

SOCIAL SECURITY SYSTEM
2025 PERFORMANCE SCORECARD

SM 1: Per Capita Fund

Formula: Total Assets / Covered Members (Absolute Amount)

March 2025	
Asset (a)	1,033,935.58
Number of Covered Members (b)	46.72
<i>Per Capita Fund (a/b)</i>	22,131.31

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SM 2: Increase in the benefit adequacy of SSS pensioners

Formula: Ratio of Average Pension to Average Monthly Salary Credit for New Pensioners

April 2025	
Average Pension (a)	5,474.00
Average Monthly Salary Credit (b)	9,000.00
Benefit Adequacy (a/b)	60.82%

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SM 3a: Amount of Collections

Formula: Contribution collection (Employed + Self-employed + Voluntary + OFWs)

January to March 2025	
Members' Contribution (a)	₱187,442,141,659.80
<i>Employed</i>	₱166,223,910,093.93
<i>Self-Employed</i>	₱3,741,286,200.77
<i>Voluntary</i>	₱12,822,182,842.84
<i>OFW</i>	₱4,654,762,522.26
Mandatory Provident Fund (b)	₱36,874,971,304.10
<i>Total Contributions (a+b)</i>	₱224,317,112,963.90

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SM 5: Percentage of Economically Active Population Contributing to SSS

Formula: No. of SSS Paying Members - Paying OFW) / (Labor Force 15 Yrs and Over - Unpaid family workers - government workers

MAY 2025	(in thousand)
Total Paying Members	14,977
Less: OFW	348
Net SSS Paying Members (a)	14,629
Total Labor Force	50,952
Less: Worked for Government/Government Corporation	4,540
Less: Unpaid Family Worker	3,340
Net Employed Labor Force (b)	43,072
<i>Percentage of economically active population contributing to SSS pension scheme increased (a/b)</i>	33.96%

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SM 6: 'Percentage of applications with complete documents processed within the applicable processing time

Formula: 'Total number of applications with the complete documents processed within the prescribed time / Total number of applications with complete documents received

Type of Benefit	Committed Processing Time	Number of Claims Processed Within Committed Processing Time (a)	Total Number of Claims Processed (b)	% to Total (a) / (b)
Retirement		151,640	152,509	99.4%
Retirement claims filed through OTC	15	27,797	28,447	97.7%
Retirement claims filed through my.SSS	15	123,843	124,062	99.8%
Death		62,270	65,173	95.5%
Death claims filed through OTC	20	46,923	49,748	94.3%
Death claims filed through my.SSS	20	15,347	15,425	99.5%
Disability		29,525	30,095	98.11%
SS Disability claims filed through OTC	15	12,089	12,382	97.6%
EC Disability claims filed through OTC	15	758	793	95.6%
Disability claims filed through my.SSS	20	16,678	16,920	98.6%
Sickness		129,878	148,218	87.6%
Employer		125,055	125,846	99.4%
Employer SBRA filed through my.SSS	7	124,558	125,265	99.4%
Employer SBRA filed through OTC	6	497	581	85.5%
SE/VM/Separated		4,823	22,372	21.6%
SE/VM/Separated SBA filed through my.SSS	5	4,697	22,233	21.1%
Sickness Benefit for Special Cases	20	126	139	90.6%

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SM 6: 'Percentage of applications with complete documents processed within the applicable processing time

Formula: 'Total number of applications with the complete documents processed within the prescribed time / Total number of applications with complete documents received

Maternity		146,612	176,961	82.85%
Non-Medical		132,141	162,323	81.41%
Employer Non-Medical	7	78,871	92,145	85.59%
SE/VM/Separated Non-Medical	7	53,232	70,136	75.90%
Maternity Benefit Non-Medical for Special Cases	20	38	42	90.48%
Medical		14,471	14,638	98.86%
Employer Medical	20	11,752	11,890	98.84%
SE/VM/Separated Medical	20	2,717	2,746	98.94%
Maternity Benefit Medical for Special Cases	20	2	2	100.00%
Funeral		96,436	96,466	99.97%
Funeral claims filed through OTC	7	55,431	55,456	99.95%
Funeral claims filed through my.SSS	7	41,005	41,010	99.99%
Unemployment Insurance	7	19,927	29,168	68.32%

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SM 7: Resolve referred members' concerns/complaints

Formula: % of resolved referred members' concerns/complaints / Referred members' concerns/complaints through CSC CCB

JUNE 2025	
Resolved referred members' concerns/complaints (a)	124
Referred members' concerns/complaints through CSC CCB (b)	128
<i>Resolution Rate (a+b)</i>	96.88%

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SM 8: Percentage of Satisfied Customers

Formula: Number of Respondents who gave a rating of at least Satisfactory / Total number of respondents

Number of Respondents who gave a rating of at least Satisfactory (a)	51,643
Total number of respondents (b)*	51,930
Percentage of Satisfied Customers (a/b)	99.45%

**net of N/A responses*

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SM 10: Budget Utilization Rate

**Formula: Total Disbursements / DBM - approved
Corporate Operating Budget (both net of PS Cost)**

June 2025	
Total Disbursements (a)	₱147,470,845,662
DBM - approved Corporate Operating Budget (both net of PS Cost) (b)	₱313,602,107,000
<i>Budget Utilization Rate (a/b)</i>	<i>47.02%</i>

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SM 11: Percentage of ICT Projects Implemented

Formula: Projects Implemented / Total Number of Projects in the ISSP

Projects Implemented	2
Total Number of Projects in the ISSP	29
% (a/b)	6.90%