Republic of the Philippines
SOCIAL SECURITY SYSTEM
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CIRCULAR NO. 2026-004

TO : **SSS MEMBERS INCLUDING PRIOR REGISTRANTS BASED ABROAD**

SUBJECT : **UPDATING OF CONTACT INFORMATION OF SSS MEMBERS INCLUDING PRIOR REGISTRANTS BASED ABROAD THROUGH THE OFW CONTACT SERVICES SECTION**

I. PURPOSE

Pursuant to Social Security Commission Resolution No. 362-s.2025 dated 16 July 2025, the Circular on the updating of contact information of SSS members including prior registrants based abroad through the OFW CSS is hereby issued.

II. SCOPE

This Circular shall cover SSS members (Employed/Self-Employed/Voluntary Member/Non-Working Spouse/Overseas Filipino Worker) including prior registrants who are residing or working abroad.

III. ABBREVIATIONS AND TERMS

The following abbreviations and terms shall be used within the context of this Circular.

A. Abbreviations

ABBREVIATION	EXPANSION
1. OFW CSS	Overseas Filipino Workers Contact Services Section
2. SS	Social Security
3. SSS	Social Security System
4. UCI	Updating of Contact Information
5. VC	Visual Confirmation

B. Terms

TERM	DEFINITION/DESCRIPTION
1. Establishes identity	Refers to the verification activities conducted during the VC via video conferencing: – Comparison of the filer's facial features with the photograph appearing on the presented ID card/s or document/s; and – Validation of the consistency of the filer's name and signature in the SS Form E-4 as against those reflected in the presented ID cards/documents
2. Filer	Refers to any of the following: – SSS member classified as Employed/Self-Employed/Voluntary Member/Non-Working Spouse/Overseas Filipino Worker; or – prior registrants
3. Prior registrants	Refers to individuals who have been issued SSS numbers but have no posted contributions to date, under their account, including those who are still seeking employment
4. SS Form E-4	Refers to Member Data Change Request form

IV. POLICIES

A. Applicable Contact Information for Updating

The contact information that may be updated shall include any of the following, as applicable:

1. Local home/mailing address
2. Foreign home/mailing address
3. Email address
4. Telephone number
5. Mobile number

B. Documentary Requirements

Request for updating of contact information shall be supported by the documentary requirements prescribed in Annex 1. All submitted documents shall be presented by the filer during the VC for verification.

C. Manner of Submission

Requests for updating of contact information together with the required supporting documents shall be submitted to the OFW CSS' dedicated email inbox for UCI (uci.ofwcss@sss.gov.ph).

Filers who opt to submit SS Form E-4 over the counter at Foreign Offices shall continue to be accommodated, subject to existing rules on the receipt and processing of SS Form E-4.

D. Visual Confirmation

1. The VC shall be conducted on the scheduled appointment date via video conferencing using official SSS communication channels [e.g., Microsoft Teams (MS Teams), Viber].
2. A declined VC or failure of the filer to appear within 15 minutes from the scheduled time shall result in cancellation of the appointment.
3. Presentation of ID cards or documents submitted through email shall be required. Failure to present these during the VC may cause cancellation or pre-termination of the meeting.
4. In the event of a declared work suspension, all scheduled VCs for the day shall be rescheduled to the nearest available slot.

V. EFFECTIVITY CLAUSE

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

Please be guided accordingly.

ROBERT JOSEPH MONTES DE CLARO
President and CEO

12 MAY 2026
Date

ATTACHMENT:

List of Documentary Requirements for Updating of Contact Information of SSS Members including Prior Registrants Based Abroad (Annex 1)

(Policy – Coverage)

Annex 1

LIST OF DOCUMENTARY REQUIREMENTS FOR UPDATING OF CONTACT INFORMATION OF SSS MEMBERS INCLUDING PRIOR REGISTRANTS BASED ABROAD

(Per Social Security Commission Resolution No. 362-s.2025 dated 16 July 2025)

Request for updating of contact information by the SSS members including prior registrants based abroad shall be supported by the following documents in which scanned copies will be submitted and original copies will be presented during the Visual Confirmation via video conference:

I. BASIC DOCUMENTS

A. Member Data Change Request (SS Form E-4)
B. Data Privacy Consent

II. IDENTIFICATION CARDS/DOCUMENTS

(to establish identity of the filer)

A. National ID
B. MySSS Card
C. Unified Multi-Purpose ID (UMID) Card (SSS/GSIS)
D. Social Security (SS) Card
E. Alien Certificate of Registration
F. Driver's License
G. Firearm Registration
H. License to Own and Possess Firearms
I. National Bureau of Investigation (NBI) Clearance
J. Passport
K. Permit to Carry Firearms outside of Residence
L. Postal Identity Card
M. Seafarer's Identification & Record Book (Seaman's Book)
N. Voter's ID Card

III. SUPPORTING DOCUMENTS

(to establish residential/working status abroad of the filer)

A. For Filipinos working and/or residing abroad

1. Valid Passport either:
   a. with stamped entry/exit in the host country by Competent Institution/Authority during the period of overseas employment; or
   b. issued by Foreign Government.
2. Proof of Overseas Employment, such as:
   a. Overseas Employment Certificate or OFW Pass
   b. Verified overseas employment contract by the Department of Migrant Workers or its Migrant Workers Office

3. Proof of Residence or Legal Stay Abroad, such as:
    a. Certificate of Naturalization
    b. Court Decision or Judgement granting the Naturalization (in lieu of the Certificate of Naturalization)
    c. Permanent Resident ID or ID issued by Foreign Government
    d. Proof of pending application for naturalization, recognition, or admission in the Host country
4. Other identification or supporting documents that can establish working or residential status abroad, as may be considered acceptable by the International Operations Group.

B. For Foreign Nationals

1. Valid Passport issued by Foreign Government
2. Permanent Resident ID or ID issued by Foreign Government
3. Other identification or supporting documents that can establish status as a foreign national (residing/working abroad), as may be considered acceptable by the International Operations Group.

Note:

Submission of additional documents to establish residence, or employment abroad **shall no longer be required**, when:

- the passport submitted and presented for identity verification contains stamped entries or exits issued by the competent authority of the host country, **or**
- the passport is issued by a foreign government.