificate / Document</b>  1. Marriage Contract / Certificate  2. Court Order granting petition for change of name	<b>Issued By</b>  Philippine Statistics Authority (PSA)  Regional Trial Court / Metropolitan Trial Court
<b>Remarks:</b>  This is to support the discrepancy/changes in name of member-borrower.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Designation; Office)
1. Receipt of billing/invitation letter from SSS <b>Location:</b> 5th Flr SSS Main Office	1. Issue the OTS application form and list of documentary requirements to member-borrower and explain the guidelines and provide instructions on the filling-out of forms	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
2. Submit the duly filled-out OTS application form and documentary requirements <b>Location:</b> 5th Flr. SSS Main Office  <b>Notes/Instruction:</b> Processing time may exceed 20 working days depending on the availability of authorized trader/signatories, lodgement and selling of shares of stocks.	2.1. Receive and screen the duly filled-out OTS application form and documentary requirements then verify the SILP/PFLP account	None	5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.2. Forward the documents to available authorized trader and secure signature in the Special Power Attorney (SPA)		15 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> <li>Vice President / Senior Vice President / Executive Vice President; Investments Sector</li> </ul>
	2.3. Prepare the transmittal list (TL) then forward the documents to Corporate Executive Officer IV through Social Security Officer III		10 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.4. Review the TL, duly filled-out OTS application form, and documentary requirements then forward to Department Manager III		20 minute/s	<ul style="list-style-type: none"> <li>Social Security Officer III; Member Loans Department</li> <li>Corporate Executive Officer IV; Member Loans Department</li> </ul>
	2.5. Approve the OTS application form and TL then return the documents to Junior Analyst		10 minute/s	<ul style="list-style-type: none"> <li>Department Manager III; Member Loans Department</li> </ul>
	2.6. Transmit the TL, OTS application form, SPA and documentary requirements to Securities Settlement and Custody Department (SSCD)		5 minute/s	<ul style="list-style-type: none"> <li>Junior Analyst; Member Loans Department</li> </ul>
	2.7. Verify, retrieve from the vault the stock certificates and prepare memo for endorsement to Office Services Department (OSD)		3 working day/s	<ul style="list-style-type: none"> <li>Junior/Senior Securities Custodian; Securities Settlement and Custody Department</li> <li>Corporate Executive Officer II; Securities Settlement and Custody Department</li> <li>Department Manager III; Securities Settlement and Custody Department</li> </ul>

	2.8. Screen identification cards/documents and release the stock certificates to accredited broker's authorized representative		2 working day/s	<ul style="list-style-type: none"><li>• Cashier; Office Services Department</li><li>• Corporate Executive Officer II; Office Services Department</li></ul>
	2.9. Process the lodgement of shares of stocks then notify SSS once cleared and ready for selling		5 working day/s	<ul style="list-style-type: none"><li>• Accredited Broker; Securities and Exchange Commission</li><li>• Specialist; Stock Transfer Office</li></ul>
	2.10. Relay the order to sell to accredited broker upon receipt of cleared lodgement through email		10 minute/s	<ul style="list-style-type: none"><li>• Junior/Senior Specialist; Equities Investments Division</li></ul>
	2.11. Process and prepare the check of net sale proceeds then forward to SSS		5 working day/s	<ul style="list-style-type: none"><li>• Accredited Broker; Securities and Exchange Commission</li></ul>
3. Receipt notification from SSS <b>Location:</b> Registered email address	3.1. Receive the check payment from accredited broker through Equities Investments Division (EID) then process and post the check payment through Stock Investment Repayments System to update member-borrower's loan record	None	15 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li><li>• Social Security Officer III; Member Loans Department</li></ul>
	3.2. Prepare the draft notification and updated statement of account then forward to Corporate Executive Officer IV through Social Security Officer III		5 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li></ul>
	3.3. Review the draft notification then forward to Department Manager III		10 minute/s	<ul style="list-style-type: none"><li>• Social Security Officer III; Member Loans Department</li><li>• Corporate Executive Officer IV; Member Loans Department</li></ul>
	3.4. Approve the draft notification then return to Junior Analyst		5 minute/s	<ul style="list-style-type: none"><li>• Department Manager III; Member Loans Department</li></ul>
	3.5. Send the notification with updated SOA to the member-borrower's registered email address		2 minute/s	<ul style="list-style-type: none"><li>• Junior Analyst; Member Loans Department</li></ul>
Total Processing Time:			15 working day/s, 1 hour/s, 57 minute/s	
Total Processing Fee:			None	