

# **CITIZEN'S CHARTER**

## **OF THE**

### **SOCIAL SECURITY SYSTEM**



**BUTI NA LANG MAY SSS!**



From the  
**PRESIDENT AND CEO**

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To our valued members:

In behalf of the Social Security System management and staff, I am pleased to present to you this **Citizen's Charter**, a handbook that provides a step-by-step, easy to understand guide on how you can avail yourself of the top 31 high volume services of the SSS.

Before coming up with this handbook, we reviewed and streamlined the procedures of these services and determined the most efficient processing time that served as the basis of our commitments to you. With this **Charter**, we now have a yardstick, by which to measure the SSS frontline offices' performance and I hope that you will let us know how we are doing so that we can continually improve our services to you.

This **Charter** was developed not only in compliance with the provisions of Republic Act No. 9485, also known as the "Anti-Red Tape Act of 2007" but also as part of the SSS' desire to achieve its vision of providing world-class and delightful service to you, our members.

Thank you for your support and continued trust and confidence in **your** SSS.



**EMMANUEL F. DOOC**  
President and CEO

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# Citizen's Charter of the **SOCIAL SECURITY SYSTEM**

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## **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.

## **VISION**

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

## **CORPORATE VALUES**

The SSS aims to institutionalize a corporate culture that instills the core values of Trust, Empowerment and Teamwork.

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# PROCESSING TIME COMMITMENTS

SERVICE	COMMITMENT (in Minutes)
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3. Compliance to Personal Appearance and Submission of Supporting Documents	6
4. Submission of Member's Data Change Request	9
5. Submission of Electronic R-3	8
6. Submission of Contribution Collection List (SS Form R-3)	10
7. Requesting for Adjustment of Contributions and/or Correction of Credited Years of Service (CYS)	5
8. Requesting for Certificate of Compliance	15
9. Filing Member Loan Application (Salary/Calamity)	<p>For loan release thru UMID/Bank/ check: SE/VM -- 5 minutes Employed -- 10 minutes</p> <p>For loan release thru bank: SE/VM -- 12 minutes Employed -- 17 minutes</p>
10. Filing Educational Assistance Loan Program Application	10
11. Procedure in the Billing Statement Request and Submission of Loan Collection List (SS Form ML-2/hard Copy) (LCL) for Employers Reporting LCL with Ten Employees or Below	<p>Request for ER Billing Statement -- 5 minutes Submission of ML-2 (Hardcopy) -- 10 minutes</p>
12. Billing File Request and Submission of Electronic Loan Collection List (eML-2)	<p>Request for ER Billing File -- 5 minutes Submission of e-ML-2 -- 15 minutes</p>
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14. Sickness Notification of Employed Members filed through Company Representative	20
15. Sickness Benefit Reimbursement Application (For Employer Reimbursement)	3 minutes per SBRA
16. Sickness Benefit Application (For SE/VM/Members Separated from Employment)	3
17. Filing Maternity Notification (OTC)	3
18. Filing Maternity Notification (Filing thru SSS Web for Employer/Member)	Real Time
19. Filing Maternity Notification (Filing thru SSIT for SE/VM)	Real Time
20. Filing Employer's Enrollment in the SMB-PB Program	3 working days
21. Filing Maternity Benefit Reimbursement Application (For Employer Reimbursement)	3 minutes per MBRA
22. Filing Maternity Benefit Application (For SE/VM/Members Separated from Employment)	3
23. Filing Disability Claim Applications	45
24. Filing Retirement Claim Applications	20
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# DEFINITION OF TERMS

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**Average Daily Salary Credit** – The result obtained by dividing the sum of the six (6) highest monthly salary credits in the twelve-month period immediately preceding the semester of contingency by one hundred eighty (180).

**Average Monthly Salary Credit** – The result obtained by dividing the sum of the last sixty (60) monthly salary credits immediately preceding the semester of contingency by sixty (60), or the result obtained by dividing the sum of all the monthly salary credits paid prior to the semester of contingency by the number of monthly contributions paid in the same period, whichever is greater: Provided, That the injury or sickness which caused the disability shall be deemed as the permanent disability for the purpose of computing the average monthly salary credit.

## **Beneficiaries:**

1. **Primary** – the primary beneficiaries who shall be entitled to the benefits are:
  - a. The dependent spouse until he or she remarries; and
  - b. The dependent legitimate, legitimated or legally adopted, and illegitimate children, subject to the following conditions:
    - share of the dependent illegitimate children shall be fifty percent (50%) of the share of the legitimate, legitimated or legally adopted children in the basic pension;
    - In the absence of the dependent legitimate, legitimated or legally adopted children of the member, his/her dependent illegitimate children shall be entitled to one hundred percent (100%) of the benefits.
2. **Secondary** – the secondary beneficiaries who shall be entitled to the benefits in the absence of the primary beneficiaries are:
  - a. The dependent parents;
  - b. In the absence of dependent parents, any other person designated by the member.

The following may be designated as secondary beneficiary/ies who shall be entitled to the benefit under the Act provided that he/she is dependent for support upon the member at the time of contingency:

- Legitimate ascendants and descendants.
- Parents and their legitimate children and the legitimate and illegitimate children of the latter.
- Parents and the illegitimate children of the latter.



- Legitimate brothers and sisters, whether full blood or half blood.

**Compensation** – All actual remuneration for employment, including the mandated cost of living allowance, as well as the cash value of any remuneration paid in any medium other than cash except that part of the remuneration received during the month in excess of the maximum salary credit as provided under Section 18 of the SS Law.

Compensation shall include the following:

1. Salaries and Wages
2. Direct Labor or Indirect Labor
3. Superintendence
4. Commission Expense
5. Bonuses (except Christmas Bonus)
6. Overtime Pay
7. Maternity Leave with Pay
8. Sick Leave with Pay
9. Vacation Leave with Pay
10. Cost of Living Allowance
11. Emergency Cost of Living Allowance
12. Workers Compensation Benefit
13. Transportation, Board and Lodging Allowance
14. Tuition, Matriculation and School Fees as payment for services rendered
15. Commission Advances and Allowances Monthly
16. Cash Value of Living Expense
17. Salaries earned while on board Foreign Vessel
18. Share in the Catch Project

**Contribution** – The amount paid to the SSS by and on behalf of the member in accordance with Section 18 of the SS Law.

**Credited Years of Service** – The credited years of service shall be as follows:

1. For a member covered prior to January 1985, the credited years of service shall be 1985 minus the calendar year of coverage plus the number of calendar years in which six (6) or more contributions have been paid from January 1985 up to the calendar year containing the semester prior to the contingency.

$$CYS = A + B$$

Where A = 1985 minus the calendar year of coverage

B = number of calendar years with at least 6 monthly contributions have been paid from January 1985 to the calendar year containing the semester prior to the contingency

2. For a member covered in or after January 1985 until December 2001, the credited years of service shall be the sum of the number of calendar years in

which six (6) or more contributions have been paid from the year of coverage up to the calendar year containing the semester prior to the contingency.

3. Starting January 2002, the credited years of service shall be the sum of total number of monthly contributions paid divided by 12, 1985 minus date of coverage and number of years with at least 6 monthly contributions from 1985 to 2001, to be represented by a formula as follows:

$$CYS = A + B + C$$

Where    A = 1985 minus the calendar year of coverage  
            B = number of years with at least 6 monthly contributions from 1985 to 2001  
            C = total number of monthly contributions paid beginning January 2002 divided by 12

Provided that the Commission may provide for a different number of contributions in a calendar year for it to be considered as a credited year of service.

**Dependents** - the dependents shall be the following:

1. The legal spouse entitled by law to receive support from the member;
2. The legitimate, legitimated or legally adopted, and illegitimate child who is:
  - a. unmarried;
  - b. not gainfully employed;
  - c. has not reached twenty-one (21) years of age, or if over twenty-one (21) years of age, he is congenitally or while still a minor has been permanently incapacitated and incapable of self-support, physically or mentally.

A person reaches the age twenty-one (21) when he celebrates his 21st birthday anniversary because on that day he has completed 21 years of life since his birth. After that date, he is over 21 years of age.

3. The parent who is receiving regular support from the member.

**Employee** – Any person who performs services for an employer in which either or both mental and physical efforts are used and who receives compensation for such services, where there is an employer-employee relationship: Provided, That a self-employed person shall be both employee and employer at the same time.

**Employer** – Any person, natural or juridical, domestic or foreign, who carries on in the Philippines any trade, business, industry, undertaking or activity of any kind and uses the services of another person who is under his orders as regards the employment, except the Government and any of its political subdivisions, branches or instrumentalities, including

corporations owned or controlled by the Government. Provided, That a self-employed person shall be both employee and employer at the same time.

**Employment** – Any service performed by an employee for his employer, except:

1. Employment purely casual and not for the purpose of occupation or business of the employer;
2. Service performed on or in connection with an alien vessel by an employee if he is employed when such vessel is outside the Philippines;
3. Service performed in the employ of the Philippine Government or instrumentality or agency thereof;
4. Service performed in the employ of a foreign government or international organization, or their wholly-owned instrumentality: Provided, however, That this exemption notwithstanding, any foreign government, international organization or their wholly-owned instrumentality employing workers in the Philippines or employing Filipinos outside of the Philippines, may enter into an agreement with the Philippine Government for the inclusion of such employees in the SSS except those already covered by their respective civil service retirement systems: Provided, further, That the terms of such agreement shall conform with the provisions of the SS Law on coverage and amount of payment of contributions and benefits: Provided, finally, That the provisions of the SS Law shall be supplementary to any such agreement; and
5. Such other services performed by temporary and other employees which may be excluded by regulation of the Commission. Employees of *bona fide* independent contractors shall not be deemed employees of the employer engaging the services of said contractors.

**Farmer** – any person whose primary livelihood, either by himself and/or his spouse and/or immediate members of his family, is cultivation and tillage of the soil, dairying, growing and harvesting of agricultural and horticultural products.

**Fisherman** – any natural person whose primary livelihood, either by himself and/or immediate members of his family, is fishing, catching, raising or gathering marine and other aquatic products.

**Fixed charges** – Recurring expense such as amortization of debt discount and rentals for leased properties, including interest on funded and unfunded debt.

**Househelper/Domestic Helper** – Any person who renders service in the employer's home which is usually necessary or desirable for the maintenance and enjoyment thereof and includes ministering to the personal comfort and convenience of the members of the employer's household including services of family driver, baby sitter, gardener, cook, nursemaid (yaya), etc., exclusively to a household employer.

**Household Employer** - Any person who engages the services of a househelper. For purposes of this rule, the head of the family (i.e. the husband and, in his absence, the wife) shall be deemed the househelper's employer.

**In Good Standing** - A member/employer who is not remiss in the payment of SSS contributions and loan remittances.

**Low-cost Housing** - Refers to housing loan the original amount of which does not exceed P1.0 Million but over P400,000.00.

**Member** - A worker who is covered under Section 9 and Section 9-A of the SS Law.

An employer is not considered a member. An employer merely registers with the SSS for reason that he has an obligation to report all his employees for SSS coverage. No benefit can be granted to him as an employer and therefore he cannot be called a member but simply an employer.

**Monthly** - The period from one end of the last payroll period of the preceding month to the end of the last payroll period of the current month if compensation is on hourly, daily or weekly basis; if on any other basis, monthly shall mean a period of one (1) month.

**Monthly Salary Credit** - The compensation base for contributions and benefits as indicated in the schedule in Section 18 of the SS Law.

**Net earnings** - Net income before income taxes plus non-cash charges such as depreciation and depletion appearing in the regular financial statement of the issuing or assuming institution.

**Quarter** - A period of three (3) consecutive calendar months ending on the last day of March, June, September and December.

**Self-employed** - is one who has no employer, as defined in the SS Law, other than himself/herself and derives income from his/her physical and mental efforts, including but not limited to the following as identified under Section 9-A of the SS Law, as amended:

- a. All SE professionals;
- b. Partners and single proprietors of businesses;
- c. Actors and actresses, directors, scriptwriters and news correspondents who do not fall within the definition of the term "employee" in Sec. 8 (d) of the SS Law;
- d. Professional athletes, coaches, trainers and jockeys; Individual farmers and fishermen; and
- e. Any SE persons as may be determined by the Social Security Commission under such rules and regulations as it may prescribe.

**Semester** - A period of two (2) consecutive quarters ending in the quarter of contingency.

**Socialized Housing** - Refers to housing loan the original amount of which does not exceed P400,000.00.

**PROCEDURE IN GETTING AN SS NUMBER AS PRIOR REGISTRANT/  
SELF-EMPLOYED/OFW/NON-WORKING SPOUSE/KASAMBAHAY**

Duration : 6 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>1. Get Personal Record Form (SS Form E-1).</p> <p>Note: For Househelper, get Kasambahay Unified Registration Form (PPS_KUR Form). For Family Drivers, get SS Form E-1.</p>			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
<p>2. Read instructions and fill out the form.</p>				
<p>3. Get a queue number and wait for the number to be called.</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>			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit the accomplished form and present the original/ certified true copy with photocopy/ies of the documentary requirements (if any)	1. Receive SS Form E1 and documentary requirements 2. Check form if properly accomplished and checks completeness of the documentary requirements.	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
5. Get member's copy bearing the new SS Number and the original/ certified true copy of the documentary requirements.	3. Generate SS Number and Issue Form E-1 to registrant and return the original/ certified true copy of the documentary requirements.	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

## LIST OF DOCUMENTARY REQUIREMENTS

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Always present the original or certified true copy/ies when submitting the photocopy/ies of the required ID card(s) and/or document(s).

### A. ID Cards and/or Documents for the issuance of SS Number

**Birth Certificate**, or in its absence, any of the following documents:

- Baptismal Certificate or its equivalent
- Driver's License
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification and Record Book)

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:

- Alien Certificate of Registration
- ATM card (with cardholder's name)
- Bank Account Passbook
- Baptismal Certificate of child/ren or its equivalent
- Birth Certificate of child/ren
- Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Company ID card
- Court Order granting petition for change of name or date of birth
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
- Health or Medical card
- Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
- Homeowner's Association ID card
- ID card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID card issued by professional association recognized by PRC
- Life Insurance Policy
- Marriage Contract/Marriage Certificate

- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
- Police Clearance
- Postal ID card
- School ID card
- Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
- Senior Citizen card
- Student Permit issued by Land Transportation Office (LTO)
- Taxpayer's Identification Number (TIN) card
- Transcript of Records
- Voter's ID card/Affidavit/Certificate of Registration

## **B. Additional Supporting Documents**

For married

- Marriage Contract/Marriage Certificate **or** a copy of Member Data Change Request form (SS Form E-4) of the spouse duly received by the SSS where the name of the registrant is reported as the spouse

For widowed

- Marriage Contract/Marriage Certificate
- Marriage Contract/Marriage Certificate **and** Death Certificate of spouse **or** Court Order on the Declaration of Presumptive Death, if previously reported spouse is presumed dead

For legally separated

- Decree of Legal Separation

For annulled or with void marriage

- Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/ Marriage Certificate

For Divorced

- Decree of Divorce **and** Certificate of Naturalization (granted before divorce) or its equivalent

For divorced Muslim member

- Certificate of Divorce (OCRG Form No. 102)

For reporting child/ren - whichever is applicable

- Birth Certificate/s **or** Baptismal Certificate/s or its equivalent
- Decree of Adoption

## **C. Documents for local enrolment in the Flexi-fund Program**

Valid Overseas Employment Certificate (OEC) or E-receipt issued by POEA



## PROCEDURE IN REGISTERING AS AN EMPLOYER

Duration : 15 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Employer Registration Form (SS Form R-1) and/or Specimen Signature Card (L-501).  <b>Note:</b> For Household Employer, get Household Employer Unified Registration Form (PPS-HEUR1 Form).			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
2. Read instructions and fill out the form in two (2) copies. For Household Employer, fill out one (1) copy only.			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>3. Get a queue number and wait for the number to be called.</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>			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
<p>4. Submit the accomplished form/s duly signed by the authorized signatory together with the original and photocopy/ies of the required document/s and valid Identification cards/ documents.</p>	<p>1. Receive SS Form R1 and documentary requirements.</p> <p>2. Check form if properly accomplished and checks completeness of the documentary requirements.</p>	5 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>5. Get the following:</p> <ul style="list-style-type: none"> <li>• Processed copies of SS Form R-1/HEUR1 Form (if Household Employer)</li> <li>• Specimen Signature Card (if any)</li> <li>• Certificate of Registration (for regular employers only)</li> <li>• letter to employer</li> <li>• Original copies of the presented documents</li> </ul>	<p>3. Process and generate the SSER ID Number with the Certificate of Registration (for regular employers only) and return the original/ certified true copy of the documentary requirements.</p>	<p>10 minutes</p>	<p>JR/SR Member Service Representative</p>	<p>Member Services Section (MSS) of SSS Branch or at SSS Service Office</p>

## LIST OF DOCUMENTARY REQUIREMENTS

The Employer Registration Form shall be signed by the following signatories:

LEGAL PERSONALITY	AUTHORIZED SIGNATORY	SUPPORTING DOCUMENTS
Single Proprietorship	Owner or, in his/her absence, any representative with Special Power of Attorney (SPA)	Any of the following: <ol style="list-style-type: none"> <li>1. Certificate of Registration of Business Name from the Department of Trade and Industry (DTI)</li> <li>2. Business Permit from the Municipal Office</li> </ol>
Partnership	Managing Partner	Approved Articles of Partnership from Incorporation from Securities and Exchange Commission (SEC)
Corporation including non-stock/non-profit corporations  Foreign-owned corporation  Manning agency with foreign principal	President, Chairman or Corporate Secretary  The designated Philippine representative as shown in the SEC registration  President, Chairman or Corporate Secretary	Approved Articles of Incorporation from SEC  <ol style="list-style-type: none"> <li>1. Approved Articles of Incorporation from SEC; and</li> <li>2. License to Transact Business in the Philippines</li> </ol> <ol style="list-style-type: none"> <li>1. Approved Articles of Incorporation from SEC; and</li> <li>2. Agency Agreement between the manning agency and foreign principal</li> </ol>

LEGAL PERSONALITY	AUTHORIZED SIGNATORY	SUPPORTING DOCUMENTS
Cooperative	Chairman or Corporate Secretary	Approved Articles of Cooperation from the Cooperative Development Authority (CDA)
Manpower Service Cooperative	Chairman or Corporate Secretary	<ol style="list-style-type: none"> <li>1. Approved Articles of Cooperation from CDA; and</li> <li>2. Accreditation from the Department of Labor and Employment (DOLE)</li> </ol>

**LIST OF FILER'S VALID IDENTIFICATION (ID) CARDS/DOCUMENTS  
EMPLOYER REGISTRATION FROM (SS FORM R-1)**

IDENTIFICATION REQUIREMENTS	FILED BY	
	BUSINESS EMPLOYER	BUSINESS/HOUSEHOLD EMPLOYER'S REPRESENTATIVE
<b>1. One (1) Primary</b> ID card/document of the <u>authorized signatory</u> of the SS Form R-1; OR <b>Two (2) Secondary</b> ID cards/documents of the <u>authorized signatory</u> of the SS Form R-1 [both with signature and at least one (1) with photo]	✓ (Present the original)	✓ (Present the original & submit the photocopy)
<b>2. One (1) Primary</b> ID card/document of the <u>representative</u> of the authorized signatory of the registration form; OR <b>Two (2) Secondary</b> ID cards/documents of <u>representative</u> of the authorized signatory of the SS Form R-1.		✓ (Present the original & submit the photocopy)

IDENTIFICATION REQUIREMENTS	FILED BY	
	BUSINESS EMPLOYER	BUSINESS/HOUSEHOLD EMPLOYER'S REPRESENTATIVE
<b>3. Authorization Letter</b>		✓ Submit the original.

*Note: If filed personally by the Household Employer, no ID card/document is required.*

### A. Primary Cards/Documents

1. Driver's License
2. Passport
3. Professional Regulation Commission (PRC) card
4. Seaman's Book (Seafarer's Identification & Record Book)
5. Social Security (SS) Card
6. Unified Multi-Purpose ID (UMID) Card

### B. Secondary ID Cards/Documents

1. Alien Certificate of Registration
2. Certificate from any of the following, whichever is applicable:
  - National Commission on Indigenous Peoples
  - National Commission on Muslim Filipinos
3. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
4. Company ID Card
5. Credit Card
6. Firearm License Card issued by Philippine National Police (PNP)
7. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
8. Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership
9. Health or Medical Card
10. Homeowners Association ID Card
11. ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
12. ID Card issued by professional association recognized by PRC
13. Marriage Contract/Marriage Certificate
14. Overseas Worker Welfare Administration (OWWA) Card
15. Pag-IBIG Member's Data Form or Transaction Card
16. Philippine Health Insurance Corporation (PHIC) ID Card/Member's Data Record
17. Police Clearance
18. Postal ID Card
19. School ID Card

20. Seafarer's Registration Certificate issue dby Philippine Overseas Employment Administration (POEA)
21. Senior Citizen Card
22. Student Permit issued by Land Transportation Office (LTO)
23. Taxpayer's Identification Number (TIN) Card
24. Voter's Identification Card/Affidavit/Certificate of Registration

**PROCEDURE IN THE COMPLIANCE TO PERSONAL APPEARANCE AND SUBMISSION OF SUPPORTING DOCUMENTS (FOR SS NUMBERS ISSUED THRU THE WEB)**

Duration : 6 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>1. Get a queue number and wait for the number to be called.</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>			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
<p>2. Submit the following:</p> <ul style="list-style-type: none"> <li>• E-mail acknowledgment and present the original/certified true copy with photocopy/ies of the documentary requirements.</li> </ul>	<p>1. Receive SS E-mail acknowledgment and documentary requirements.</p> <p>2. Print the electronic E-1 Form and check the completeness and correctness of documentary requirements.</p>	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>3. Get member's copy of the electronic E-1 form and the original/certified true copy of the documentary requirements.</p>	<p>3. Advise the member to affix signature and fingerprints on the printed electronic E-1 form.</p> <p>4. Issue the registrant's copy of the E-1 form and return the original/certified true copy of the documentary requirements.</p>	<p>3 minutes</p>	<p>JR/SR Member Service Representative</p>	<p>Member Services Section (MSS) of SSS Branch or at SSS Service Office</p>

## LIST OF DOCUMENTARY REQUIREMENTS

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Always present the original or certified true copy/ies when submitting the photocopy/ies of the required ID card(s) and/or document(s).

### A. ID Cards and/or Documents for the issuance of SS Number

**Birth Certificate**, or in its absence, any of the following documents:

- Baptismal Certificate or its equivalent
- Driver's License
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification and Record Book)

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:

- Alien Certificate of Registration
- ATM card (with cardholder's name)
- Bank Account Passbook
- Baptismal Certificate of child/ren or its equivalent
- Birth Certificate of child/ren
- Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Company ID card
- Court Order granting petition for change of name or date of birth
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
- Health or Medical card
- Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
- Homeowner's Association ID card
- ID card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID card issued by professional association recognized by PRC
- Life Insurance Policy

- Marriage Contract/Marriage Certificate
- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
- Police Clearance
- Postal ID card
- School ID card
- Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
- Senior Citizen card
- Student Permit issued by Land Transportation Office (LTO)
- Taxpayer's Identification Number (TIN) card
- Transcript of Records
- Voter's ID card/Affidavit/Certificate of Registration

## **B. Additional Supporting Documents**

For married

- Marriage Contract/Marriage Certificate **or** a copy of Member Data Change Request form (SS Form E-4) of the spouse duly received by the SSS where the name of the registrant is reported as the spouse

For widowed

- Marriage Contract/Marriage Certificate
- Marriage Contract/Marriage Certificate **and** Death Certificate of spouse **or** Court Order on the Declaration of Presumptive Death, if previously reported spouse is presumed dead

For legally separated

- Decree of Legal Separation

For annulled or with void marriage

- Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/ Marriage Certificate

For Divorced

- Decree of Divorce **and** Certificate of Naturalization (granted before divorce) or its equivalent

For divorced Muslim member

- Certificate of Divorce (OCRG Form No. 102)

For reporting child/ren - whichever is applicable

- Birth Certificate/s **or** Baptismal Certificate/s or its equivalent
- Decree of Adoption

## **C. Documents for local enrolment in the Flexi-fund Program**

Valid Overseas Employment Certificate (OEC) or E-receipt issued by POEA

## PROCEDURE IN THE SUBMISSION OF MEMBER'S DATA CHANGE REQUEST

Duration : 9 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Member Data Change Request Form (SS Form E-4).			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
4. Submit the accomplished form and present the original/ certified true copy with photocopy/	1. Receive SS Form E-4 and documentary requirements. 2. Check form if properly accomplished	6 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
ies of the documentary requirements with SSS/ UMID card or two (2) ID cards.	<p>and checks completeness of documentary requirements.</p> <p>3. Process the submitted E-4.</p> <p><b>Note:</b> Proceed with the encoding for simple correction.</p>			
5. Get member's copy of E-4 Form and the original/ certified true copy of the documentary requirements.	<p>4. Provide the member copy of E-4 and return the original/ certified true copy of the documentary requirements.</p> <p><b>Note:</b> If the update/ correction is complex, inform the member that the submitted E-4 and photocopies of the documentary requirements shall be forwarded to the Processing Center for processing/ updating.</p>	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

## LIST OF DOCUMENTARY REQUIREMENTS

Always present the original or certified true copy/ies when submitting the photocopy/ies of the required ID card(s) and/or document(s).

### A. Change of membership type

1. To Self-Employed - No required documents
2. To Non-Working Spouse - Marriage Contract/Marriage Certificate or a copy of Working Spouse's Member Data Change Request form (SS Form E-4) duly received by the SSS where the name of the NWS is indicated as the spouse

### B. Correction of name and/or Correction of date of birth

1. Birth Certificate or Passport.
2. In the absence of the Birth Certificate and Passport, the following are the required ID cards and/or documents:
  - a. Certificate of Non-Availability of Birth Records from the City or Municipal Civil Registrar or Philippine Statistics Authority/National Statistics Office or National Archives, for the alleged correct name/date of birth; and
  - b. Any TWO (2) of the following, both with the correct name and at least one (1) with date of birth:

#### ID CARDS

- Driver's License
- Firearm License Card issued by Philippine National Police
- Government Service Insurance System (GSIS) ID Card
- Health or Medical Card
- Home Development Mutual Fund (Pag-IBIG) Transaction Card
- ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- Overseas Worker Welfare Administration (OWWA) Card
- Philippine Health Insurance Corporation (PHIC) ID Card
- Postal ID Card
- Professional Regulation Commission (PRC) Card
- Senior Citizen Card
- Taxpayer's Identification Number (TIN) Card
- Voter's Identification Card

#### DOCUMENTS

- Alien Certificate of Registration
- Baptismal Certificate or its equivalent (member's)
- Birth Certificate/Baptismal Certificate or its equivalent (child/ren's)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Court Order granting petition for change of name or date of birth
- GSIS Member's Record/Certificate of Membership
- Life Insurance Policy
- Marriage Contract/Marriage Certificate
- National Bureau of Investigation (NBI) Clearance
- Pag-IBIG Member's Data Form
- PHIC Member's Data Record
- Police Clearance
- Seaman's Book (Seafarer's Identification and Record Book)
- Student Permit issued by Land Transportation Office
- Transcript of Records
- Voter's Affidavit/Certificate of Registration

3. Required additional ID cards and/or documents for the following cases:
  - a. **If for correction of date of birth** and submitted birth certificate is registered after the 55th birthday - two (2) ID cards and/or documents in Item 2.b above.
  - b. **If for correction to totally different name/middle name (except if due to naturalization)** - Joint Affidavit of two (2) persons who have personal knowledge of the facts and circumstances on the use of the different name/middle name stating therein that the two (2) names refer to one (1) and the same person and the reason why the name was used.
  
4. Required ID cards and/or documents only for the following cases:
  - a. **Correction of name due to naturalization from Filipino citizenship to foreign citizenship or vice-versa - any of the following:**
    - Certificate of Naturalization issued by the Philippine Department of Foreign Affairs
    - Identification Certificate issued by the Philippine Bureau of Immigration
    - Any foreign government issued ID cards and/or documents showing the new name (e.g., Passport, Driver's License)
  - b. **Correction of name due to re-marriage - new Marriage Contract/Marriage Certificate and any of the following**, whichever is applicable:
    - Death Certificate of spouse, if due to death of previously reported spouse
    - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Certificate, if due to annulled or void marriage with previously reported spouse
    - Court Order on Declaration of Presumptive Death, if previously reported spouse is presumed dead
    - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse
    - Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse
  
- D. Correction of sex - any of the following**, whichever is applicable:
  - Birth Certificate
  - Passport
  - Member's copy of Personal Record (SS Forms E-1, RS-1, OW-1, NW-1) duly received by the SSS where the correct sex is indicated
  - Court Order granting petition for correction of sex, if with erroneous entry of sex in Birth Certificate
  
- E. Change of civil status - any of the following**, whichever is applicable
  1. From single to married - Marriage Contract/Marriage Certificate

2. From married to legally separated - Decree of Legal Separation
3. From married to widowed
  - a. Death Certificate of spouse, if due to death of previously reported spouse
  - b. Court Order on the Declaration of Presumptive Death, if previously reported spouse is presumed dead
4. For reversion from married to single
  - a. If legally married to previously reported spouse
    - Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Marriage Certificate, if due to annulled or void marriage with previously reported spouse
    - Decree of Divorce and Certificate of Naturalization (granted before divorce) or its equivalent, if due to divorce with previously reported spouse
    - Certificate of Divorce (OCRG Form No. 102), if due to divorce of Muslim member with previously reported spouse
  - b. If not legally married to previously reported spouse
    - Certificate of No Marriage (CENOMAR) from Philippine Statistics Authority/National Statistics Office; and
    - Affidavit executed by the member attesting to the fact of the non-existence of marriage between him/her and the previously reported spouse

**F. Updating of contact information** - No required documents

**G. Updating of bank information - any one (1) of the following** (must be single savings or current account only):

- Passbook
- For ATM, machine-validated deposit slip showing the name and bank account number of member
- Any document showing the member's name and bank account number (e.g., print-out of online banking transaction, bank statement)

**H. Updating of member record status (from "Temporary" to "Permanent")**

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

- Baptismal Certificate or its equivalent
- Driver's License
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification and Record Book)

**2. In the absence of the above ID cards and/or documents, any two (2) of the following, both with the correct name and at least one (1) with date of birth:**

- Alien Certificate of Registration
- ATM card (with cardholder's name)



- Bank Account Passbook
- Baptismal Certificate of child/ren or its equivalent
- Birth Certificate of child/ren
- Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- Company ID card
- Court Order granting petition for change of name or date of birth
- Credit card
- Firearm License card issued by Philippine National Police (PNP)
- Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
- Health or Medical card
- Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
- Homeowner's Association ID card
- ID card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID card issued by professional association recognized by PRC
- Life Insurance Policy
- Marriage Contract/Marriage Certificate
- National Bureau of Investigation (NBI) Clearance
- Overseas Worker Welfare Administration (OWWA) card
- Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
- Police Clearance
- Postal ID card
- School ID card
- Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
- Senior Citizen card
- Student Permit issued by Land Transportation Office (LTO)
- Taxpayer's Identification Number (TIN) card
- Transcript of Records
- Voter's ID card/Affidavit/Certificate of Registration

## **I. Updating of dependent(s)/beneficiary(ies)**

1. For reporting of new/additional dependent(s)/beneficiary(ies)
  - a. If spouse - Marriage Contract/Marriage Certificate or SS Form E-4 of the spouse duly received by the SSS where the name of the member requesting the change 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/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 document/s

## PROCEDURE IN THE SUBMISSION OF ELECTRONIC R-3

Duration : 8 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download Electronic R-3 Program.			JR/SR Member Service Representative	Corporate Lane, Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Get a queue number and wait for the number to be called  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch
3. Submit Contribution Collection List (Electronic R-3).	1. Receive E-R3 thru storage medium and other supporting documents. 2. Check identity of the filer.	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	3. Check completeness of the submitted supporting documents.			
4. Get the following: <ul style="list-style-type: none"> <li>Flash drive</li> <li>Transmittal Report/ Certificate with validated Contributions Payment Form or Contributions Payment Form with SBR, if valid.</li> <li>Error List/ Rejection Notice, if invalid.</li> </ul>	<ol style="list-style-type: none"> <li>Access R-3 Validation Module to process the E-R3 following User's Manual.</li> <li>Issue to filer duplicate copy of Transmittal Report/ Certificate and return the storage medium and the original supporting documents.</li> <li>Check if all files for uploading are successfully transmitted.</li> </ol>	5 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch

#### LIST OF DOCUMENTARY REQUIREMENTS

- Flash Drive
- Two (2) copies of Transmittal Report/Certificate
- Copies of validated Contributions Payment Form or Contributions Payment Form with Special Bank Receipt (SBR)
- ACR/SS card/valid ID
- Letter of Authorization, valid ID of Household Employer and valid ID of Authorized Representative (if submitted thru Household Employer's representative)

**PROCEDURE IN THE SUBMISSION OF  
CONTRIBUTION COLLECTION LIST (SS FORM R-3)**

Duration : 10 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download Contribution Collection List (SS Form R-3).			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
4. Submit Contribution Collection List (SS Form R-3) in two copies.	1. Receive SS Form R-3 and other supporting documents.	3 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office



**PROCEDURE IN REQUESTING FOR ADJUSTMENT OF CONTRIBUTIONS AND/OR CORRECTION OF CREDITED YEARS OF SERVICE (CYS)**

Duration : 5 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get a request form (Request/ Verification Form).			Member Service Representative	Member Services Section (MSS) of SSS Branch
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			Member Service Representative	Member Services Section (MSS) of SSS Branch
4. Submit the Request/ Verification Form with letter request.	1. Receive the request/ verification form together with the letter request and check identity of the filer.	4 minutes	Member Service Representative	Member Services Section (MSS) of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	2. Check form if properly accomplished and the completeness of supporting documents.			
5. Get the acknowledgment stub.	1. Issue acknowledgment stub and advise to present it for follow-up.	1 minute	Member Service Representative	Member Services Section (MSS) of SSS Branch

#### LIST OF DOCUMENTARY REQUIREMENTS

- Properly accomplished form with complete employment history:
  - ✓ Employer Name
  - ✓ Employer ID
  - ✓ Exact period of employment per company
- Proof of employment
- Photocopy of SS Form R3/Printed copy of R-3 Monthly Collection List (for those submitting Electronic R-3)
- R-5 and SBR duly received by SSS
- Letter of Non-Availability of SS Form R-3/Printed copy of R-3 Monthly Collection List
- SS Card/E-6 Acknowledgement Stub/valid IDs



## PROCEDURE IN REQUESTING FOR CERTIFICATE OF COMPLIANCE

Duration : 15 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Submit a letter request.	1. Receive copy of the letter request. 2. Evaluate the request and check supporting documents.	5 minutes	Junior/Senior Analyst	Accounts Management Section (AMS) of SSS Branch
2. Get a queue number and wait for the number to be called  If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			Junior/Senior Analyst	Accounts Management Section (AMS) of SSS Branch
3. If regularly paying (RP), get a Certificate of Compliance (COC). If delinquent, pay and submit	1. Check/ verify requirements for COC. 2. Issue Certificate of Compliance upon completion of signatories.	10 minutes	Junior/Senior Analyst	Accounts Management Section (AMS) of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
validated Contributions Payment Form or Contributions Payment Form with SBR or Promissory Note (PN).				

**LIST OF DOCUMENTARY REQUIREMENTS**

- Latest contribution payment (validated Contributions Payment Form or Contributions Payment Form with SBR)
- Alien Certificate of Registration (ACR)/SS card/valid ID

## PROCEDURE IN FILING MEMBER LOAN APPLICATION (SALARY/CALAMITY)

- Processing Time : From receipt of application to issuance of acknowledgement stub]
- For loan release thru UMID/Bank (subsequent use)/check:
- SE/VM – 5 minutes
  - Employed – 10 minutes
- For loan release thru Bank (initial use)
- SE/VM – 12 minutes
  - Employed – 17 minutes
- Fee : No Filing Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download and print Member Loan Application (MLA).			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.  <b>Note:</b> If member is employed, require the authorized signatory of the employer to sign the Part II section of the MLA. If MLA is to be filed by an Authorized Representative, require				

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>the member-borrower and authorized representative to sign the Part III section of the MLA.</p>				
<p>3. Get a queue number and wait for the number to be called.</p> <p><b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>			JR/SR Member Service Representative	MSS of SSS Branch
<p>4. Submit the MLA.</p> <p><b>Note:</b> If member-borrower opts to receive his/her loan proceeds thru the Bank, after eligibility screening at the MSS, SSS Branch, member-borrower will be instructed</p>	<ol style="list-style-type: none"> <li>1. Receive and screen the MLA and other documentary requirements.</li> <li>2. Encode data in the Enhanced Loans Management System (eLMS)/ update contact information, if necessary.</li> </ol>	<p>If loan release is thru UMID/ Bank (subsequent use)/ check: 5 minutes for SE/VM 10 minutes for employed.</p> <p>If loan release is thru the Bank (initial use) 12 minutes for SE/VM</p>	JR/SR Member Service Representative	MSS of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>to proceed to the Bank kiosk for issuance of bank card. Once done, member-borrower should return to the MSS to complete his/her transaction.</p> <p>(At present only UBP is the participating Bank through UBP Quick Card, which is available at selected SSS Branches only)</p>	<p>3. Print Disclosure Statement and request filer to affix signature on the "Conforme" portion.</p>	<p>17 minutes for employed</p>		
<p>5. Get the acknowledgment stub, signed disclosure statement, if qualified, and rejection letter, if rejected.</p>	<p>1. Issue to filer the Disclosure Statement and acknowledgment stub, if approved or rejection letter, if rejected.</p>		<p>JR/SR Member Service Representative</p>	<p>MSS of SSS Branch</p>

## LIST OF DOCUMENTARY REQUIREMENTS

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Properly filled out Member Loan Application together with corresponding documentary requirements:

**If filed by Member-Borrower:**

- Original copy of any one (1) of the primary ID cards/document of the member-borrower or in its absence,
- Two (2) original copy of secondary ID cards/documents of the member-borrower (both with signature and at least one (1) with photo).

**If filed by Member-Borrower's Representative/Employer/Employer's or Company's Representative:**

- Original copy of any one (1) of the primary ID cards/documents of the member-borrower or in its absence,
- Two (2) original copy of secondary ID cards/documents of the member-borrower (both with signature and at least one (1) with photo).
- One (1) original copy of primary ID cards/documents of the representative/ employer/ employer's representative/company representative; OR
- Two (2) secondary ID cards/documents of the representative/employer/ employer's representative/company representative (both with signature and at least one (1) with photo)
- Original copy of the Authorized Company Representative (ACR) card, if any

**Notes:**

- For security agencies and employers with branches but with centralized filing of loan applications, photocopy of the above cited documents duly certified by the member and authenticated by the authorized company signatory shall also be accepted in lieu of the original ID card(s)/document(s).
- All equivalent ID cards/documents with English translation issued by foreign governments and presented by OFW members for filing of short-term member loans are acceptable.

**PROCEDURE IN FILING EDUCATIONAL ASSISTANCE  
LOAN PROGRAM APPLICATION**

Duration : 10 minutes (from receipt of application to issuance of acknowledgment stub)  
 Fee : No Filing Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download and print Educational Assistance Loan Program (EALP) Application.			JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form [with sections for the member-borrower, beneficiary, if of legal age (18 years and above) and school]				
3. Get a queue number and wait for the number to be called.  <b>Note:</b> If the Branch is using an automated queuing system, the queue number and			JR/SR Member Service Representative	MSS of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
the assigned counter will be flashed via the display monitor.				
4. Submit the EALP Application.	<ol style="list-style-type: none"> <li>1. Receive and screen the EAL Application and other documentary requirements.</li> <li>2. Encode data in the Enhanced Loans Management System (eLMS)/ update contact information, if necessary.</li> <li>3. Print Disclosure Statement and request filer to affix signature on the "Conforme" portion.</li> </ol>	10 minutes	JR/SR Member Service Representative	MSS of SSS Branch
5. Get the acknowledgment stub, signed disclosure statement, if qualified, and rejection letter, if rejected.	Issue to filer the Disclosure Statement and acknowledgement stub, if approved or rejection letter, if rejected.			MSS of SSS Branch



## LIST OF DOCUMENTARY REQUIREMENTS

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### **If filed by Member-Borrower:**

- Original copy of any one (1) of the primary ID cards/document or in its absence,
- Two (2) secondary ID cards/documents at least one (1) with photo and both with signature.

### **If filed by Authorized Representative of Member-Borrower:**

- Original copy of any one (1) of the Authorized Representative's primary ID cards/ document or original copies of two (2) secondary ID cards/ documents at least one (1) with photo and both with signature; and
- Original copy of any one (1) of the Member-Borrower's primary ID cards/ documents or original copies of two (2) secondary ID cards/ documents at least one (1) with photo and both with signature.
- Letter of Authority (LOA), if Part I.E of the EALP Application is not duly filled-out
- Assessment/Billing statement issued by the school of member/ beneficiary
- Proof of relationship to beneficiary (for INITIAL EALP Application only)
- Proof of monthly salary/income (for INITIAL EALP Application only)

### **Note:**

Processing of INITIAL EALP Application is on a queue system. Loan release shall be subject to funds availability.

**PROCEDURE IN THE BILLING STATEMENT REQUEST AND SUBMISSION OF  
LOAN COLLECTION LIST (SS FORM ML-2/HARD COPY) (LCL) FOR EMPLOYERS  
REPORTING LCL WITH TEN EMPLOYEES OR BELOW**

Duration : Request for Employer (ER) billing statement -- 5 minutes  
Submission of Loans Collection List or ML-2 (hardcopy) --  
10 minutes

Fee : No Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Employer's Loans Billing File or download directly through the SSS website.	1. Receive the Documentary Requirements. 2. Screen the documents. 3. Access the Loans Management System (LMS) -- USB File Management Module to print the ER Billing File in pdf format. 4. Issue the printed billing statement to ER/ER representative.	5 minutes	JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Get the Member Loan Payment Return Form (SS Form ML-1) and Collection Lists (SS Form ML-2) or download directly through the SSS website.	Issue SS Forms ML-1 and ML-2		JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>3. Upon submission of the Loans Collection List (LCL)/ ML-2, get a queue number and wait for the number to be called or ER can submit LCL directly thru the SSS website.</p> <p><b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>			JR/SR Member Service Representative	MSS of SSS Branch or SSS website (www.sss.gov.ph)
<p>4. Submit the following:</p> <p>a. Properly filled out LCL in PDF or SS Form ML-2 and validated ML-1 or ML-1 with Special Bank</p>	<ol style="list-style-type: none"> <li>1. Receive hardcopy of LCL or ML-2 with the documentary requirements.</li> <li>2. Screen documents.</li> <li>3. Stamp "Received" and affix signature</li> </ol>	10 minutes	JR/SR Member Service Representative (Branch)	Corporate lane, MSS of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>Receipt (SBR)/Official Receipt (OR), if paid thru the bank/ non-bank remittance agent.</p> <p>b. Corrected List of Unpostables, if any.</p>	<p>on the LCL or ML-2 and ML-1, including corrected List of Unpostables, if any.</p> <p>4. Return to ER/ ER representative the duplicate copy of the LCL or ML-2 and ML-1 and SBR/TR, if any.</p> <p>5. Print the latest ER's List of Unpostables, if any.</p>			
<p>5. Get the duly stamped "Received" documents:</p> <p>a. Duplicate copy of LCL or SS Form ML-2</p> <p>b. Original copy of validated SS Form ML-1 or ML-1 and SBR/OR</p> <p>c. Duplicate copy of the Corrected List of Unpostables</p>			<p>JR/SR Member Service Representative</p>	<p>Corporate Lane, MSS of SSS Branch</p>

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
6. Get the Employer List of Unpostables (LUT), if any.			JR/SR Member Service Representative (Branch)	Corporate Lane, MSS of SSS Branch

### LIST OF DOCUMENTARY REQUIREMENTS

#### If getting ER Billing File in MSS:

1. Authorized Company Representative (ACR) card or
2. If without ACR card, present the following:
  - Original copy of any one (1) of the Company Representative's primary ID cards/document or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature; and
  - Letter of Authority (LOA)

#### If filed by Household Employer's Representative:

- Original copy of any one (1) of the Employer Representative's primary ID cards/ documents or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature; and
- Original copy of any one (1) of the Household Employer's primary ID cards/ documents or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature
- Letter of Authority (LOA)

#### Submit documents in 2 copies - 1 copy for SSS, 1 copy for ER/ER representative

1. Printed LCL in PDF or properly filled out SS Form ML-2
2. Validated ML-1 or ML-1 with SBR/OR
3. Corrected List of Unpostables, if any
4. Authorized Company Representative (ACR) card or if not available, same identification documents and letter of authority as stated in Step 1 above.

**PROCEDURE IN THE BILLING FILE REQUEST AND SUBMISSION OF  
ELECTRONIC LOAN COLLECTION LIST (eML-2)**

Duration : Request for Employer (ER) billing file -- 5 minutes  
Submission of electronic Loans Collection List (eML-2) --  
15 minutes

Fee : No Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Employer's Loans Billing File or download directly through the SSS website.	1. Receive the following: <ul style="list-style-type: none"> <li>• USB</li> <li>• Documentary Requirements.</li> </ul> 2. Screen the documents. 3. Scan the USB. 4. Access the Loans Management System (LMS) -- USB File Management Module to download the ER Billing File in excel and pdf format. 5. Issue the USB with the downloaded ER Billing File.  <b>Note:</b> Copy in USB the User's Manual for Employers if first time user of the ER Billing File in excel.	5 minutes	JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
2. Get the Member Loan Payment Return Form (SS Form ML-1) or download directly through the SSS website.	Issue SS Form ML-1		JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
3. Read the Manual in 'pdf' for instructions on the use of excel file.			Employer/LMS Participant	
<p>4. Upon submission of the Loans Collection List (LCL), get a queue number and wait for the number to be called or ER can submit LCL directly thru the SSS website.</p> <p><b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.</p>			JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>5. Submit the following:</p> <p>a. Flash drive (USB)</p> <p>b. Transmittal List with validated ML-1 or ML-1 with Special Bank Receipt (SBR)/ Official Receipt (OR), if paid thru the bank/ non-bank remittance agent.</p> <p>c. Corrected List of Unpostables, if any.</p>	<ol style="list-style-type: none"> <li>1. Receive flash drive (USB) and documentary requirements.</li> <li>2. Screen documents.</li> <li>3. Scan USB.</li> <li>4. Access the LMS-USB File Management to process the USB.</li> <li>5. Stamp "Received" and affix signature on the Transmittal List and ML-1 and Corrected List of Unpostables, if any.</li> <li>4. Return the receiving copy of the above documents to ER/ ER representative.</li> <li>5. Save in the ER's USB the latest List of Unpostables, if any.</li> <li>6. Return the ER's USB.</li> </ol>	<p>15 minutes</p>	<p>JR/SR Member Service Representative (Branch)</p>	<p>Corporate Lane, MSS of SSS Branch</p>



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>6. Get USB and the duly stamped "Received" documents:</p> <ul style="list-style-type: none"> <li>a. Duplicate copy of the Transmittal List</li> <li>b. Payor's copy of validated SS Form ML-1 or ML-1 and SBR/OR</li> <li>c. Duplicate copy of the Corrected List of Unpostables, if any.</li> </ul>			Member Service Representative	Corporate Lane, MSS of SSS Branch

## LIST OF DOCUMENTARY REQUIREMENTS

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### **If getting ER Billing File in MSS:**

1. Flash Drive (USB)
2. Authorized Company Representative (ACR) card or
3. If without ACR card, present the following:
  - Original copy of any one (1) of the Company Representative's primary ID cards/document or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature; and
  - Letter of Authority (LOA)

### **If filed by Household Employer's Representative:**

1. Original copy of any one (1) of the Employer Representative's primary ID cards/documents or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature; and
2. Original copy of any one (1) of the Household Employer's primary ID cards/documents or original copies of two (2) secondary ID cards/documents at least one (1) with photo and both with signature
3. Letter of Authority (LOA)

### **Submit documents in 2 copies - 1 copy for SSS, 1 copy for ER/ER representative**

1. Flash Drive (USB)
2. Transmittal List with validated ML-1 or ML-1 with SBR/OR
3. Corrected List of Unpostables, if any
4. Authorized Company Representative (ACR) card or if not available, same identification documents and letter of authority as stated in Step 1 above.

**PROCEDURE IN FILING FOR SICKNESS NOTIFICATION OF  
EMPLOYED MEMBERS FILING PERSONALLY**

Duration : 16 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download the required forms.			Jr/Sr Member Service Representative (MSS)/Senior Clerk/Jr. Nurse (MES)	Member Services Section (MSS)/ Medical Evaluation Section (MES) of SSS Branch/SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Senior Clerk/Jr. Nurse (MES)/ Jr./Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), for branch without MES, SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out form together with the supporting documents.	1. Receive SS Sickness Notification Form; and supporting documents. 2. Check form if properly accomplished and check completeness of documents.	SN= 8 to 10 minutes EC= 10 to 15 minutes	Senior Clerk/ Junior Nurse (MES)/Jr./ Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), for branch without MES, SSS Branch
5. Get acknowledgment stub or rejection notice.		1 minute	Senior Clerk/ Junior Nurse (MES)/Jr./ Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), if branch has no MES, SSS Branch

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Sickness Notification;
2. Accident/Sickness Report, if work-connected
3. Identification card/s or document/s;
4. Medical documents, if any;
5. In case of work-related claims, above-documents, plus the following:

### If Accident:

- Accident Report from employer;
- Police Report (for vehicular accident with third party involvement); and
- Photocopy of logbook

### If Sickness:

- Sickness Report from employer
- Pre-employment Physical Examination(PE) Report
- Employment History (inclusive period of employment)
- Complete Job Description
- Applicable medical supporting documents
- Photocopy of logbook

### Notes:

- Medical Specialist shall determine required medical documents based on a separate checklist.
- For sickness/injury acquired abroad, documents issued by foreign country should be in English translation and must be authenticated by the Philippine Embassy Consulate Office or duly notarized by a notary public from the host country.

**PROCEDURE IN FILING FOR SICKNESS NOTIFICATION OF EMPLOYED MEMBERS  
FILED THROUGH COMPANY REPRESENTATIVE**

Duration : 20 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download the required forms.			Jr/Sr Member Service Representative (MSS)/Senior Clerk/Jr. Nurse (MES)	Member Services Section (MSS)/ Medical Evaluation Section (MES) of SSS Branch/SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Senior Clerk/Jr. Nurse (MES)/ Jr./Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), for branch without MES, SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out form together with the supporting documents.	1. Receive SS Sickness Notification Form; and supporting documents. 2. Check form if properly accomplished and check completeness of documents.	SN= 10 to 15 minutes EC= 15 to 20 minutes	Senior Clerk/ Junior Nurse (MES)/Jr./ Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), for branch without MES, SSS Branch
5. Get acknowledgment stub or rejection notice.		1 minute	Senior Clerk/ Junior Nurse (MES)/Jr./ Sr. Member Service Representative (MSS)	Medical Evaluation Section (MES) or Member Services Section (MSS), if branch has no MES, SSS Branch

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Sickness Notification; and
2. Accident/Sickness Report, if work-connected
3. System-generated Transmittal List (TL) or System-generated Acknowledgment Letter, if filed through Electronic Notification (3 copies); or Employer TL (3 copies);
4. Member's Identification card/s or document/s (photocopy);
5. Medical documents, if any;
6. In case of work-related claims, above-documents, plus the following:

### If Accident:

- Accident Report from employer;
- Police Report (for vehicular accident with third party involvement); and
- Photocopy of logbook

### If Sickness:

- Sickness Report from employer
- Pre-employment Physical Examination(PE) Report
- Employment History (inclusive period of employment)
- Complete Job Description
- Applicable medical supporting documents
- Photocopy of logbook

### Notes:

- Medical Specialist shall determine required medical documents based on a separate checklist.
- For sickness/injury acquired abroad, documents issued by foreign country should be in English translation and must be authenticated by the Philippine Embassy Consulate Office or duly notarized by a notary public from the host country.



**PROCEDURE IN FILING SICKNESS BENEFIT REIMBURSEMENT APPLICATION (SBRA)  
[FOR EMPLOYER REIMBURSEMENT]**

Processing Time : 3 minutes (face-to-face) per SBRA  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Sickness Benefit Reimbursement Application (SBRA).  Note: SBRA may be downloaded.	Issue SBRA.		JR/SR Member Service Representative (Branch)	Member Services Section (MSS) of SSS Branch    SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  <b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out SBRA's together with the required documents.	1. Receive and screen SBRA's, Employer's Transmittal List (TL), supporting documents and filer's identification card/s. 2. Perform online eligibility inquiry.	3 minutes per claim (face-to-face)	Jr./Sr. Member Service Representative	MSS of SSS Branch Office
3. Get copy of duly received Employer TL or disapproval notice.	3. Issue to filer a copy of the duly received employer TL/ disapproval notice. 4. Forward batched SBRA's, supporting documents and TL to Processing Center (PC) for processing.		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

## LIST OF DOCUMENTARY REQUIREMENTS

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### DOCUMENTARY REQUIREMENTS

1. Sickness Benefit Reimbursement Application (SBRA)
2. Approved Sickness Notification (SN) or Certificate of Medical Approval issued and signed by the Medical Specialist of Medical Evaluation Section (MES)
3. Employer Transmittal list (TL)
4. Copy/ies of page/s of Employer's Logbook (manual logbook or electronic filing) for approved EC claim (work-connected sickness or injury)
5. Filer's SS card or other valid IDs/documents listed below:
  - A. Primary ID Cards/Documents
    1. Social Security (SS) card
    2. Unified Multi-Purpose ID (UMID) card
    3. Passport
    4. Professional Regulation Commission (PRC) card
    5. Seaman's Book (Seafarer's Identification & Record Book)
  - B. Secondary ID Cards/Documents
    1. Alien Certificate of Registration
    2. ATM card (with cardholder's name)
    3. Bank Account Passbook
    4. Company ID card
    5. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
    6. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
    7. Certificate of Naturalization
    8. Credit card
    9. Court Order granting petition for change of name or date of birth
    10. Driver's License
    11. Firearm License card issued by Philippine National Police (PNP)
    12. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
    13. Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
    14. Health or Medical card
    15. Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
    16. ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City)

17. ID card issued by professional association recognized by PRC
18. Life Insurance Policy of member
19. Marriage Contract/Marriage Certificate
20. National Bureau of Investigation (NBI) Clearance
21. Overseas Worker Welfare Administration (OWWA) card
22. Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
23. Police Clearance
24. Postal ID card
25. School ID card
26. Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
27. Senior Citizen card
28. Student Permit issued by Land Transportation Office (LTO)
29. Taxpayer's Identification Number (TIN) card
30. Transcript of Records
31. Voter's Identification card or Voter's Affidavit / Certificate of Registration

#### **Filed by Employer (Business/Household)**

Present the original of any one (1) of the Employer's primary ID cards/documents in Item 5.A or two (2) secondary ID cards/documents in Item 5.B both with signature and at least one (1) with photo.

#### **Filed by Company Representative**

Present the Authorized Company Representative (ACR) Card or if without ACR Card (not available at the time of filing) present the following:

- Letter of Authorization (LOA) issued by the employer's authorized signatory reflected in the Employer Specimen Signature Card (SS Form L-501); and
- Original company ID of company representative.

#### **Filed by Employer Representative**

- LOA issued by the employer's authorized signatory reflected in the SS Form L-501
- Original company ID of employer representative.

**PROCEDURE IN FILING SICKNESS BENEFIT APPLICATION  
(FOR SE/VM/MEMBERS SEPARATED FROM EMPLOYMENT)**

Processing Time : 3 minutes (face-to-face)  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Sickness Benefit Application (SBA).  <b>Note:</b> SBA may be downloaded.	Issue SBA.		Senior Clerk/ Junior Nurse	Medical Evaluation Section (MES) of SSS Branch Office  SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  <b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Senior Clerk/ Junior Nurse	MES of SSS Branch Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out SBA together with the required documents.	<ol style="list-style-type: none"> <li>1. Receive and screen SBAs, supporting documents and identification card/s</li> <li>2. Perform online eligibility inquiry.</li> </ol>	3 minutes face to face	Senior Clerk/ Junior Nurse	MES of SSS Branch Office
5. Get acknowledgment stub or disapproval notice.	<ol style="list-style-type: none"> <li>3. Issue to filer the acknowledgment stub/disapproval notice.</li> <li>4. Evaluate sickness claims.</li> <li>5. Encode data in the MEDVS.</li> <li>6. Forward batched SBAs, supporting documents and TL to Processing Center (PC) for processing.</li> </ol>		Senior Clerk/ Junior Nurse	MES of SSS Branch Office

## LIST OF DOCUMENTARY REQUIREMENTS

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### LIST OF REQUIRED DOCUMENTS IN FILING SICKNESS BENEFIT APPLICATION

1. Sickness Benefit Application (SBA)
2. SSS Medical Certificate Form filled out by attending physician
3. Copy of page of Employer's Logbook (manual logbook or electronic filing) for approved EC claim (work-connected sickness or injury)
4. Supporting Medical Documents, if any

#### **For prolonged confinement/sickness**

- Laboratory, X-ray, ECG and other diagnostic results
- Operating room/clinical record that will support diagnosis

#### **For vehicular accident with 3rd party involvement (EC claim)**

- Police report

5. Bank documents (photocopy/scanned copy of any of the following to ascertain correctness of bank account information:
  - ATM Card (with account number)
  - Bank Account Passbook
  - Bank Statement/Certificate
  - Validated Deposit Slip/Savings Account number card
6. Additional required documents, present the original/certified true copy and submit the photocopy of the following, whichever is applicable:

#### **For Self-Employed and Voluntary Members (previously employed) and Member Separated from Employment**

##### *If confinement period applied for is within the period of employment or prior to date of separation*

- Certificate of separation from employment with effective date of separation and no advance payment was granted (signed by the employer's authorized signatory reflected in SS Form L-501)

##### **For Member separated from employment**

##### *If confinement period applied for is within the period of employment or prior to date of separation*

- Certificate of separation from employment with effective date of separation and no advance payment was granted (signed by the employer's authorized signatory reflected in SS Form L-501 of employer)

***If confinement period applied for is after the date of separation***

- Certificate of separation from employment with effective date of separation (signed by the employer's authorized signatory reflected in SS Form L-501 of employer)

Certificate of separation is not required for self-employed/voluntary member (previously employed) or member separated from employment under any of the following conditions in which supporting document/s shall be required to be submitted as enumerated below:

***If company is on strike***

- Notice of strike duly acknowledged by the DOLE; and
- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted

***If company has been dissolved or has ceased operation***

- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

***If there is a case pending before a court regarding separation of member***

- Certification from DOLE; and
- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

***If separated from employment due to AWOL or with strained relations with the employer***

- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

7. Filer's SS card or other valid IDs/documents listed below:

A. Primary ID Cards/Documents

1. Social Security (SS) card
2. Unified Multi-Purpose ID (UMID) card
3. Passport
4. Professional Regulation Commission (PRC) card
5. Seaman's Book (Seafarer's Identification & Record Book)

B. Secondary ID Cards/Documents

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Company ID card
5. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community



- and Office of Northern Cultural Community)
6. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
  7. Certificate of Naturalization
  8. Credit card
  9. Court Order granting petition for change of name or date of birth
  10. Driver's License
  11. Firearm License card issued by Philippine National Police (PNP)
  12. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
  13. Government Service Insurance System (GSIS) card/Member's Record/ Certificate of Membership
  14. Health or Medical card
  15. Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
  16. ID card issued by Local Government Units (LGUs) (e.g. Barangay/ Municipality/City)
  17. ID card issued by professional association recognized by PRC
  18. Life Insurance Policy of member
  19. Marriage Contract/Marriage Certificate
  20. National Bureau of Investigation (NBI) Clearance
  21. Overseas Worker Welfare Administration (OWWA) card
  22. Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
  23. Police Clearance
  24. Postal ID card
  25. School ID card
  26. Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
  27. Senior Citizen card
  28. Student Permit issued by Land Transportation Office (LTO)
  29. Taxpayer's Identification Number (TIN) card
  30. Transcript of Records
  31. Voter's Identification card or Voter's Affidavit / Certificate of Registration

### **Filed by Member**

Present original of any one (1) of the primary ID cards/documents in Item 7.A or two (2) secondary ID cards/documents in Item 7.B both with signature and at least one (1) with photo.

### **Filed by Member's Representative**

Present the following:

- Original of any one (1) of the Authorized Representative's primary ID cards/documents in Item 7.A or two (2) secondary ID cards/documents in Item 7.B both with signature and at least one with photo; and
- Original of any one (1) of the Member's primary ID cards/documents in Item 7.A or two (2) secondary ID cards/documents in Item 7.B both with signature and at least one (1) with photo.

**PROCEDURE IN FILING MATERNITY NOTIFICATION  
(OVER-THE-COUNTER)**

Duration : 3 minutes (face-to-face)  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Maternity Notification (MN).  Note: MN may be downloaded.	Issue MN		Jr/Sr Member Service Representative	Member Services Section (MSS) of SSS Branch Office  SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Jr/Sr Member Service Representative	MSS of SSS Branch Office
4. Submit properly filled out MN.	1. Receive and screen MN and identification cards/ documents.	3 minutes (face-to-face)	Jr/Sr Member Service Representative	MSS of SSS Branch Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	2. Perform online eligibility inquiry. 3. Encode the required information in the "Maternity Notification Module"			
5. Get duly stamped "Received" MN Form.	4. Return to filer duly stamped "Received" MN.		Jr/Sr Member Service Representative	MSS of SSS Branch Office

## LIST OF DOCUMENTARY REQUIREMENTS

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### LIST OF IDENTIFICATION CARDS/DOCUMENTS

#### A. Primary ID Cards/Documents

1. Social Security (SS) card
2. Unified Multi-Purpose ID (UMID) card
3. Passport
4. Professional Regulation Commission (PRC) card
5. Seaman's Book (Seafarer's Identification & Record Book)

#### B. Secondary ID Cards/Documents

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Company ID card
5. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
6. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
7. Certificate of Naturalization
8. Credit card
9. Court Order granting petition for change of name or date of birth
10. Driver's License
11. Firearm License card issued by Philippine National Police (PNP)
12. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
13. Government Service Insurance System (GSIS) card/Member's Record/Certificate of Membership
14. Health or Medical card
15. Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
16. ID card issued by Local Government Units (LGUs) (e.g. Barangay/Municipality/City)
17. ID card issued by professional association recognized by PRC
18. Life Insurance Policy of member
19. Marriage Contract/Marriage Certificate
20. National Bureau of Investigation (NBI) Clearance
21. Overseas Worker Welfare Administration (OWWA) card
22. Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
23. Police Clearance

24. Postal ID card
25. School ID card
26. Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
27. Senior Citizen card
28. Student Permit issued by Land Transportation Office (LTO)
29. Taxpayer's Identification Number (TIN) card
30. Transcript of Records
31. Voter's Identification card or Voter's Affidavit / Certificate of Registration

### **Filed by Employer (Business/Household)**

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

### **Filed by Company Representative**

Present the Authorized Company Representative (ACR) Card or if without ACR Card (not available at the time of filing) present the following:

- Letter of Authorization (LOA) issued by the employer's authorized signatory reflected in the Employer Specimen Signature Card (SS Form L-501); and
- Original company ID of company representative.

### **Filed by Employer Representative**

- LOA issued by the employer's authorized signatory reflected in the SS Form L-501
- Original company ID of employer representative.

### **Filed by Member (SE/VM/Member Separated from Employment)**

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

### **Filed by Member's Representative**

Present the following:

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

**PROCEDURE IN FILING MATERNITY NOTIFICATION  
(FILING THRU SSS WEB FOR EMPLOYER/MEMBER)**

Duration : Real Time  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Login at My.SSS Portal of the SSS Website.  Note: Employer/ Member should be registered at My.SSS to be able to submit maternity notification online.			Employer/ Member	SSS website (www.sss.gov.ph)
2. Select Maternity Notification from the Transaction type of the Main Menu				
3. Fill-in the required information in the maternity notification screen and click "Submit" button				

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Copy the transaction number issued as proof of the maternity notification submitted online.				
5. Print the acknowledgement page or the email notification sent to you.				

**PROCEDURE IN FILING MATERNITY NOTIFICATION  
[FILING THRU SELF-SERVICE INFORMATION TERMINAL (SSIT) FOR  
SELF-EMPLOYED/VOLUNTARY MEMBER]**

Duration : Real Time  
Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>1. Login at the Self-Service Information Terminal (SSIT) using your SSS Card or UMID Card.</p> <p>Note: Self-Service Information Terminals are available at SSS Branches and Service Offices.</p>			Member	SSS website (www.sss.gov.ph)
<p>2. Scan SSS card bar-code to the scanner.</p>				
<p>3. Place your RIGHT INDEX on the fingerprint scanner until fingerprint is accepted.</p>				



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Select "Submission of Maternity Notification" from the Main Menu and fill in all information needed.				
5. Select "Yes" if all information are correct.				
6. Get acknowledgment receipt generated by SSIT.				

*Note: The member needs her SSS UMID card to file for Maternity Notification thru SSIT.*

**PROCEDURE IN FILING EMPLOYER'S ENROLLMENT IN THE  
SICKNESS AND MATERNITY BENEFITS PAYMENT THRU THE BANK PROGRAM**

Duration : 3 working days  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Sickness and Maternity Benefits Payment thru the Bank (SMB-PB) Form.  Note: SMB-PB Form may be downloaded.	Issue SMB-PB Form.		Jr/Sr Member Service Representative	Member Services Section (MSS) of SSS Branch Office  SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Submit properly filled-out SMB-PB Form (2 copies) to designated SSS-accredited bank.	<b><u>BANK</u></b> 1. Receive and screen properly filled-out SMB-PB Form from employers. 2. Certify the correctness of the bank account information. 3. Forward the SMB-PB Form (2 copies) to SSS Branch Office.		SSS-Accredited Bank Personnel	SSS-Accredited Bank

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<p><b>SSS</b></p> <ol style="list-style-type: none"> <li>1. Receive and screen SMB-PB Form from SSS-accredited banks (2 copies).</li> <li>2. Return to bank representative the duly received SMB-PB Form (1 copy).</li> <li>3. Encode the required information in the SMB-PB module.</li> </ol>		<p>Jr/Sr Member Service Representative</p>	<p>MSS of SSS Branch Office</p>
<p>4. Get a copy of SMB-PB Form duly received by SSS from the SSS-accredited bank.</p>	<p>Return to employer/ employer representative the SMB-PB Form duly received by SSS.</p>		<p>SSS-Accredited Bank Personnel</p>	<p>SSS-Accredited Bank</p>

**PROCEDURE IN FILING MATERNITY BENEFIT REIMBURSEMENT APPLICATION (MBRA)  
(FOR EMPLOYER REIMBURSEMENT)**

Processing Time : 3 minutes (face to face) per MBRA  
 Fee : No Filing/Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download Maternity Benefit Reimbursement Application (MBRA).  Note: MBRA may be downloaded.	Issue MBRA.		Jr/Sr Member Service Representative	Member Services Section (MSS) of SSS Branch Office  SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out MBRAs together with the required documents.	<ol style="list-style-type: none"> <li>1. Receive and screen MBRAs, Employer TL, supporting documents and identification cards.</li> <li>2. Perform online eligibility inquiry.</li> </ol>	3 minutes per MBRA face to face	Jr./Sr. Member Service Representative	MSS of SSS Branch Office
5. Get copy of duly received Employer Transmittal List (TL) or disapproval notice.	<ol style="list-style-type: none"> <li>3. Issue to filer a copy of the duly received employer TL/ disapproval notice.</li> <li>4. Forward batched MBRAs, supporting documents and TL to Processing Center (PC) for processing.</li> </ol>		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Maternity Benefit Reimbursement Application (MBRA)
2. Maternity Notification (MN) duly received by SSS prior to delivery/ miscarriage/ procedure or “Maternity Notification Submission Confirmation” (if filed thru the SSS Website)
3. Present the original/certified true copy and submit the photocopy of the following whichever is applicable:

### **For Normal Delivery**

- Child’s birth or fetal death certificate duly registered with the Local Civil Registrar (LCR)

### **For Caesarean Delivery**

- Child’s birth or fetal death certificate duly registered with the Local Civil Registrar (LCR); and
- Any of the following documents issued by the hospital indicating the type of delivery:
  - ✓ Operating Room Record (ORR)
  - ✓ Surgical Memorandum
  - ✓ Discharge Summary Report
  - ✓ Medical/Clinical Abstract
  - ✓ Delivery Report
  - ✓ Detailed Invoice showing caesarean delivery charges, for deliveries abroad only

### **For Complete Miscarriage**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Pregnancy test before and after miscarriage
  - ✓ Ultrasound report indicating proof of pregnancy
  - ✓ Medical Certificate issued by attending physician on the circumstances of pregnancy

### **For Incomplete Miscarriage**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Certified true copy of hospital/medical record/s
  - ✓ Dilation & Curettage (D & C) report
  - ✓ Histopathological report
  - ✓ Pregnancy test before and after miscarriage
  - ✓ Ultrasound report indicating proof of pregnancy

**For Ectopic Pregnancy**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Certified true copy of hospital/medical record/s
  - ✓ Certified true copy of ORR
  - ✓ Histopathological report
  - ✓ Pregnancy test before and after miscarriage

**For Hydatidiform Mole (All of the following :)**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature.
- Dilation and Curettage (D & C) report
- Histopathological report

**Note:**

- The Medical Specialist may require other documents necessary for the evaluation of the claim (for miscarriage/ectopic/H-Mole cases)
- For deliveries/miscarriages/procedures that happened abroad, documents issued by foreign country should be with English translation and duly authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public in host country.

**4. Filer's SS card or other valid IDs/documents listed below:****A. Primary ID Cards/Documents**

1. Social Security (SS) card
2. Unified Multi-Purpose ID (UMID) card
3. Passport
4. Professional Regulation Commission (PRC) card
5. Seaman's Book (Seafarer's Identification & Record Book)

**B. Secondary ID Cards/Documents**

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Company ID card
5. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
6. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
7. Certificate of Naturalization
8. Credit card
9. Court Order granting petition for change of name or date of birth

10. Driver's License
11. Firearm License card issued by Philippine National Police (PNP)
12. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
13. Government Service Insurance System (GSIS) card/Member's Record/ Certificate of Membership
14. Health or Medical card
15. Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
16. ID card issued by Local Government Units (LGUs) (e.g. Barangay/ Municipality/City)
17. ID card issued by professional association recognized by PRC
18. Life Insurance Policy of member
19. Marriage Contract/Marriage Certificate
20. National Bureau of Investigation (NBI) Clearance
21. Overseas Worker Welfare Administration (OWWA) card
22. Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
23. Police Clearance
24. Postal ID card
25. School ID card
26. Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
27. Senior Citizen card
28. Student Permit issued by Land Transportation Office (LTO)
29. Taxpayer's Identification Number (TIN) card
30. Transcript of Records
31. Voter's Identification card or Voter's Affidavit / Certificate of Registration

**Filed by Employer (Business/Household)**

Present the original of any one (1) of the Employer's primary ID cards/documents in Item 4.A or two (2) secondary ID cards/documents in Item 4.B both with signature and at least one (1) with photo.

**Filed by Company Representative**

Present the Authorized Company Representative (ACR) Card or if without ACR Card (not available at the time of filing) present the following:

- Letter of Authorization (LOA) issued by the employer's authorized signatory reflected in the Employer Specimen Signature Card (SS Form L-501); and
- Original company ID of company representative.

**Filed by Employer Representative**

- LOA issued by the employer's authorized signatory reflected in the SS Form L-501
- Original company ID of employer representative.



**PROCEDURE IN FILING MATERNITY BENEFIT APPLICATION (MBA)  
(FOR SE/VM/MEMBERS SEPARATED FROM EMPLOYMENT)**

Processing Time : 3 minutes (face to face)  
 Fee : No Filing/Service Fees

<b>STEPS</b>	<b>SERVICE PROVIDED</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON-IN-CHARGE</b>	<b>LOCATION</b>
1. Get Maternity Benefit Application (MBA).  Note: MBA may be downloaded.	Issue MBA.		Jr./Sr Member Service Representative	Member Services Section (MSS) of SSS Branch Office  SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.	Issue queue number.		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out MBAs together with the required documents.	<ol style="list-style-type: none"> <li>1. Receive and screen MBAs, supporting documents and identification cards.</li> <li>2. Perform online eligibility inquiry.</li> </ol>	3 minutes per MBRA face to face	Jr./Sr. Member Service Representative	MSS of SSS Branch Office
5. Get acknowledgment stub or disapproval notice.	<ol style="list-style-type: none"> <li>3. Issue to filer the acknowledgment stub/disapproval notice.</li> <li>4. Forward batched MBAs, supporting documents and TL to Processing Center (PC) for processing.</li> </ol>		Jr./Sr. Member Service Representative	MSS of SSS Branch Office

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Maternity Benefit Application (MBA)
2. Maternity Notification (MN) duly "Received" by SSS prior to delivery/miscarriage/ procedure or "Maternity Notification Submission Confirmation" (if MN is filed thru the SSS Website or SSIT)
3. Present the original/certified true copy and submit the photocopy of the following whichever is applicable:

### **For Normal Delivery**

- Child's birth or fetal death certificate duly registered with the Local Civil Registrar(LCR)

### **For Caesarean Delivery**

- Child's birth or fetal death certificate duly registered with the Local Civil Registrar (LCR); and
- Any of the following documents issued by the hospital indicating the type of delivery:
  - ✓ Operating Room Record (ORR)
  - ✓ Surgical Memorandum
  - ✓ Discharge Summary Report
  - ✓ Medical/Clinical Abstract
  - ✓ Delivery Report
  - ✓ Detailed Invoice showing caesarean delivery charges, for deliveries abroad only

### **For Complete Miscarriage**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Pregnancy test before and after miscarriage
  - ✓ Ultrasound report indicating proof of pregnancy
  - ✓ Medical Certificate issued by attending physician on the circumstances of pregnancy

### **For Incomplete Miscarriage**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Certified true copy of hospital/medical record/s
  - ✓ Dilation & Curettage (D & C) report
  - ✓ Histopathological report
  - ✓ Pregnancy test before and after miscarriage
  - ✓ Ultrasound report indicating proof of pregnancy

**For Ectopic Pregnancy**

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature; and
- Any of the following:
  - ✓ Certified true copy of hospital/medical record/s
  - ✓ Certified true copy of ORR
  - ✓ Histopathological report
  - ✓ Pregnancy test before and after miscarriage

**For Hydatidiform Mole** (All of the following:)

- Obstetrical History indicating the number of pregnancy/ies duly certified by attending physician with his/her Professional Medical License number with printed name and signature
- Dilation and Curettage (D & C) report
- Histopathological report

**Note:**

- The Medical Specialist may require other documents necessary for the evaluation of the claim (for miscarriage/ectopic/H-Mole cases)
  - For deliveries/miscarriages/procedure that happened abroad, documents issued by foreign country should be with English translation and duly authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public in host country.
4. Additional required documents, present the original/certified true copy and submit the photocopy of the following, whichever is applicable:

**For Self-Employed and Voluntary Members (previously employed)**

If delivery/miscarriage/procedure is within employment period or within six (6) months from date of separation

- Certificate of separation from employment with effective date of separation and no advance payment was granted (signed by the employer's authorized signatory reflected in SS Form L-501)

**For Member separated from employment**

If delivery/miscarriage/procedure is within employment period

- Certificate of separation from employment with effective date of separation and no advance payment was granted (signed by the employer's authorized signatory reflected in SS Form L-501)

If delivery/miscarriage/procedure is after date of separation

- Certificate of separation from employment with effective date of separation (signed by the employer's authorized signatory reflected in SS Form L-501)

Certificate of separation is **not required** for self-employed/voluntary member (previously employed) or member separated from employment under any of the following conditions in which supporting document/s shall be required to be submitted as enumerated below:

If company is on strike

- Notice of strike duly acknowledged by the DOLE; and
- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted

If company has been dissolved or has ceased operation

- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

If there is a case pending before a court regarding separation of member

- Certification from DOLE; and
- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

If separated from employment due to AWOL or with strained relations with the employer

- Duly notarized Affidavit of Undertaking issued by the member that no advance payment was granted and with indicated effective date of separation.

5. Filer's SS card or other valid IDs/documents listed below:

A. Primary ID Cards/Documents

1. Social Security (SS) card
2. Unified Multi-Purpose ID (UMID) card
3. Passport
4. Professional Regulation Commission (PRC) card
5. Seaman's Book (Seafarer's Identification & Record Book)

B. Secondary ID Cards/Documents

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Company ID card
5. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
6. Certificate of Licensure/Qualification Documents from Maritime Industry Authority

7. Certificate of Naturalization
8. Credit card
9. Court Order granting petition for change of name or date of birth
10. Driver's License
11. Firearm License card issued by Philippine National Police (PNP)
12. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
13. Government Service Insurance System (GSIS) card/Member's Record/ Certificate of Membership
14. Health or Medical card
15. Home Development Mutual Fund (Pag-IBIG) Transaction Card/Member's Data Form
16. ID card issued by Local Government Units (LGUs) (e.g. Barangay/ Municipality/City)
17. ID card issued by professional association recognized by PRC
18. Life Insurance Policy of member
19. Marriage Contract/Marriage Certificate
20. National Bureau of Investigation (NBI) Clearance
21. Overseas Worker Welfare Administration (OWWA) card
22. Philippine Health Insurance Corporation (PHIC) ID card/Member's Data Record
23. Police Clearance
24. Postal ID card
25. School ID card
26. Seafarer's Registration Certificate issued by Philippine Overseas Employment Administration (POEA)
27. Senior Citizen card
28. Student Permit issued by Land Transportation Office (LTO)
29. Taxpayer's Identification Number (TIN) card
30. Transcript of Records
31. Voter's Identification card or Voter's Affidavit/ Certificate of Registration

### **Filed by Member**

Present original of any one (1) of the primary ID cards/documents in Item 5.A or two (2) secondary ID cards/documents in Item 5.B both with signature and at least one (1) with photo.

### **Filed by Member's Representative**

Present the following:

- Original of any one (1) of the Authorized Representative's primary ID cards/ documents in Item 5.A or two (2) secondary ID cards/documents in Item 5.B both with signature and at least one with photo; and
- Original of any one (1) of the Member's primary ID cards/documents in Item 5.A or two (2) secondary ID cards/documents in Item 5.B both with signature and at least one (1) with photo.

## PROCEDURE IN FILING DISABILITY CLAIM APPLICATION

Duration : 45 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get or download the required forms.		5 minutes	Jr/Sr Member Service Representative (MSS)/Senior Clerk/Junior Nurse (MES)	Member Services Section (MSS)/ Medical Evaluation Section (MES) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			Nurse/Medical Specialist (MS) II/III	MES of SSS Branch, Physical Examination Center (PEC)

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit properly filled out form together with the supporting documents.	1. Disability Claim Application Form and supporting documents. 2. Check form if properly accomplished and checks completeness of documents.	10 minutes	Nurse/MS II/III	MES of SSS Branch, PEC
5. Pre-evaluation if to undergo physical examination and interview.	Conduct of physical examination and interview (if applicable)	20 to 30 minutes	Nurse/MS II/III	MES of SSS Branch, PEC
6. Get Acknowledgment stub or disapproval notice.		1 minute	Nurse/MS II/III	MES of SSS Branch, PEC

**Notes:**

1. A member who is unable to file the disability claim application personally due to the following conditions shall submit the required documents (together with the detailed sketch of residence, if applicable) either through his/her representative or through mail to the nearest SSS branch:
  - Member is either wheelchair-borne, in respiratory distress, with IV fluid or other debilitating conditions; or
  - Member is confined in an institution such as hospital, correctional institution, penitentiary, rehabilitation center.
2. The same procedure shall be followed in filing of disability that happened abroad.
3. Applications for Disability benefits must be filed with the Social Security System within ten (10) years from the date/occurrence of disability.



## LIST OF DOCUMENTARY REQUIREMENTS

### BASIC DOCUMENTS

The documentary requirements are as follows:

1. Disability Claim Application (DisCA) Form
2. Member's/Claimant's Photo and Signature Form (for initial claims only)
3. SSS Medical Certificate Form accomplished by attending physician within 6 months from date of filing
4. Medical records – reckoning date shall be date of filing
5. Single Savings Account Passbook; or
6. ATM Card with account number

### CHECKLIST

ILLNESS	WHEN TO FILE	DOCUMENTS NEEDED
Fracture	Four (4) months from injury/operation	Certified true copy of any of the following: <ul style="list-style-type: none"> <li>• Record of consultation or</li> <li>• Hospital Abstract/ Discharge Summary or</li> <li>• Record of Operation (if operated) or</li> <li>• X-ray plate of affected part/s</li> </ul>
Amputation	After end of Sickness benefit (if any)	Certified true copy of: <ul style="list-style-type: none"> <li>• Hospital Abstract/ Discharge Summary/ Record of Consultation</li> <li>• Record of Operation (if operated)</li> </ul>
Coronary Artery Disease/ Heart Attack	Four (4) months from date of operation (if operated)	Certified true copy of: <ul style="list-style-type: none"> <li>• Record of Consultation; or</li> <li>• Hospital Abstract/ Discharge Summary; or</li> <li>• Record of Operation (if operated) and</li> <li>• Recent ECG tracing with result or 2D Echo result (if any)*</li> </ul>

ILLNESS	WHEN TO FILE	DOCUMENTS NEEDED
Cerebrovascular Attack (Stroke)	Four (4) months after onset	Certified true copy of any of the following: <ul style="list-style-type: none"> <li>• Record of Consultation or</li> <li>• Hospital Abstract/ Discharge Summary or</li> <li>• Record of Operation (if operated) or</li> <li>• Recent CT Scan/MRI Result</li> </ul>
PTB, Minimal	Two (2) years after onset	Recent Chest X-ray plate and Chest X-ray plate taken at least 2 years before date of filing (both with official result)*
PTB, Moderate	Six (6) months after onset	Recent Chest X-ray plate and Chest X-ray plate taken at least 6 months before date of filing (both with official result)*
PTB, Far Advanced		Recent Chest X-ray plate with official result.*
Pulmonary Diseases (COPD)		<ul style="list-style-type: none"> <li>• Recent Chest X-ray plate with official result*</li> <li>• Pulmonary Function Test result taken within the last six (6) months from date of filing (if any)</li> </ul>
Mental Illness	Two (2) years after onset	<ul style="list-style-type: none"> <li>• Recent and complete Psychiatric Evaluation Report*</li> <li>• Certified true copy of Hospital Abstract/ Discharge Summary (if confined)</li> </ul>
Diabetes Mellitus	Two (2) years after onset	<ul style="list-style-type: none"> <li>• Recent and serial FBS results taken during the last two (2) years before date of filing*</li> <li>• Certified true copy of Hospital Abstract/ Discharge Summary (if confined)</li> </ul>

ILLNESS	WHEN TO FILE	DOCUMENTS NEEDED
Removal of Organ		Certified true copy of: <ul style="list-style-type: none"> <li>• Hospital Abstract/ Discharge Summary or</li> <li>• Record of Operation and</li> <li>• Histopathological result</li> </ul>
Malignancy (Cancer)		Certified true copy of: <ul style="list-style-type: none"> <li>• Hospital Abstract/ Discharge Summary or</li> <li>• Record of Operation (if operated) and</li> <li>• Histopath result or</li> <li>• CT Scan/MRI Result (if any)</li> </ul>
Kidney Diseases		Certified true copy of: <ul style="list-style-type: none"> <li>• Laboratory results</li> <li>• Hospital Abstract (if confined) or</li> <li>• Certificate of dialysis treatment (if any)</li> </ul>
Hearing Loss		Certified true copy of Audiogram result taken within the last six (6) months before date of filing
Cataract Operation	Four (4) months after operation	Certified true copy of: <ul style="list-style-type: none"> <li>• Record of Operation and</li> <li>• Recent visual acuity issued by Ophthalmologist*</li> </ul>

*\*Taken within the last six (6) months before date of filing*

**Note:**

Medical Specialist shall decide if additional medical records/documents will be required.

## PROCEDURE IN FILING RETIREMENT CLAIM APPLICATION

Duration : 20 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get/download Member's Information Sheet or RCA of filed by representative.				Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and accomplish Member's Information Sheet or RCA if filed by representative.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.				MSS of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>4. Submit the accomplished information sheet or RCA if filed thru representative together with the documentary requirements.</p>	<ol style="list-style-type: none"> <li>1. Receives and screens documentary requirements.</li> <li>2. Encodes applicable data thru the Benefits Workflow System (BWS).</li> <li>3. Conducts Q&amp;A.</li> <li>4. Encodes and generates Q&amp;A results thru BWS.</li> <li>5. Requests filer to confirm the Q&amp;A results.</li> <li>6. Tags submitted documents as complete thru BWS.</li> <li>7. Generates electronic RCA &amp; acknowledgment letter thru BWS and issues to filer for signature and confirmation of application.</li> </ol>	<p>20 minutes</p>	<p>Jr./Sr. Member Service Representative</p>	<p>MSS of SSS Branch</p>

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
5. Get: <ul style="list-style-type: none"> <li>• Acknowledgment Letter, if claim is complete and in order</li> <li>• Rejection/ Denial Letter with reason, if claim is rejected/ denied.</li> </ul>				

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Member's Information Sheet or RCA if filed by representative
2. If filed by Member:
  - A. Valid ID cards/documents – Any of the following Primary ID cards/documents:
    1. SSS ID Card
    2. UMID Card
    3. PRC ID Card
    4. Passport
    5. Driver's License
    6. Seaman's Book (Seafarer's Identification & Record Book)

If the above documents are not available, refer to Part 6 of Identification Cards/ Documents for Retirement Benefit.

**Note:** All equivalent ID cards/documents with English translation issued by a foreign government shall be accepted.

3. If filed thru Representative:
  - A. Valid ID cards/documents of the representative; and
  - B. Letter of Authority (LOA) signed by the member; or Special Power of Attorney (SPA) specifically stating the authority to file and sign for and in behalf of the member.

**Notes:** LOA/SPA should be valid within six (6) months if issued in the Philippines or one (1) year if issued abroad.

All equivalent ID cards/documents with English translation issued by a foreign government shall be accepted.

4. Member's Photo & Signature Form
5. Single savings account passbook/ATM/UMID card enrolled as ATM/accomplished debit/cash card enrollment form

If name of member and/or savings account number is not indicated in the ATM card, submit either:

- Copy of duly-validated deposit slip; or
- Copy of bank statement/certificate

If ATM card with EVM chips is not yet available, the following documents shall be submitted:

- Copy of duly-validated deposit slip
- Copy of bank statement/certificate duly signed by the authorized signatory

with the following details:

- ✓ Name of member/claimant
- ✓ Savings account number
- ✓ Bank branch and address

If ATM card of married female member is still under her maiden name, submit Marriage Contract/Certificate.

If member cannot open a savings account or cannot apply for debit/cash card, submit a written request for exemption from the Pensioner's Remittance Program stating reason for the request.

## 6. Identification card/s or document/s

In the absence of Primary ID cards/documents, any two (2) of the following Secondary ID cards/documents, both with signature, and at least one (1) with photo:

- Postal ID
- Company or School ID
- OWWA ID
- Senior Citizen ID
- Firearm License Card issued by PNP
- TIN card
- ID Card issued by LGUs (e.g., Barangay/Municipality/City)
- ID Card issued by professional associations recognized by PRC
- Pag-IBIG ID Card/Member's Data Form
- PhilHealth ID Card/Member's Data Record
- Voter's ID or Voter's Affidavit/Certificate of Registration
- GSIS ID Card/Member's Record/Certificate of Membership
- Credit Card (with name and signature)
- Fish Worker's License Card issued by BFAR
- Health or Medical Card
- Residency card/Work permit issued by foreign governments
- Marriage Contract/Certificate
- Seafarer's Registration Certificate issued by POEA
- Alien Certificate of Registration/Green Card
- Certificate of Confirmation from the National Commission on Indigenous Peoples
- Certificate issued by National Commission on Muslim Filipinos
- Certificate of Licensure/Qualification Documents from MARINA
- Certificate of Naturalization issued by the Bureau of Immigration
- NBI Clearance
- Police Clearance
- Court Order granting petition for change of name or date of birth
- Life Insurance Policy
- Student Permit issued by LTO



Notes:

- Expired IDs shall be accepted as identification, provided it has signature and photo.
- All equivalent ID cards/documents with English translation issued by a foreign government shall be accepted.
- Married female members may use Primary or Secondary ID cards/documents that are still under maiden name, provided that copy of Marriage Contract/ Certificate, or Report of Marriage issued by the Philippine Embassy or Consulate General, is presented.

7. Supporting Documents, whichever is applicable:

- a. If member is at least 60 years old but below 65 years old

For Employed members

- Certificate of separation issued by the last employer or by all employers (if with multiple employers); or
- Certificate of employment issued by the last employer stating the period of employment; or
- SSS Form – Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking, regardless of status of employer.

For SE members

- Certificate of non-renewal for all of member's business permit/license issued by the proper government offices/transfer of ownership (e.g. Business Permit and Licensing Office); or
- Certificate of cessation of business issued by the duly elected Barangay Official where the business or place of residence was located, together with SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking

For House Helpers

- SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking; or
- Certificate of separation issued by the last HR; or
- Certificate of employment issued by the last HR stating the period of employment.

For members of Cooperative or registered Association (e. g. TODA, Card Inc., market vendors association, etc.)

- SSS Form - Affidavit of Separation from Employment/Cessation of Self-employment with Undertaking; or
- Certificate of termination of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the Cooperative/Association; or
- Certificate of membership signed by the authorized company representative/s or signatories in the Specimen Signature Card of the Cooperative/Association stating the period of membership.

For VM, including OFW

- Proof of separation from employment/cessation of business/termination of contract/no earnings is not a requirement

**Note:** For members residing abroad, any valid ID card/document issued by foreign governments indicating foreign citizenship/residency/employment prior to retirement (e.g., certificate of naturalization, foreign passport, driver's license, residency card, and work permit) shall be accepted in the absence of document/s stated under Part 7.1.

- b. If member is an Underground/Surface Mineworker
- Certification from the employer/s that member was an underground/surface mineworker indicating the period of employment and worker's job description; or
  - Affidavit of two (2) co-employees attesting that member was an underground/surface mineworker indicating the period of employment and worker's job description.

**Note:** An underground / surface mine employee may retire and shall be entitled to retirement benefits upon reaching the age of fifty (50) years or more (optional) or age sixty (60) years (technical retirement) if actual date of retirement is not earlier than April 27, 2016.

Additional requirements if underground/surface mineworker is at least 55/50 years old but below 60 years old: Supporting documents stated under No. 7.1 a or b, depending on the last coverage status of the member

- c. If member is filing retirement claim pursuant to an existing Bilateral Social Security Agreement (SSA)
- Liaison forms as provided for under the Administrative Agreement of the Bilateral SSA, with the following information:
    - ✓ Claim application details; and
    - ✓ Insurance periods under SS Law of other country
  - Photocopies of two (2) valid IDs of member, certified by counterpart liaison agencies as provided for under the Bilateral SSA, in lieu of member's photo and signature card
- d. Additional document if member is applying under the Portability Law
- Certificate of total contributions issued by the GSIS, including the period of contributions
- e. Additional document if member is an SSS employee
- Certification issued by the Employee Services Department on the SSS employment history of the concerned employee, subject to the applicable rules and regulations on outside/part-time employment of SSS personnel and RA 8282

- f. Additional documents if member is incapacitated and under guardianship
- Photo and signature card of guardian
  - 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); and
  - In-Trust For (ITF) savings account; and
  - Affidavit for Guardianship of Incompetent Pensioner, if guardian is the spouse; or Application for Representative Payee and Guarantor's Bond Form, if guardian is other than spouse
- g. If with dependent child/children and not reported in member's records
- Marriage Contract/Certificate of member issued by the LCR/PSA (formerly NSO)

**Note:** Marriage Contract/Certificate is not required if dependent is legally adopted or illegitimate child

If married abroad

- ✓ Marriage Contract/Certificate with English translation issued by foreign government; or
- ✓ Report of Marriage issued by the Philippine Embassy or Consulate General.

Additional requirements if with previous marriage in the Philippines

- ✓ Certificate of Finality of Annulment/Nullity or annotated Marriage Contract/Certificate; or
- ✓ Certificate of Naturalization prior to marriage abroad and Decree of Divorce after acquiring foreign citizenship, or its equivalent.

If Marriage Certificate is not available

- ✓ Certification of non-availability from LCR/PSA (formerly, NSO) 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
- ✓ Marriage Certificate issued by Parish/Church/Ministry/ Congregation/Sect/other religious organizations/LGU/other person authorized to administer the marriage

If Marriage Certificate from Parish/Church/ Ministry/ Congregation/Sect/ other religious organizations is not available

- ✓ Certification of non-availability from the Parish/Church/Ministry/ Congregation/Sect/ other religious organizations; or
- ✓ 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; and
  - Authority to administer marriage, if applicable.
  - Joint affidavit of two (2) persons who witnessed the marriage; and
  - Birth certificates of at least two (2) children wherein under both documents the names of parents and the date and place of marriage are indicated (if applicable)
- Birth Certificate of legitimate, legitimated, legally adopted or illegitimate dependent children issued by LCR/PSA (formerly, NSO), if born in the Philippines

If dependent child/ren is/are born abroad

- ✓ Birth Certificate with English translation issued by foreign government; or
- ✓ Report of Birth issued by the Philippine Embassy or Consulate General

If Birth Certificate is not available

- ✓ Certification of non-availability from LCR/PSA (formerly, NSO) or issued by foreign government; and
- ✓ Baptismal/Dedication certificate or its equivalent issued by the Parish/Church/Ministry/Congregation/Sect/other religious organizations (with date of birth of the child and name of parents)

**Notes:**

- Baptismal/Dedication certificate or its equivalent certificate must bear the original signature of the Parish Priest/Head of the Church/Ministry/Congregation/Sect/other religious organizations or his authorized signatory. Stamped signature is not acceptable.
- 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 of the child and the name of parents.

If Baptismal/Dedication certificate or its equivalent is not available

- ✓ Certification of non-availability together with the following where the name of member, name of dependent, date of birth of dependent and relationship to member are indicated:
  - School cards/records of dependent
  - Educational/insurance plans/Health card record
  - Employment records of member
  - PhilHealth/GSIS/Pag-IBIG records
  - Income Tax Return of member
  - Member's record duly received by SSS prior to May 1997

- Additional documents

For legally adopted child/ren

- ✓ Decree of Adoption or Certificate of Finality

**Notes:**

- The birth certificate should bear annotation of the adoption
- Date of adoption should be prior to date of retirement

For illegitimate child/ren

- ✓ Any proof of filiation, such as, but not limited to:
  - Birth Certificate duly signed by the father as informant
  - Birth Certificate with Affidavit of Acknowledgment duly signed by the father
  - Will
  - Statement made before any judicial or quasi-judicial proceedings
  - Any authentic writing signed by the father (e.g. letter, diary, or other documents such as school records and other public records)

For dependent child/ren under guardianship

- ✓ Claim for Dependent's Pension (SS Form BPN-106) duly accomplished by the guardian (if guardian is the parent/grandparent, other than the member)
- ✓ Application for Representative Payee and Guarantor's Bond Form (if guardian is other than parents/grandparents)
- ✓ ITF account (if guardian is other than parent)

Additional document if dependent child/ren under guardianship is/are incapacitated – Medical Certificate issued by the attending physician (with license number and address of clinic), within three (3) months from date of filing of claim for dependent's pension, confirmed/certified by the Medical Specialist of SSS Physical Examination Centers (PECs).

**Notes:**

- 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.
- For retirement claims filed abroad, photocopy of supporting document/s with English translation 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 Office.

## PROCEDURE IN FILING FUNERAL CLAIM APPLICATION

Duration : 20 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get/download Funeral Claim Application (FCA) and supporting form.				Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.				MSS of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit the accomplished FCA form together with the documentary requirements.	<ol style="list-style-type: none"> <li>1. Receives FCA and supporting documents and establishes SSS membership of deceased member and identity of filer.</li> <li>2. Screens FCA and supporting documents and checks deceased member's eligibility to funeral benefit.</li> </ol>	20 minutes face-to-face	Jr./Sr. Member Service Representative	MSS of SSS Branch
<ol style="list-style-type: none"> <li>5. Get: <ul style="list-style-type: none"> <li>• Acknowledgment Letter, if claim is complete and in order</li> <li>• Rejection/ Denial Letter with reason, if claim is rejected/ denied.</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>3. Issues acknowledgment stub to filer and returns documentary requirements.</li> </ol>		Jr./Sr. Member Service Representative	MSS of SSS Branch

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Funeral Claim Application (FCA) form
2. Proof to establish SSS Membership of deceased member (Present any one (1) of the following)
  - a. Social Security (SS) Card/Unified Multi-purpose ID (UMID) card
  - b. Duly received SS Form E-4/Contributions Collection List(R-3)/validated Contributions Payment(RS-5)/Member Loan Payment (ML-1), SS Form E-1/RS-1/NW-1/ OW-1
  - c. Employment Record with member's SS Number (e.g. company ID, payslip)
  - d. Letter/Certification document with indicated correct SS Number previously issued by SSS prior to the death of member

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

- a. Birth Certificate
  - b. Baptismal Certificate
  - c. Marriage Contract/Certificate
  - d. Philippine Health Insurance Corporation (PHIC) Member's Data Form
  - e. Home Development Mutual Fund (Pag-IBIG) Member's Data Form
  - f. BIR Form
  - g. GSIS Member's record
  - h. Life Insurance Policy
  - i. School Records
  - j. Business Permit/Registration of Business Name or any proof of business operations
3. Claimant's Identification Cards/ Documents (Present the original and submit photocopy)

Any one (1) of the following ID cards/documents:

- a. SS Card
- b. UMID card
- c. Passport
- d. Professional Regulation Commission (PRC) Card
- e. Seaman's Book (Seafarer's Identification & Record Book)
- f. Driver's License

Or in the absence of the above ID cards/ documents, any two (2) of the following ID cards/documents (original) both with signature and at least one (1) with photo:

- a. Postal ID Card
- b. Company ID Card



- c. School ID Card
- d. Taxpayer's Identification Number (TIN) Card
- e. PHIC Card/Member's Data Record
- f. Overseas Workers Welfare Administration (OWWA) Card
- g. Senior Citizen Card
- h. Voter's Identification Card or Voter's Affidavit/Certificate of Registration
- i. Credit Card (with name and signature)
- j. Fish Worker's License Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
- k. Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership
- l. Health or Medical Card
- m. Firearm License Card issued by Philippine National Police (PNP)
- n. ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- o. ID Card issued by professional associations recognized by PRC
- p. Marriage Contract/Certificate
- q. Pag-IBIG Transaction Card/Member's Data Form
- r. Police Clearance
- s. Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
- t. Student Permit issued by the Land Transportation Office (LTO)
- u. Alien Certificate of Registration
- v. Certificate of Confirmation issued by National Commission on Indigenous Peoples (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
- w. Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipinos
- x. Certificate of Licensure/Qualification Documents/Seafarer's ID & Record Book from the Maritime Industry Authority
- y. Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- z. Certificate of Naturalization issued by the Bureau of Immigration

If claim is filed by representative, the following additional documents shall be required:

- Letter of Authority/Special Power of Attorney; and
- IDs of claimant's representative

#### 4. Supporting Documents

- a. Death Certificate of deceased member (Present the original/duplicate/certified true copy/certified photocopy and submit photocopy)

**If member was buried/cremated in the Philippines**

Any one (1) of the following:

- i. Death Certificate duly registered with the Local Civil Registry Office

(LCR) and signed by the authorized signatory of the Office of the Civil Registry

- ii. Death Certificate issued by Philippine Statistics Authority (PSA), [formerly National Statistics Office(NSO)]
- iii. Certification of Death of deceased member issued and signed by the authorized signatory of the Office of the Civil Registry and bearing the official seal

In the absence of the above-mentioned documents, submit the following:

- Certification of non-availability issued by LCR and PSA (formerly NSO); and
- Any one (1) of the following:
  - ✓ Certification of Death issued by the Parish/Church
  - ✓ Certification of Burial issued by the Cemetery Administrator
  - ✓ Certification of cremation

**Note:** Late registered Death Certificate shall be accepted provided the following information/features are present:

- Registry Number
- Name and signature of authorized signatory of the Office of Civil Registry
- Date of receipt by the LCR/ PSA (formerly NSO)
- Properly filled-out affidavit at the back of the Death Certificate explaining the reason for the delay
- Without erasures, alterations, insertions and super impositions

**If member died and buried/cremated abroad**

- Death Certificate issued by the Vital Statistics Office/County of Host Country or its equivalent

**If member died abroad and buried/cremated in the Philippines**

- Death Certificate issued by the Vital Statistics Office/County of Host Country or its equivalent/ PSA (formerly NSO)

**Note:** For Death Certificate not written in English language, official English translation from the Department of Foreign Affairs/Philippine Embassy is required

- b. Official Receipt (OR) with BIR registration bearing the name of the claimant and the deceased member (Submit original copy)

**If the name of the claimant is not the one indicated in the OR, submit additional document below:**

- Waiver/Pagpapaubaya

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

- Certified true copy of OR
- Certification issued by the funeral parlor/memorial service indicating the details of payment in defrayal of funeral expenses of the deceased member

**If the OR is not yet available and not yet buried, submit the document below:**

- Funeral service contract issued by the funeral parlor

**If the OR is not yet available and payment not yet fully settled), submit the document below:**

- Provisional receipt

**In lieu of Official Receipt (Submit original copy):**

If Memorial/Insurance was in the name of the deceased member, submit the document below: (for preferred beneficiary only)

- Certification of Availment from the memorial/insurance life plan company

If Memorial/Insurance plan was in the name of the claimant, submit the document below:

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

If name of deceased member is not indicated in the certification of availment, submit the additional document below:

- Affidavit executed by the plan holder allowing the use of the memorial/ insurance plan by the deceased member

If Memorial/Insurance plan was not in the name of the deceased member and claimant, submit the documents below:

- Certification of Availment from the memorial/insurance life plan company; and
- Any one (1) of the following whichever is applicable:
  - ✓ Transfer Certificate
  - ✓ Deed of Sale
  - ✓ Deed of Donation
  - ✓ Affidavit of Sale executed by the plan holder

For funeral expenses incurred without corresponding OR/contract, submit the document below (for preferred beneficiary only)

- Duly notarized Affidavit(Funeral Expenses)/ Sinumpaang Salaysay (Pinagbayaran sa Pagpapalibing)

5. Additional Supporting Documents if cause of death is work-connected  
(Submit the documents below duly signed by the authorized representative)

**If due to accident**

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

**If due to sickness**

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

## PROCEDURE IN FILING DEATH CLAIM APPLICATION

Duration : 20 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get/download Death Claim Application and supporting form.				Member Services Section (MSS) of SSS Branch/ SSS website (www.sss.gov.ph)
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.				MSS of SSS Branch



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
5. Get: <ul style="list-style-type: none"> <li>• Acknowledgment Letter, if claim is complete and in order</li> <li>• Rejection/ Denial Letter with reason, if claim is rejected/ denied.</li> </ul>				

## LIST OF DOCUMENTARY REQUIREMENTS

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1. Death Claim Application (DCA) form
2. Member's/Claimant's Photo and Signature form
3. Filer's Affidavit (Sinumpaang Salaysay) [only one Filer's Affidavit is required at the time of filing]
4. Form CLD-1.3A, Affidavit of Death Benefit (if claimants are primary or secondary) [only one CLD-1.3A is required at the time of filing]
5. Any of the following, whichever is applicable:
  - Form CLD1.3, Joint Affidavit of two (2) disinterested persons, preferably relatives of the deceased member, if claimants are designated beneficiaries or legal heirs of deceased member [only one CLD-1.3 is required at the time of filing]
  - Form CLD-15, Application for Appointment as Representative Payee, if claimant is a guardian
  - Form BPN-107, Guarantor's Bond Form, if claimant is a guardian
  - If cause of death is work-connected:
    - Report of death (BPN-105)
    - Pre-employment medical records, if cause of death is due to illness
    - Statement of duties and responsibilities duly signed by the employer
    - Mission/Job or travel order duly signed by the employer, when applicable
    - Photocopy of page in the company logbook/record of accident signed by the employer
    - Police investigation report or employer's report of injury, death or casualty spot report, when applicable
    - Joint Affidavit (preferably by the relatives of deceased member) that the deceased and the common-law-spouse have no legal impediment to marry, if with dependent illegitimate children
  - Single savings account passbook/ATM card/validated initial deposit slip/ accomplished visa cash card enrollment form, if pension
  - If the account number is not reflected in the ATM card or if the name of spouse/claimant is not embossed in the ATM card or it is not yet available, a copy of initial deposit slip shall be required
  - If spouse/claimant cannot open a savings account passbook or apply for visa cash card, a written request for exemption from the Pensioner's Remittance Program indicating the reason/s for the request shall be required
  - In-Trust-For (ITF) account if claimant is under guardianship
  - Pro-forma affidavit attesting dependency for support (if dependent-parent/s)
  - Written explanation, if death claim was filed by spouse beyond 5 years from date of death



## IDENTIFICATION DOCUMENTS (IDs)

Any one of the following valid primary IDs:

- Social Security (SS) card
- Unified Multi-Purpose ID (UMID) card
- Passport
- Professional Regulation Commission (PRC) Card
- Seaman's Book (Seafarer's Identification & Record Book)

Or in the absence of the valid primary ID, any two (2) of the following valid secondary IDs (original) both with signature and at least one with photo:

- Driver's License
- Postal ID Card
- School ID
- Company ID
- Taxpayer's Identification Number (TIN) card
- Philippine Health Insurance Corporation (PHIC) ID Card
- Overseas Workers Welfare Administration (OWWA) Card
- Senior Citizen Card
- Voter's Identification Card or Voter's Affidavit/Certificate of Registration
- Credit Card (with name and signature)
- Fisherman's Card issued by the Bureau of Fisheries and Aquatic Resources (BFAR)
- Government Service Insurance System (GSIS) Card/Member's Record/Certificate of Membership
- Health or Medical Card
- Firearm License card issued by Philippine National Police (PNP)
- ID Card issued by Local Government Units (LGUs) (e.g., Barangay/Municipality/City)
- ID Card issued by professional associations recognized by PRC

Or in the absence of a valid primary ID, any one (1) of the valid secondary IDs (original) with signature and photo and at least one (1) of the following secondary documents:

- Marriage Contract/Certificate
- Home Development Mutual Fund (Pag-IBIG) Member's Data Form
- Police Clearance
- Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
- Student Permit issued by the Land Transportation Office (LTO)
- Alien Certificate of Registration
- Certificate from any of the following, whichever is applicable:
  - Office of the Southern Cultural Community
  - Office of the Northern Cultural Community
  - Office of Muslim Affairs
- Certificate of Licensure/Qualification Documents/Seafarer's ID & Record Book from the Maritime Industry Authority

- Certificate of Licensure/Qualification Documents from Maritime Industry Authority
- Certificate of Naturalization issued by the Bureau of Immigration

**Note:** Presentation of the original copies of IDs and submission of photocopies of IDs shall be required from the filer.

## SUPPORTING DOCUMENTS

1. Certified true copy of death certificate of deceased member duly registered with the Local Civil Registry Office (LCR) and signed by the authorized signatory of the Office of the Civil Registrar or Philippine Statistics Authority (formerly NSO): or

Certification of Death of deceased member issued and signed by the authorized signatory of the Office of the Civil Registrar and bearing the official seal

### If member died and buried abroad

Certified true copy of death certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)

### If member died abroad and buried in the Philippines

Certified true copy of death certificate of deceased member issued by the Vital Statistics Office/County of Host Country or its equivalent (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

If the death certificate is not written in English language, authorized English translation from the Department of Foreign Affairs is required

- a. If death certificate is not available from LCR and PSA, certification of non-availability issued by LCR and PSA together with any of the following:
  - Certification of Death issued by the Parish/Church
  - Certification of Burial from the cemetery administrator

**Note:** For Muslim claimants, submission of death certificates duly certified by the LCR shall be required (Office Order No. 123-V dated 05 September 1994).

- b. In case of late registration, Certification of Death issued by the Parish or Certification of Burial from the cemetery administrator and properly filled-out affidavit at the back of the death certificate explaining the reason for the delay
- c. In lieu of death certificate

- For missing persons during emergencies and disasters
  - ✓ Certificate of Missing Person believed to be dead in times of disaster from the National Disaster Risk Reduction and Management Council (NDRRMC); and
  - ✓ Notarized undertaking executed by the claimant in the form prescribed by the SSS stating that the death benefit shall be returned should member appear and proven to be alive.
  
- For victims of air mishap whose bodies were NOT recovered but name appeared in the passenger manifest, any of the following in addition to the undertaking:
  - ✓ Passenger's manifest issued by airline company
  - ✓ Certification from the Airline Company or Inter-Agency Task Force created by the President of the Philippines.
  
- For victims of sea mishap whose bodies were NOT recovered but name appeared in the passenger manifest, any of the following in addition to the undertaking:
  - ✓ Marine protest issued by the Philippine Coast Guard and passenger's manifest issued by the shipping company
  - ✓ Marine protest supported by quit claim or fax messages from the manning agency regarding the disappearance and authenticated by employer
  - ✓ Certification from the shipping company or Philippine Coast Guard or Inter-Agency Task Force created by the President of the Philippines
  
- For victims whose bodies were NOT recovered and whose names DO NOT appear in the passenger manifest, any three (3) of the following in addition to the undertaking:
  - ✓ Certification from employer that the victim has not reported for work from the time of accident up to the present time, if the victim was employed
  - ✓ Certification from the barangay chairman on the disappearance of the member and a joint affidavit of two persons preferably immediate relatives of the deceased member that is a common knowledge within the barangay that the victim died in the accident, if the victim was unemployed
  - ✓ List of passengers, where the name of the victim appears, compiled by the Department of Local Government and duly certified by the Chairman of Government's INTER-AGENCY TASK FORCE created by the President of the Philippines
  - ✓ Certification from the shipping/airline company stating that it has recognized the fact that the victim was aboard the ship/airplane during the particular trip
  - ✓ Affidavit of at least two (2) persons stating that they saw the deceased actually boarded or on-board the ship/airplane on its last

- ill fated voyage
  - ✓ Duplicate copy of tickets filed by the shipping company
  - ✓ Coast guard report
  - ✓ Affidavit of co-passenger who survived the accident
- For missing person without credible proof of death, the following are needed in addition to the undertaking:
    - ✓ Police investigation report conducted immediately after the disappearance of the member which tends to show that the member is already deceased
    - ✓ Confirmation report from a police authority or other government agency after 4 or 7 years from the date of disappearance of the member to the effect that the member has not yet been found
  - Court order declaring death and “date of death of member”

## PRIMARY BENEFICIARIES

Spouse and Dependent Legitimate/Legitimated, Legally Adopted and Illegitimate Dependent Child/Children

2. Certified true copy of marriage contract/certificate of deceased member duly registered with LCR/PSA
  - a. If marriage contract/certificate is not available or marriage record is intact but no record of marriage from LCR/PSA, appropriate certification issued by LCR/PSA together with marriage certification issued by the parish/church or birth certificate of at least two children showing the alleged date of marriage
  - b. Certification signed by Imam for Muslim marriage
  - c. Alien Certificate of Registration showing name of spouse
3. Certified true copy of birth certificate of dependent child/children duly registered with LCR/PSA
  - a. If birth certificate is not available, certified true copy of baptismal certificate duly registered with the Parish/Church together with certification of non-availability of records of birth from LCR/PSA
 

**Note:** Baptismal certificate must always bear the original signature of the priest or his authorized signatory/official. Stamped signature is not acceptable.
  - b. If baptismal certificate is not available (with certification of non-availability from the parish church)
    - Any two of the following secondary proofs showing the name and date of birth of dependent:
      - School cards/records of dependent

- Educational/Insurance Plan
  - Employment records of member
  - PhilHealth/GSIS/Pag-IBIG records
- c. Legal adoption paper, for legally adopted dependent child/children
  - d. Any proof of filiation for illegitimate dependent children (for date of death on or after May 24, 1997), as follows:
    - Certified true copy of birth certificate of illegitimate dependent children duly acknowledged by member and registered with LCR/PSA (if birth certificate is not available, refer to the alternative documents mentioned under birth/ baptismal certificate)
      - Will
      - Statement before a court of record
      - Any authentic writing (letter, diary, school records)
      - Duly received membership data record by other agencies like PhilHealth, Pag-IBIG, GSIS, etc.
4. If spouse is incapacitated and under guardian
    - a. Medical certificate of spouse issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
    - b. Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)
    - c. Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the incapacitated spouse), for lump sum benefit
  5. If dependent child/children is/are incapacitated and spouse is the guardian
    - a. Medical certificate of child/ren issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
  6. If dependent child/children is/are incapacitated and under guardian (other than spouse)
    - a. Medical certificate of child/ren issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center
    - b. Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)
    - c. Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the dependents)
    - d. Certified true copy of death certificate of spouse of deceased member, if already deceased
  7. If dependent child/children is/are under guardian (other than spouse)
    - a. Application for Representative Payee (CLD15) and Guarantor's Bond Form (BPN-107)

- b. Single savings account passbook/ATM/accomplished visa cash card enrollment form (In-trust for the dependents)
  - c. Certified true copy of death certificate of spouse of deceased member, if already deceased
8. If with other spouse per death certificate, any of the following:
- a. Certificate of no marriage from PSA of deceased member and spouse per death certificate; or joint affidavit of two (2) persons preferably nearest relatives of the deceased member regarding their marital relationship
  - b. Certified true copy of death certificate of other spouse, if already deceased
9. If spouse has been separated from the deceased member (not living as husband and wife)
- a. Joint affidavit of two persons (preferably nearest relatives of the deceased) who have knowledge on the separation stating the reason thereof and the fact of spouse's dependency for support upon the deceased member
10. If with illegitimate dependent child/children and member's date of death is prior to May 24, 1997 (if cause of death is work-connected)
- a. Certified true copy of birth certificate of dependent illegitimate child/children duly registered with LCR/PSA
  - b. Joint affidavit of two persons preferably nearest relatives of the deceased member attesting that the deceased and the common-law-spouse have no legal impediment to marry each other at the time of conception of the dependent child/children and spouse's affidavit attesting to the fact of dependency for support

**SECONDARY BENEFICIARIES** (In the absence of primary beneficiaries)

Dependent Parents

- 1. Certified true copy of birth certificate of deceased member duly registered with LCR and signed by the Civil Registrar or PSA
  - a. If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/PSA

**Note:** Baptismal certificate must always bear the original signature of the priest or his authorized signatory/official. Stamped signature is not acceptable.

- b. If death is prior to May 24, 1997 and claim is for SSS only:
  - Certified true copy of marriage contract/certificate of deceased member's parents duly registered with LCR and signed by the

- authorized signatory of the Office of the Civil Registrar or PSA
- If marriage contract/certificate is not available or marriage record is intact but no record of marriage from LCR/PSA, appropriate certification issued by LCR/PSA together with marriage certification issued by the parish/church or birth certificate of at least two children showing the alleged date of marriage
  - Certification signed by Imam for Muslim marriage
  - Alien Certificate of Registration showing the name of spouse

2. Proofs of dependency upon the deceased member

- a. Pro-forma affidavit to attest to the dependence for support of the parents from the deceased member

3. If deceased member was a widow/widower

- a. Certified true copy of the death certificate of spouse of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA; or

Certified true copy of death certificate of deceased member's spouse issued by the Vital Statistics Office/County of Host Country or its equivalent, if deceased member's spouse died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

4. If one of the parents is already deceased

- a. Certified true copy of the death certificate of deceased parent duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA; or

Certified true copy of death certificate of deceased member's parent issued by the Vital Statistics Office/County of Host Country or its equivalent, if deceased member's parent died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

**Note:** If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

5. If both dependent parents are under guardian

- a. Application for Representative Payee (SS Form CLD-15)
- b. Guarantor's Bond Form (SS Form BPN-107)

- c. Medical Certificate issued by the attending physician confirmed by the Medical Specialist, MES Branch/PE Center
  - d. ITF account
6. If one of the parents is incapacitated and guardian is the other parent
- a. Duly notarized SS Form CLD 1.1B
  - b. Medical certificate of incapacitated parent issued by the attending physician confirmed by the Medical Specialist, MES, Branch/PE Center

**OTHER BENEFICIARIES** (In the absence of primary and secondary beneficiaries)

1. Designated Beneficiaries

- a. If deceased member is a widow/widower at the time of death
  - Certified true copy of the birth certificate of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA

If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/PSA

- Certified true copy of the death certificate of spouse of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA; or

Certified true copy of death certificate of deceased member's spouse issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's spouse died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

- Certified true copy of the death certificate of parents of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA; or

Certified true copy of death certificate of deceased member's parents issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's parents died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

**Note:** If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.



- b. If deceased member is single at the time of death
- Certified true copy of the birth certificate of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA

If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/PSA

- Certified true copy of the death certificate of parents of deceased member duly registered with LCR and signed by the authorized signatory of the Office of the Civil Registrar or PSA; or

Certified true copy of death certificate of deceased member's parents issued by the Vital Statistics Office/County of Host Country or its equivalent, if member's parents died abroad (certified by the Philippine Embassy/Consulate, if with existing Philippine Embassy/Consulate in the place of death)/PSA

**Note:** If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

## 2. Legal Heirs

- a. Certified true copy of the birth certificate of member and legal heirs (at least two) duly registered with LCR/PSA
- If birth certificate is not available, certified true copy of baptismal certificate duly registered with the parish/church together with certification of non-availability of record from LCR/PSA
- b. If deceased member is married, certified true copy of the death certificate of spouse and parents and marriage contract of deceased member duly registered with LCR/PSA
- c. If deceased member is single, certified true copy of the death certificate of parents and grandparents of deceased member and death certificate of other legal heirs duly registered with LCR/PSA
- d. Certified true copy of the death certificate of the designated beneficiaries/ other nearest relatives duly registered with LCR/PSA

**Note:** If the death certificates of the parents/grandparents of deceased member are not available and the age of the deceased member at the time of death is sixty five (65) years old and above, the parents/grandparents of the deceased member shall be presumed dead and death certificates are no longer necessary.

## PROCEDURE ON THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM

Duration : 15 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get Annual Confirmation of Pensioners (ACOP) Program - Pensioner's Reply Form.		1 minute	Jr./Sr. Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
2. Read instructions and fill out the form.		2 minutes		
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.		6 minutes	Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
4. Submit the accomplished form and present the original/certified true copy with photocopy/ies of the documentary requirements (if any)	<ol style="list-style-type: none"> <li>1. Receive ACOP - Pensioner's Reply Form and documentary requirements.</li> <li>2. Check form if properly accomplished and checks completeness of documentary requirements.</li> <li>3. Interview and establish the identity of pensioner and counter check the information provided on the form.</li> </ol>	3 minutes	Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office
5. Evaluate submitted ACOP - Pensioner's Reply Form.		1 minute	SSO III/CEO II	MSS of SSS Branch or at SSS Service Office
6. Issue to pensioner the duly received acknowledgment stub and notice of schedule.	Return the documentary requirements and issue acknowledgment stub and notice of schedule.	1 minute	Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office
7. Encode the ACOP compliance.		1 minute	Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office

## LIST OF DOCUMENTARY REQUIREMENTS

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### **BASIC DOCUMENTS**

Any of the following:

1. SS ID
2. UMID Card
3. Passport
4. Two (2) valid IDs both with signature and at least one (1) with photo

### **ADDITIONAL DOCUMENTS**, whichever is applicable

- If confined at home
  - ✓ Sketch of residence
  - ✓ Certification of pensioner's existence from Barangay Chairman
  - ✓ Medical certificate on examination done within three (3) months of date of compliance and certified by a physician indicating his license number and clinic address
- 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.

## PROCEDURE IN PAYING THROUGH SSS TELLERING FACILITY

Duration : 2 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>1. Get and fill out payment form:</p> <p><u>Contributions:</u>  <b>Contributions Payment Form</b></p> <p><b>Note:</b>                      For Employers/ Individual Members with electronic Contributions Collection List (eCL)/ Statement of Account (SOA), the said system-generated statement shall serve as the Contributions Payment Form.</p> <p><u>Loans:</u>  <b>ML-1 - for Salary/ Calamity/ Educational/ Emergency/ Stock Investment Loan Payment Return</b></p>				<p>Member Services Section (MSS) of SSS Branch</p>

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p><b>Real Estate Payment Form</b></p> <p><u>Miscellaneous:</u>  <b>R-6 (Miscellaneous Payment Return)</b> - application fee for Real Estate, Commercial and Industrial Loans, SSS Digitized ID Replacement Fee, etc.</p>				
<p>2. Submit Payment Form together with payment.</p>	<p>1. Receive Payment Return Form (PRF), cash and/or cheque payment from the payor.</p> <p>2. Check completeness/ correctness of data in the accomplished form as well as cheque details.</p> <p>3. Encode payment details in ATS Module and print payment details on the PRF and at the back of the cheque following the User's Manual.</p>	<p>1 minute</p>	<p>Cashier</p>	<p>Teller Section of SSS Branch</p>

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
3. Get validated payment form/ SBR.	<ol style="list-style-type: none"> <li>1. Issue validated PRF to the payor.</li> <li>2. Place validated PRF in the designated box/tray and cash/cheque in the Cashier's collection drawer.</li> </ol>	1 minute	Cashier	Telling Section of SSS Branch

**PROCEDURE IN APPLYING FOR SSS-ISSUED UNIFIED  
MULTI-PURPOSE IDENTIFICATION (UMID) CARD**

Duration : 12 minutes  
 Fee : No Service Fees

<b>STEPS</b>	<b>SERVICE PROVIDED</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON-IN-CHARGE</b>	<b>LOCATION</b>
1. Get UMID Card Application Form.			Jr./Sr. Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
2. Read instructions and fill out the form.				
3. Get a queue number and wait for the number to be called.  Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office
4. Submit the accomplished UMID Card Application Form together with the original/certified true copy	Receive UMID Card Application Form and supporting documents.	3 minutes	Jr./Sr. Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
and photocopy of any of the primary or secondary documents (one of which with photo and date of birth).				
<p>5. Undergo the screening process for Member Identity Verification and validation as follows:</p> <ul style="list-style-type: none"> <li>• Establishment of Identity</li> <li>• Completeness of the required documents</li> <li>• Proper accomplishment of the UMID Card Application Form according to how it was asked to be filled out</li> <li>• Proper abbreviation of words (Annex A)</li> <li>• Correctness of member's data in the "SSS WINS"</li> </ul>	<p>Check completeness of documents and if form was properly accomplished:</p> <ul style="list-style-type: none"> <li>• Accomplish the form in one (1) copy without erasures and alterations. In case of unavoidable erasure/s or alteration/s, affix your initial next to it and have it countersigned by the MSR.</li> <li>• Place a checkmark on the applicable box.</li> </ul>	5 minutes	JR/SR Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p><b>Note:</b> For card replacement, a validation of payment is done.</p>	<ul style="list-style-type: none"> <li>• Never leave a field blank. Always indicate “N/A” or “Not Applicable”, if the required data is not applicable</li> <li>• Observe proper use of abbreviation.</li> </ul> <p><b>MANDATORY FIELDS</b></p> <ul style="list-style-type: none"> <li>• Common Reference Number (if any)</li> <li>• Name (Last Name, First Name, Middle Name, Suffix)</li> <li>• Maiden Name (Last Name, First Name, Middle Name, Suffix)</li> <li>• Date of Birth (MMDDYYYY)</li> <li>• Sex</li> <li>• Home Address (<i>Rm./ Flr/Unit No. &amp; Bldg. Name, House/Lot &amp; Blk. No., Street Name, Subdivision, Barangays/District/ Locality, City/ Municipality, Province/State</i>)</li> </ul>			

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<ul style="list-style-type: none"> <li>• Height and Weight</li> <li>• Contact Details <i>(Telephone Number, Mobile/Cellphone Number, E-mail Address)</i></li> </ul> <p><b>MEMBER DATA WITH DISCREPANCIES</b> <i>If with middle initial only/ without middle name in the member's database:</i></p> <ul style="list-style-type: none"> <li>• Fill out the Member Data Amendment Form (SS Form E-4)</li> <li>• Submit the said form together with the required documents</li> <li>• Return to the branch office for UMID card application once amendment is reflected in the member's database.</li> </ul>			

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<p><i>If without middle name both in UMID Card Application Form and database:</i></p> <ul style="list-style-type: none"> <li>• The enrollee must qualify the eligibility for exemptions as follows in turn for the system to be override:               <ul style="list-style-type: none"> <li>✓ Enrollee who's more than 65 years old and lacks the required supporting documents.</li> <li>✓ Enrollee without middle name who are allowed in the new family code</li> </ul> </li> </ul>			
<p>6. Proceed to the Data Capture Workstation for complete biometric data capture process.</p>	<p>1. Observe proper attire when applying for a UMID card.</p> <ul style="list-style-type: none"> <li>• Collared shirt/ blouse is encouraged</li> </ul>	<p>4 mins</p>	<p>JR/SR Member Service Representative</p>	<p>Member Services Section (MSS) of SSS Branch or at SSS Service Office</p>

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<ul style="list-style-type: none"> <li>• Face and neck should be free from bandage or accessories except those with religious significance and medical certificates.</li> </ul> <p>2. The ff. are unacceptable during the photo shoot:</p> <ul style="list-style-type: none"> <li>• For male enrollee - wearing of under-shirt/sando and/or earrings</li> <li>• For female enrollee - wearing of dangling or overstated earrings</li> <li>• Wearing of head gear except those with religious significance provided it does not cover the eyes.</li> </ul>			

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<ul style="list-style-type: none"> <li>• Metal piercing in any part of the face</li> <li>• Wearing of reflective eye-glasses, colored contact lenses and/or dangling jewelries</li> <li>• Wearing of sun-glasses, except for the medically blind, provided it is properly annotated in the UMID Card Application Form of the said enrollee.</li> </ul> <p>3. The biometric capture of enrollee must conform to the International Civil Aviation Organization (ICAO) Standards as follows:</p>			

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<p><i>For fingerprint capture:</i></p> <ul style="list-style-type: none"> <li>• Absence of foreign substance in all fingerprints</li> <li>• Symmetrically centered</li> </ul> <p><i>For facial image capture:</i></p> <ul style="list-style-type: none"> <li>• Proper background free from any dirt, dents, folds, prints or any disorder</li> <li>• Proper distance between the enrollee and the camera during a photo shoot</li> <li>• Optimum exposure to sufficient and even lighting in the capture area</li> <li>• Fix eyes on the camera, except for the medically blind</li> </ul>			

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
	<ul style="list-style-type: none"> <li>• Symmetrically centered, except those with uneven shoulders due to illness or distorted facial feature (e.g. scoliosis, stroke, accident acquired etc.)</li> <li>• Visible ears</li> <li>• Closed mouth and unexposed teeth</li> </ul> <p><i>For signature capture:</i></p> <ul style="list-style-type: none"> <li>• Comparable to the enrollee's signature in the accomplished UMID Card Application Form and presented Identification Cards/ Documents</li> <li>• Legible strokes</li> <li>• No unnecessary markings in the signature pad</li> </ul>			



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
7. Get the Acknowledgment Stub.			Data Capture Operator	MSS of SSS Branch or at SSS Service Office

**ANNEX A. TABLE OF ABBREVIATIONS**

Refer to the table below to standardize the use of abbreviated words when filling out the UMID Card Application Form.

<b>NAME FIELD (Facts of Birth)</b>	
<b>Particulars</b>	<b>Abbreviation</b>
Senior	SR
Junior	JR
2nd	II
3rd	III

<b>ADDRESS FIELD</b>					
<b>Particulars</b>		<b>Abbreviation</b>	<b>Particulars</b>		<b>Abbreviation</b>
1	Alley	ALLEY	22	Package	PKG
2	Annex	ANNEX	23	Phase	PH
3	Apartment	APT	24	Port	PORT
4	Area	AREA	25	Philippines	PHIL
5	Arcade	ARC	26	President	PRES
6	Avenue	AVE	27	Project	PROJ
7	Barangay	BRGY	28	Purok	PRK
8	Block	BLK	29	Road	RD
9	Boulevard	BLVD	30	Route	ROUTE
10	Building	BLDG	31	Saint	ST
11	Compound	CMPD	32	Scout	SCT
12	Condominium	CONDO	33	Senator	SEN
13	Corner	COR	34	Sergeant	SGT
14	Drive	DR	35	Sitio	SITIO
15	Extension	EXT	36	Square	SQUARE
16	Floor	FLR	37	Street	ST
17	General	GEN	38	Subdivision	SUBD
18	Heights	HTS	39	Unit	UNIT
19	Highway	HWY	40	Village	VILL
20	Interior	INT	41	Zone	ZONE
21	Lot	LOT			

## LIST OF DOCUMENTARY REQUIREMENTS

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### PRIMARY DOCUMENTS

Any one (1) of the following:

1. Social Security (SS) Card
2. Unified Multi-purpose ID (UMID) Card
3. Driver's License
4. Passport
5. Professional Regulation Commission (PRC) Card
6. Seaman's Book

### SECONDARY DOCUMENTS

Any two (2) of the following:

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Baptismal Certificate or its equivalent
5. Baptismal Certificate of children or its equivalent
6. Birth Certificate
7. Birth Certificate of children
8. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
9. Certificate of Licensure/Qualification Documents from maritime Industry Authority
10. Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipino
11. Company ID
12. Court Order granting petition for change of name or date of birth
13. Credit card
14. Firearm License card issued by Philippine National Police (PNP)
15. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
16. Health or Medical card
17. Home Development Mutual Fund (Pag-IBIG) Transaction card/Member's Data Form
18. Homeowners Association ID card
19. ID card issued by Local Government Units (e.g. Brgy/Municipal/City)
20. ID card issued by professional association recognized by PRC
21. Life Insurance Policy
22. Marriage Contract/ Marriage Certificate
23. Member's Record Certificate of Membership in Government Service Insurance System (GSIS)

24. National Bureau of Investigation (NBI) Clearance
25. Overseas Worker Welfare Administration (OWWA) card
26. Philippine Health Insurance Corporation (PHIC) ID card/ Member's Data Record
27. Police Clearance
28. Postal ID
29. School ID
30. Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
31. Senior Citizen Card
32. Student permit issued by Land transportation Office (LTO)
33. Taxpayer's Identification Number (TIN) card
34. Transcript of School Records
35. Voter's Identification Card/Affidavit/Certificate of Registration
36. with certification from bank, if without name
37. Alien Certificate of Registration
38. Bank Account Passbook
39. Certificate of Naturalization from the Bureau of Immigration

#### **INITIAL APPLICATION**

- UMID Card Application Form
- Identification Documents

#### **CARD REPLACEMENT**

- UMID Card Application Form
- Proof of Payment [Validated Miscellaneous Payment Form (R-6) or Special Bank Receipt with R-6]
- Previously issued SS ID Card
- Affidavit of Loss duly notarized or Affidavit of Non-Receipt of Card not received duly stamped "shredded" by Identity Management Department if card was disposed.

**PROCEDURE IN RELEASING THE RETURNED-TO-SENDER (RTS) SSS-ISSUED  
UNIFIED MULTI-PURPOSE IDENTIFICATION (UMID) CARD**

Duration : 10 minutes  
 Fee : Unsuccessfully delivered UMID cards (i.e. cannot locate address/member, member transferred to another address) shall be sent to the SSS branch office where UMID application was made, for personal pick-up of the member/representative. Unclaimed cards beyond 5 years shall be shredded. As such, affected member is required to file for card replacement.

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get RTS SSS UMID Card Receipt Form.			Jr./Sr. Member Service Representative	Member Services Section (MSS) of SSS Branch or at SSS Service Office
2. Read instructions and fill out the form.		2 minutes		
3. Get a queue number and wait for the number to be called.  <b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			Jr./Sr. Member Service Representative	MSS of SSS Branch or at SSS Service Office



STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
<p>UMID Card Receipt Form as against the SSS WINS and identification card/s or document/s presented.</p>	<p>3. Request member/representative to affix signature over printed name and the date on the RTS SSS UMID Card Receipt Form. 4. Tag the record as 'RTS Card Claimed'.</p>			
<p>6. Receive RTS SSS UMID Card together with the presented identification card/s or document/s.</p>	<p>7. Mark the TL as "Claimed"</p>		<p>JR/SR Member Service Representative</p>	<p>Member Services Section (MSS) of SSS Branch or at SSS Service Office</p>

## LIST OF DOCUMENTARY REQUIREMENTS

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### PRIMARY DOCUMENTS

Any one (1) of the following:

1. Social Security (SS) Card
2. Unified Multi-purpose ID (UMID) Card
3. Driver's License
4. Passport
5. Professional Regulation Commission (PRC) Card
6. Seaman's Book

### SECONDARY DOCUMENTS

Any two (2) of the following:

1. Alien Certificate of Registration
2. ATM card (with cardholder's name)
3. Bank Account Passbook
4. Baptismal Certificate or its equivalent
5. Baptismal Certificate of children or its equivalent
6. Birth Certificate
7. Birth Certificate of children
8. Certificate of Confirmation issued by National Commission on Indigenous People (formerly Office of Southern Cultural Community and Office of Northern Cultural Community)
9. Certificate of Licensure/Qualification Documents from maritime Industry Authority
10. Certificate of Muslim Filipino Tribal Affiliation issued by National Commission on Muslim Filipino
11. Company ID
12. Court Order granting petition for change of name or date of birth
13. Credit card
14. Firearm License card issued by Philippine National Police (PNP)
15. Fishworker's License issued by Bureau of Fisheries and Aquatic Resources (BFAR)
16. Health or Medical card
17. Home Development Mutual Fund (Pag-IBIG) Transaction card/Member's Data Form
18. Homeowners Association ID card
19. ID card issued by Local Government Units (e.g. Brgy/Municipal/City)
20. ID card issued by professional association recognized by PRC
21. Life Insurance Policy
22. Marriage Contract/ Marriage Certificate
23. Member's Record Certificate of Membership in Government Service Insurance System (GSIS)



24. National Bureau of Investigation (NBI) Clearance
25. Overseas Worker Welfare Administration (OWWA) card
26. Philippine Health Insurance Corporation (PHIC) ID card/ Member's Data Record
27. Police Clearance
28. Postal ID
29. School ID
30. Seafarer's Registration Certificate issued by the Philippine Overseas Employment Authority (POEA)
31. Senior Citizen Card
32. Student permit issued by Land transportation Office (LTO)
33. Taxpayer's Identification Number (TIN) card
34. Transcript of School Records
35. Voter's Identification Card/Affidavit/Certificate of Registration
36. with certification from bank, if without name
37. Alien Certificate of Registration
38. Bank Account Passbook
39. Certificate of Naturalization from the Bureau of Immigration

## PROCEDURE IN FILING COMPLAINTS/SUGGESTIONS

Duration : 9 minutes  
 Fee : No Service Fees

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
1. Get a queue number and wait for the number to be called.  <b>Note:</b> If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display monitor.			JR/SR Member Service Representative	Public Assistance Desk, Member Services Section (MSS) of SSS Branch
2. Present IDs together with the requirements/ supporting documents.	1. Receive the presented IDs and requirements/ supporting documents  2. Interview the member / member's representative to identify the nature of the complaint	3 minutes	JR/SR Member Service Representative	Public Assistance Desk, Member Services Section (MSS) of SSS Branch

STEPS	SERVICE PROVIDED	DURATION OF ACTIVITY	PERSON-IN-CHARGE	LOCATION
3. Provide information required by the Public Assistance Desk during interview.	Assess the action needed to address the complaint.	3 minutes	JR/SR Member Service Representative	Public Assistance Desk, Member Services Section (MSS) of SSS Branch
<p>4. If with complete requirements: Get the form letter containing information on the action/s that will be taken by SSS branch office on the complaint/ suggestion together with the presented valid IDs.</p> <p>If with incomplete requirements: Get form letter containing information on the lacking requirements that must be submitted to the SSS Branch Office together with the presented valid IDs.</p>	<p>1. Prepare form letter and issue to the member/ representative of the member together with the presented valid IDs.</p> <p>2. Explain to the member/ member's representative that the form letter contains the information on the action/s that will be taken by SSS branch office on the complaint/ suggestion.</p>	3 minutes	JR/SR Member Service Representative	Public Assistance Desk, MSS of SSS Branch

## LIST OF DOCUMENTARY REQUIREMENTS

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### BASIC DOCUMENTS

1. SS/UMID card or any two (2) valid IDs (both with signature and at least one (1) with photo).
2. If representing a member/claimant, likewise present member's/claimant's SS/UMID card or any two (2) valid IDs (both with signature and at least one (1) with photo) together with the representative's SS/UMID card or any two (2) valid IDs (both with signature and at least one (1) with photo) and letter of authorization or Special Power of Attorney

### SUPPORTING DOCUMENTS

#### **If non-reporting/non-remittance of SSS contributions by Employer:**

- Sinumpaang Salaysay (duly notarized)
- Proof of employment (i.e. payslips, vale sheets, voucher, company ID, certificate of employment)

#### **If delay in the settlement of benefit claims:**

- Acknowledgment stub

#### **If employer refused to advance the sickness/maternity benefit:**

- Duly approved Sickness Notification, Reimbursement Application, Maternity Notification or Maternity Benefit Application.
- Certified true copy of child's birth certificate, as applicable

#### **If against SSS personnel/employee (discourtesy, misinformation, unsatisfactory service):**

- Incident report or letter narrating member's/claimant's experience.

**Get in touch with the SSS through the following channels:**

**E-mail Addresses:**

- member\_relations@sss.gov.ph
- ofw.relations@sss.gov.ph

**SSS Trunkline No.:** (632) 920-6401

**SSS Call Center :** 920-6446 to 55

**IVRS:** 917-7777

**Toll Free No.:** 1-800-10-2255777



**International Toll Free Nos.:**

**Asia**

- Hongkong: 001-800-0225-5777
- Singapore: 001-800-0225-5777
- Malaysia: 00-800-0225-5777
- Taiwan: 00-800-0225-5777
- Brunei: 801-4275

**Middle East**

- Qatar: 00800-100-260
- UAE: 800-0630-0038
- Saudi Arabia: 800-863-0022
- Bahrain: 8000-6094

**Europe**

- Italy: 00-800-0225-5777
- UK: 00-800-0225-5777

**International Direct Landline Number thru Globe Duo Service:** 760-797-2187



[www.sss.gov.ph](http://www.sss.gov.ph)



[membership\\_relations@sss.gov.ph](mailto:membership_relations@sss.gov.ph)



Text SSS @ 2600



920-6446 to 55, 917-7777



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