

CITIZEN'S CHARTER

OF THE SOCIAL SECURITY SYSTEM

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1st Edition
December 2009



SOCIAL SECURITY SYSTEM

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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 23 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**, you 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.

Sec. ROMULO L. NERI
President and CEO

CITIZEN'S CHARTER OF THE SOCIAL SECURITY SYSTEM

MISSION

To provide meaningful protection to the members and their families against contingencies resulting in the loss of income and financial burden and to contribute to the socio-economic development of the country through a viable social insurance program.

VISION

The SSS aims to develop and promote a Viable, Universal and Equitable social security protection scheme through world-class service.

Viable. Social security protection shall be provided through generations.

Universal. Social security protection shall be provided to all residents of the Philippines, citizens and non-citizens alike, regardless of creed, gender, age, geographic location and economic status, especially the disadvantaged, so that no one will become a burden to society.

Equitable. Fair and uniform coverage shall be made available to all. Benefits shall be meaningful and able to sustain a decent standard of living.

World-class Service. The highest standards of social security service - prompt, accurate and courteous - shall be provided to ensure total member satisfaction.

CORPORATE VALUES

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

PROCESSING TIME COMMITMENTS

| SERVICE | COMMITMENT (Working Days) |
|--|--|
| 1. Issuance of SS Number for Prior Registrant (Employee/Self-employed/ Non-working Spouse/Overseas Filipino Workers) | Within the day |
| 2. Registration of Employer | Within the day |
| 3. Processing of Contribution Collection List (Electronic R-3) | 5 |
| 4. Processing of Contribution Collection List (Manual R-3) | 10 |
| 5. Adjustment of Contributions and/or Correction of Credited Years of Service (CYS) | 5 (excluding manual verification of contributions) |
| 6. Issuance of Employer Certificate of Compliance | 5 |
| 7. Processing of Salary Loan Application | 5 |
| 8. Processing of Loan Repayment Collection List (Manual ML-2) | 10 |
| 9. Processing of Loan Repayment Collection List (Electronic ML-2) | 5 |
| 10. Processing of Sickness Notification (Employed Members) | 5 |
| 11. Processing of Sickness Benefit Claim Applications for Unemployed/Self-Employed/Voluntary Members | 10 |
| 12. Processing of Sickness Benefit Reimbursement Claim Applications for Employed Members | 10 |
| 13. Receiving of Maternity Notification | Within the day |
| 14. Processing of Maternity Benefit Reimbursement Claim Applications for Unemployed/Self-Employed/Voluntary Members | 10 |
| 15. Processing of Maternity Benefit Reimbursement Claim Applications for Employed Members | 10 |
| 16. Employer's Enrollment in the Sickness and Maternity Payment thru the Bank Program | 3 (if with bank confirmation) |

| | |
|---|--------------------------------------|
| 17. Processing of Disability Claim Applications | 10 |
| 18. Processing of Retirement Claim Applications | 10 |
| 19. Processing of Funeral Claim Applications | 5 |
| 20. Processing of Death Claim Applications | 10 |
| 21. Receipt of Payment through the SSS Telling Facility | Within the day |
| 22. Receiving of Feedback/Suggestion | Within the day |
| 23. Issuance of SS card | |
| * Screening of Application for Social Security ID (SS Form E-6) | Within the day |
| * SS Card Enrollment | Within the day (if with appointment) |

DEFINITION OF TERMS

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:
 - (1) The 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;
 - (2) 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:

1. Legitimate ascendants and descendants.
2. Parents and their legitimate children and the legitimate and illegitimate children of the latter.
3. Parents and the illegitimate children of the latter.
4. 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 and 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.

Fishermen – 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 - Any person whose income is not derived from employment, as defined under the Act, as well as those workers enumerated in Section 9-A of the SS Law.

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

PROCESSING TIME : **WITHIN THE DAY**
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|--|-------------------------------|
| 1. Get Personal Record Form (SS Form E-1). | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions & fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary documents. | <p>Primary documents - Any one (1) of the following:</p> <ul style="list-style-type: none"> - Birth certificate - Baptismal certificate - Passport - Driver's license - PRC card - Seaman's book <p>Secondary documents - Any two (2) of the following:</p> <ul style="list-style-type: none"> - Marriage contract - Membership card from private companies - NBI clearance - OWWA card - Pag-Ibig member's data form - Permit to carry firearms | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--|-----------------------------|-------------------------------|
| | <ul style="list-style-type: none"> - PHIC member's data form - Police clearance - Postal ID card - School ID - Seafarer's registration certificate from POEA - Senior citizen card - Temporary license or student permit issued by LTO - Transcript of records - Voter's ID card/affidavit - Alien certificate - ATM card with cardholder's name - ATM card w/ certification from bank, if without name - Bank account passbook - Birth/baptismal certificate of children - Certificate from MARINA - Certificate of naturalization - Company ID - Blue card issued to company representatives - Credit card - Fisherman's card from BFAR - GSIS card - Health or medical card - ID card issued by LGU's - ID card issued by PRC-accredited association - Life insurance policy | | |
| 5. Get member's copy bearing the new SS number. | | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN REGISTERING AN EMPLOYER

PROCESSING TIME : **WITHIN THE DAY**
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get Employer Registration Form (SS Form R-1) & Employment Report Form (SS Form R-1A). | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the form in two (2) copies. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the accomplished form duly signed by the authorized signatory together with the original and photocopy of the required document/s. | Legal Personality: <i>a. Single Proprietorship</i> Required Documents: Authority to operate from appropriate government office/s (e.g Registration Business Name, Business Permit, or any proof of business operations) Authorized Signatories: Owner or the spouse can sign in behalf of the Owner. In their absence, any representative with Special Power of Attorney. | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|-------|---|----------|------------------|
| | <i>b. Partnership</i> Required Documents: Approved Articles of Partnership Authorized Signatories: Managing Partner <i>c. Corporation including non-stock/non-profit corporations</i> Required Documents: Approved Articles of Incorporation Authorized Signatories: President, Chairman or Corporate Secretary <i>d. Foreign-owned Corporation</i> Required Documents: Approved Articles of Incorporation and License to Transact Business in the Philippines Authorized Signatories: The designated Philippine representative as shown in the SEC Registration <i>e. Manning Agency with foreign principal</i> Required Documents: Approved Articles of Incorporation and Agency Agreement between the manning agency and foreign principal Authorized Signatories: President, Chairman or Corporate Secretary | | |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|-----------------------------|-----------------------------|
| | <p><i>f. Cooperative</i> Required Documents: Approved Articles of Cooperation from the Cooperative Development Authority (CDA) Authorized Signatories: Chairman or Corporate Secretary</p> <p><i>g. Manpower service cooperative</i> Required Documents: Approved Articles of Cooperation from the Cooperative Development Authority (CDA) and accreditation from the Department of Labor and Employment Authorized Signatories: Chairman or Corporate Secretary</p> | | |
| 5. Get processed copies of SS Form R-1(bearing the ER Number), SS Form R-1A and ER Card. | | MAC of SSS Servicing Branch | MAC of SSS Servicing Branch |

PROCEDURE IN GETTING AN SS NUMBER AS SELF-EMPLOYED

PROCESSING TIME : **WITHIN THE DAY**
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get Self-Employed Data Record Form (SS Form RS-1). | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the form. <i>Note: If with existing SS number, please indicate the same in the SS number portion of the form.</i> | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit two (2) copies of the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary document/s. | <p>Primary documents - Any one (1) of the following: - Birth certificate - Baptismal certificate - Passport - Driver's license - PRC Card - Seaman's book</p> <p>Secondary documents - Any two (2) of the following: - Marriage contract</p> | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|-----------------------------|-------------------------------|
| | <ul style="list-style-type: none"> - Membership card from private companies - NBI clearance - OWWA card - Pag-Ibig member's data form - Permit to carry firearms - PHIC member's data form - Police clearance - Postal ID card - School ID - Seafarer's registration certificate from POEA - Senior citizen card - Temporary license or student permit issued by LTO - Transcript of records - Voter's ID card/affidavit - Alien certificate - ATM card with cardholder's name - ATM card w/ certification from bank, if without name - Bank account passbook - Birth/baptismal certificate of children - Certificate from MARINA - Certificate of naturalization - Company ID - Blue card issued to company representatives - Credit card - Fisherman's card from BFAR - GSIS card - Health or medical card - ID card issued by LGU's - ID card issued by PRC-accredited association - Life insurance policy | | |
| 5. Get member's copy of the form bearing approval & new SS number. | Please refer to the notation at the bottom of form for the start date and the amount of contribution to be paid. | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN GETTING AN SS NUMBER AS A NON-WORKING SPOUSE (NWS) OR AS AN OVERSEAS FILIPINO WORKER (OFW)

PROCESSING TIME : WITHIN THE DAY
NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get NWS Form (SS Form NW-1) or OFW Form (SS Form OW-1). | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary document/s. | <p>Primary documents - Any one (1) of the following:</p> <ul style="list-style-type: none"> - Birth certificate - Baptismal certificate - Passport - Driver's license - PRC card - Seaman's book <p>Secondary documents - Any two (2) of the following:</p> <ul style="list-style-type: none"> - Marriage contract - Membership card from private companies - NBI clearance - OWWA card | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|-----------------------------|-------------------------------|
| | <ul style="list-style-type: none"> - Pag-Ibig member's data form - Permit to carry firearms - PHIC member's data form - Police clearance - Postal ID card - School ID - Seafarer's registration certificate from POEA - Senior citizen card - Temporary license or student permit issued by LTO - Transcript of records - Voter's ID card/affidavit - Alien certificate - ATM card with cardholder's name - ATM card w/ certification from bank, if without name - Bank account passbook - Birth/baptismal certificate of children - Certificate from MARINA - Certificate of naturalization - Company ID - Blue card issued to company representatives - Credit card - Fisherman's card from BFAR - GSIS card - Health or medical card | | |
| 5. Get member's copy of the form bearing approval & the new SS number. | Please refer to the notation at the bottom of form for the start date and the amount of contribution to be paid. | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN THE SUBMISSION OF ELECTRONIC R-3

PROCESSING TIME : **FIVE (5) WORKING DAYS**
(including posting)
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|---|---|-------------------------------|
| 1. Get or download Electronic R-3 Program. | Diskette/Flash Disk/CD/DVD | Corporate Lane, Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 3. Submit Contribution Collection List (Electronic R-3). | <ul style="list-style-type: none"> - Two (2) copies of Transmittal Certification - Copies of validated Contribution Payment Return Form (SS Form R-5 or SS Form R-5 with Special Bank Receipt (SBR)). | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 4. Get the following: <ul style="list-style-type: none"> - Diskette - Transmittal Certification with validated SS Form R-5 or SS Form R-5 with SBR, if valid. - Deficiency Notification, if invalid. | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |

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

PROCESSING TIME : **TEN (10) WORKING DAYS
(including posting)**
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| 1. Get or download SS Form R-3. | | Corporate Lane, Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit Contribution Collection List (SS Form R-3) in two (2) copies. | - ER ID card - Copies of validated SS Form R-5 or SS Form R-5 with SBR. | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get the following: - Duplicate copy of R-3 Collection List/ ERID Card/Payor's copy of validated SS Form R-5 or SS Form R-5 with SBR, if valid. | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--------------|----------|------------------|
| - Deficiency Notification and the original and duplicate copies of SS Form R-3/ ER ID Card/Payor's copy of SS Form R-5 or SS Form R-5 with payor's copy of SBR, if invalid. | | | |

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

PROCESSING TIME : FIVE (5) WORKING DAYS
(excluding Manual Verification of Contributions)

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get a request form. | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the request form. | - SS Card/valid ID - Certification of Premium Payments (CPP) issued by SSS | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get the acknowledgment stub. | | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN REQUESTING FOR CERTIFICATE OF COMPLIANCE

PROCESSING TIME : FIVE (5) WORKING DAYS

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|--|---|
| 1. Submit a letter request. | Latest contribution payment (validated SS Form R-5/RS-5 or SS Form R-5 or RS-5 with SBR) | Corporate Lane, Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 3. If regularly paying (RP), get a Certificate of Compliance (COC). If delinquent, pay and submit validated SS Form R-5/RS-5 or SS Form R-5 or RS-5 with SBR or Promissory Note (PN). | | Corporate Lane, MAC of SSS Servicing Branch | Junior/Senior Analyst (Account Officer) |

**PROCEDURE IN FILING MEMBER LOAN APPLICATION
(SS FORM ISL-101)**

PROCESSING TIME : **FIVE (5) WORKING DAYS** (from receipt of application up to generation of check).

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download & print Member Loan Application (SS Form ISL-101). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | If member is employed, require the authorized signatory of the employer to sign the Member Loan Application (SS Form ISL-101) | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the Member Loan Application (SS Form ISL-101). | Properly filled out SS Form ISL-101 together with the presentation of SS card or two valid IDs (one with photo) If filed by member's representative: - Member's SS card or two valid IDs (one with photo) and authorization letter from member- | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| | borrower; - Valid ID of member-borrower's representative. If filed by employer's representative: - SS Card, SS blue card and the member-borrower's SS Card. | Corporate Lane, MAC of SSS Servicing Branch | |
| 5. Get the acknowledgment stub, if qualified and disapproval notice, if application is rejected. | | MAC of SSS Servicing Branch | Member Service Representative |

**PROCEDURE IN THE SUBMISSION OF LOAN REPAYMENT
COLLECTION LIST (SS FORM ML-2)**

PROCESSING TIME : **TEN (10) WORKING DAYS**
(including posting)
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| 1. Get or download & print Collection Lists (SS Form ML-2) and Member Loan Payment Return Form (SS Form ML-1). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out SS Form ML-2 and validated ML-1 or ML-1 and Special Bank Receipt (SBR), if paid thru the bank. | Properly filled out SS Form ML-2, validated ML-1 and SBR | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get original copy of SS Form ML-1 and SBR with stamp "RECEIVED" duplicate copy of SS Form ML-2. | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |

**PROCEDURE IN THE SUBMISSION OF ELECTRONIC LOAN
REPAYMENT (LR) COLLECTION LIST**

PROCESSING TIME : **FIVE (5) WORKING DAYS**
(including posting)
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get the following: - LMS Diskette Program Version 2.0 or download the program directly through our SSS Website - Billing Records - Member Loan Payment Return Form (SS Form ML-1) | 10 diskettes if with Microsoft Windows 1998, Millennium Edition, 2000 Operating System or 5 diskettes if with Microsoft Windows XP Operating System 1 diskette for Billing Records | For Loans Mngt. System (LMS) Program and/or Billing Records: - Corporate Lane, Member Assistance Center (MAC) of Servicing Branch/SSS website (www.sss.gov.ph) For SS Form ML-1: - MAC of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions on how to install and use the LMS Diskette Program Version 2.0 and generate collection and transmittal lists. | | Corporate Lane, MAC of SSS Servicing Branch | ER/Diskette Participant |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--|---|-------------------------------|
| 4. Submit diskette and transmittal list, together with validated SS Form ML-1 and SBR. | Generated diskette and transmittal list, validated SS Form ML-1 and SBR. | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get duplicate copy of Transmittal List with stamped "RECEIVED", SS Form ML-1 and SBR, if valid. * If submitted diskette is found with error after pre-validation, diskette, transmittal list, ML-1 and OR/ SBR, together with the deficiency notification shall be returned to diskette participant for correction and re-submission. | | Corporate Lane, MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN FILING SICKNESS NOTIFICATION, FOR EMPLOYED MEMBER, AND SICKNESS BENEFIT CLAIM APPLICATION FOR UNEMPLOYED/SELF-EMPLOYED AND VOLUNTARY MEMBER

PROCESSING TIME : **5 WORKING DAYS** (for Sickness Notification of Employed Member)
10 WORKING DAYS (for Sickness Benefit of Unemployed/Self-employed/Voluntary Member)

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download the required forms. | A. For employed member 1. Sickness Notification (SS Form CLD-9N) 2. Employees Notification (SS Form B-300), if work connected 3. Accident/Sickness Report (SS Form B-309), if work connected B. For unemployed/self-employed/voluntary member 1. Sickness Benefit Application Form for Unemployed/Self-employed/Voluntary Members (SS Form CLD-9A) 2. Medical Certificate (SS Form MMD-102) | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and</i> | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|--------------------------------------|
| <i>the assigned counter will be flashed via the display board.</i> | | | |
| 4. Submit properly filled out form together with the supporting documents. | Refer to Table 1 (List of Requirements) | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative/ Nurse |
| 5. Undergo physical examination & interview. | If member is abroad, refer to Table 1 (List of Requirements) | Medical Evaluation Section, MAC of SSS Servicing Branch | Junior/Senior Physician |
| 6. Get acknowledgment stub or disapproval notice. | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative/ Nurse |

Table 1.

| |
|-----------------------------|
| LIST OF REQUIREMENTS |
|-----------------------------|

A. Supporting medical records; if applicable (certified true copy):

- * Hospital abstract
- * Operating Room Record
- * X-ray, CT Scan, ECG, Ultrasound Results, if any
- * Other clinical record/diagnostic procedure results

Note: 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 notary public from the host country.

- * SS card or two (2) valid IDs (one with photo)

B. Additional required documents:

For work-connected sickness/injury

- * Accident/Sickness Report (SS Form B-309) accomplished by employer
- * Police report of vehicular accident

For Unemployed Members

- * Certification from last employer showing the effective date of separation from employment or notice of the company's closure/strike or certification from the Department of Labor and Employment that the employee or employer has pending labor case.
- * Certification that no advance payment was granted, if the date of separation from employment is within the confinement period being applied for.

For claim filed by authorized company representative

- * Company representative's SS card or two valid IDs (one with photo) and Authorized Company Representative card.

For claim filed by member's representative - see A and B plus:

- * Member's SS card or two valid IDs (one with photo) and letter of authorization issued by the member.
- * Representative's two (2) valid IDs (one with photo)

If member is abroad - see A and B plus:

- * Photocopy of:
 - Member's SS card
 - Passport
 - Alien Resident Certificate (ARC)

**PROCEDURE IN FILING SICKNESS REIMBURSEMENT
CLAIM APPLICATION**

PROCESSING TIME : **TEN (10) WORKING DAYS**
(from receipt of claim to check date)

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Sickness Benefit Claim Application (SS Form B-304). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the properly filled out SS Form B-304 together with the required documents. | - Original copy of approved Sickness Notification (SS Form CLD-9N) or Employees Notification (SS Form B-300) for work-related sickness or injury. - SS card or two (2) valid IDs (one with photo) - Additional required documents if filed by company representative *SS card of authorized company representative and Authorized Company Representative card. | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--------------|-----------------------------|-------------------------------|
| 5. Get acknowledgment stub or disapproval notice. | | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN FILING MATERNITY NOTIFICATION

PROCESSING TIME : **WITHIN THE DAY**
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| 1. Get or download Maternity Notification (SS Form MAT-1). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the properly filled out SS Form MAT-1. | SS Card or two (2) valid IDs (one with photo). For claim filed by authorized company representative - Company representative's SS card or two (2) valid IDs (one with photo); and - Authorized Company Representative card. For claim filed by member's representative - Authorization letter signed by both the member and | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|-------------------------------------|---|-----------------------------|-------------------------------|
| | the representative and representative's two (2) valid IDs (one with photo). | | |
| 5. Get the stamped "Received" form. | | MAC of SSS Servicing Branch | Member Service Representative |

**PROCEDURE IN FILING MATERNITY BENEFIT
CLAIM APPLICATION**

PROCESSING TIME : **TEN (10) WORKING DAYS**
(from receipt of claim up to check date)

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Maternity Benefit Claim Application (SS Form MAT-2). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the properly filled out SS Form MAT-2 together with the required supporting documents. | Refer to Table 2 (List of Requirements) | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get acknowledgment stub or disapproval notice. | | MAC of SSS Servicing Branch | Member Service Representative |

Table 2.

LIST OF REQUIREMENTS

- A. SS Card or two (2) valid IDs (one with photo).
- B. Maternity Notification (MAT -1) duly stamped received by SSS prior to childbirth/miscarriage/abortion.

For Normal/Caesarean Delivery

- * Original or certified true copy of child's birth or fetal death certificate (if the child died or stillborn) duly registered with the Local Civil Registrar.
- * Certified true copy of Operating Room Record or Surgical Memorandum (if caesarean section).

For Miscarriage/Abortion

- * Pregnancy test before and after miscarriage/abortion or Ultra Sound Report and Medical Certificate (for complete abortion).
- * Obstetrical History indicating the number of pregnancy/ies including hydatidiform mole duly certified by the attending physician with his/her license number, printed name and signature.
- * D & C and Histopath report duly certified by the authorized hospital representative (for incomplete abortion).
- * Other documents that may be required by the Medical Evaluation Section.

Additional required documents:

For Unemployed Member

- * Certification from last employer with effective date of separation from employment; or
- * Notice of strike duly acknowledged by the Department of Labor and Employment (DOLE) if the company is on strike; or
- * Certification from DOLE if with pending labor case or Affidavit of Separation duly notarized, if company ceased operation, subject to further verification by Field Inspectorate Section.

For Claim Filed By Authorized Company Representative

- * A Company representative's SS Card and authorized Company Representative (ACR) card.

For Claim Filed By Member's Representative

- * Authorization letter signed by both the member and the representative
- * Representative's two (2) valid IDs (one with photo).

PROCEDURE IN FILING MATERNITY BENEFIT CLAIM APPLICATION FOR CONTINGENCY THAT HAPPENED ABROAD

PROCESSING TIME : **TEN (10) WORKING DAYS**
(from receipt of claim up to check date)

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Maternity Benefit Claim Application (SS Form MAT-2). | | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the properly filled out form together with the required supporting documents. | Refer to Table 3 (List of Requirements) | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get acknowledgment stub or disapproval notice. | | MAC of SSS Servicing Branch | Member Service Representative |

Table 3.

LIST OF REQUIREMENTS

- A. SS card or two (2) valid IDs (one with photo).
- B. Maternity Notification (SS Form MAT-1) duly stamped received by SSS prior to childbirth/miscarriage/abortion.

For Normal/Caesarean Delivery

- * Original or certified true copy of child's birth or fetal death certificate (if child died or stillborn) in English translation and duly authenticated by the Philippine Embassy/Consulate Office or duly notarized by notary public from host country.
- * Certified true copy of Operating Room Record or Surgical Memorandum, (if caesarean section)

Note: In the absence of the duly authenticated birth/fetal death certificate, submission of at least two (2) of the following shall be required:

- * Certification from SSS foreign office or Liaison Officer of Social Security agencies in countries with bilateral agreements that the documents are true copies of the original as presented by the member or certified by the hospital where the member was confined.
- * Child's passport, if any and if immigrant, copy of member's alien registration certificate.
- * Certification from employer that the member gave birth abroad (for employed member).
- * Certificate of employment abroad (for OFW).

For Miscarriage/Abortion

- * Pregnancy test before and after miscarriage/abortion or Ultra Sound Report and Medical Certificate (for complete abortion).
- * Obstetrical History indicating the number of pregnancy/ies including hydatidiform mole duly certified by the attending physician with his/her license number, printed name and signature.
- * D & C and Histopath report duly certified by the authorized hospital representative (for incomplete abortion).
- * Other documents that may be required by the Medical Evaluation Section.

Table 3.

LIST OF REQUIREMENTS

Additional Required Documents:

For Unemployed Member

- * Certification from last employer with effective date of separation from employment; or
- * Affidavit of separation duly notarized, if company ceased operation, subject to further verification by Field Inspectorate Section.

For claim filed by authorized company representative

- * Company representative's SS card and authorized company representative (ACR) card.

For claim filed by member's representative

- * Authorization letter signed by both the member and the representative
- * Representative's two (2) valid IDs (one with photo).

**EXEMPTIONS FROM PROCESSING
TIME COMMITMENTS**

SICKNESS/MATERNITY

1. Sickness Notification that needs:
 - * Verification of attending physician's license number at PRC
 - * Verification of clinical or operating room record, diagnostic or laboratory result
 - * X-ray/ECG interpretation by Health Care Department
 - * Domiciliary service for physical examination and interview of member
 - * Ocular inspection of workplace (for EC claim)
2. Exceptions in evaluation of abortion cases (Maternity Benefit):
 - * Verification of histopath or clinical record from clinic/hospital/physician
 - * Specialist's opinion for cases if can be considered under maternity benefit
3. Claims for payment through Special Voucher
 - * Re-filed/reconstructed claims not accepted by the system for the reason "Invalid Year"
 - * Employer has final/inactive status but contingency date is prior to cessation/closure of the company
 - * Adjustment of claims that was initially paid under cancelled SS number but contributions are transferred to the retained SS number
 - * Payment of sickness/maternity benefits for the deceased member in favor of his/her beneficiary
 - * Additional payment of previously adjusted sickness/maternity claims
 - * Replacement of cancelled checks
 - * Offsetting of overpayments of benefits.
4. Claims where records are active in other branches
5. Claims that require database correction due to erroneous data of the previously settled claim, such as:
 - * Number of delivery
 - * Type of delivery
 - * Confinement period/delivery date
 - * Type of claim
6. Claims for revalidation due to the re-computation of benefits
 - * Late filing of notification/reimbursement from employer (ER) to SSS
 - * Rule on flexibility
 - * Computation of ER liability for EC claims (Article 205 of PD 626)

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

**PROCESSING TIME : THREE (3) WORKING DAYS
(if with bank confirmation)**

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get enrollment form from SSS or SSS-accredited bank. | Sickness and Maternity Benefit Payment Thru the Bank Enrollment Form (2 copies) | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out form to SSS-accredited bank or to SSS directly. | SS ID card or two (2) valid IDs (one with photo) and Authorized Company Representative (ACR) card, if filed by employer authorized representative | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get stamped "Received" duplicate copy of the enrollment form. | | MAC of SSS Servicing Branch | Member Service Representative |

PROCEDURE IN FILING DISABILITY CLAIM APPLICATION

**PROCESSING TIME : TEN (10) WORKING DAYS
(from receipt of claim to check date)**

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| 1. Get or download the required form. | - Disability Claim Application - Medical Certificate signed by the attending physician - Employment Data | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out form together with the required supporting documents. | - Supporting medical records, if applicable (certified true copy) a) Hospital abstract b) Operating Room Record c) X-ray, CT scan, ECG and Ultrasound results d) Other clinical record/ diagnostic procedure results - SS card or two (2) valid IDs (one with photo) - Additional required documents for work-connected disability * Accident/sickness report | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--|---|--|
| | (SS Form B-309) accomplished by employer *Police report of vehicular accident For claim filed by member's representative *Letter of authorization issued by the member *Photocopy of member's SS card *Representative's two (2) valid ID's (one with photo) For claim filed thru mail *Photocopy of any of the following: - Member's SS card - Two (2) valid IDs (one with photo) | | |
| 5. Undergo physical examination & interview. | Member for domiciliary service - if bedridden and severely incapacitated to report to SSS office *submit sketch of residence | Medical Evaluation Section, MAC of SSS Servicing Branch | Junior/Senior Physician |
| 6. Get acknowledgment stub or disapproval notice. | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative Junior/Senior Physician |

PROCEDURE IN FILING DISABILITY CLAIM APPLICATION FOR DISABILITY THAT HAPPENED ABROAD

PROCESSING TIME : **TEN (10) WORKING DAYS**
 (from receipt of claim to check date)
NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|---|-------------------------------|
| 1. Get or download the required forms. | - Disability Claim Application - Medical Certificate signed by the attending physician - Employment Data | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out forms together with the required supporting documents. | - Supporting medical records, if applicable (certified true copy) a) Hospital abstract b) Operating Room Record c) X-ray, CT scan, ECG and Ultrasound results d) Other clinical record/ diagnostic procedure results Note: Documents issued by foreign country should be in English translation and | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|-------|--|----------|------------------|
| | <p>must be authenticated by the Philippine Embassy/ Consulate Office or duly notarized by notary public from the host country.</p> <p>- SS card or two (2) valid IDs (one with photo) or photocopy of passport</p> <p>Additional required documents for work-connected disability</p> <p>- Accident/Sickness report (SS Form B-309) accomplished by employer</p> <p>- Police report, if vehicular accident</p> <p>For claim filed by member's representative - see above list plus:</p> <p>- Letter of authorization issued by the member</p> <p>- Photocopy of any of the following:</p> <ul style="list-style-type: none"> * Member's SS card * Member's passport or Alien Resident Certificate (ARC) <p>- Representative's two (2) valid IDs' (one with photo)</p> <p>- Physical examination report describing disabling manifestations, signed by attending physician</p> <p>For claim filed thru mail - see above list plus:</p> <p>- Photocopy of any of the following:</p> <ul style="list-style-type: none"> * Member's SS card * Member's passport or Alien Resident Certificate (ARC). | | |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|---|---|--|
| | - Physical examination report describing disabling manifestations signed by attending physician. | | |
| 5. Undergo physical examination and interview. | If member is abroad, submit physical examination report describing disabling manifestation signed by attending physician. | Medical Evaluation Section, MAC of SSS Servicing Branch | Junior/Senior Physician |
| 6. Get acknowledgment stub or disapproval notice. | | Medical Evaluation Section, MAC of SSS Servicing Branch | Member Service Representative Junior/Senior Physician |

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

1. Disability benefit claims that need:
 - * Verification of attending physician's license number at PRC
 - * Verification of clinical or operating room record/diagnostic or laboratory result
 - * Repeat Physical examination and Interview of member, in cases of suspect fraudulent claims
 - * Domiciliary service for Physical Examination and Interview of member if bedridden/severely disabled
 - * Opinion of Medical/Legal experts
 - * X-ray/ECG interpretation by the Health Care Department
2. Disability Claim:
 - * Filed at branches without permanent assigned physician (visited once a month by another branch physician within the cluster)
 - * For review of evaluation by a designated Medical reviewer from another branch or at the Processing Center
3. EC disability claims where member's present status is Self-employed but contingency occurred when member was still employed.
4. With invalid information
 - * Invalid credited years of service (CYS)
 - * Invalid LMS/LG transactions
 - * Invalid date of coverage
 - * With contributions prior to date of coverage
 - * Late payments of self-employed prior to January 1, 1998
 - * Contributions below P1,000 MSC
 - * Ineffective contributions
 - * Multiple SS numbers
 - * SE/VM underpayment of contributions
 - * Claims with Local Water District employers
 - * Total disability claims settled under a refunded SS number due to late tagging of refunded SS number
5. Unposted contributions
 - * Consolidation of contributions and loan balances
 - * Deemed paid contributions
 - * Posting of SE/VM contributions
 - * Lacks merit and needs further investigation
 - * Employer liable cases
6. Special cases that need manual computation
 - * With Stock Investment Loan Program
 - * Claims that are paid under special voucher, special pension system, using manual computation mode of payment and encoded to on-line computer

for check date per Office Order 196-V

7. Claims for payment through Special Voucher:
 - * Total or partial disability applications with dates of contingency earlier than the dates of settlement of final claims as reflected in the DDR database
 - * Unpaid dependent's pension of a total disability pensioner who died and his death is already posted in the database
8. Others
 - * Cases that need legal opinion
 - * Pensioners living abroad/local requesting exemption from MSB
 - * Referral to other agency/unit (external)
 - * Request for confirmation of fact of birth/marriage/death/guardianship that will endanger the lives of the employees due to:
 - Critical area/s affecting the peace and order situation
 - Dangerous route/s
 - Island/s where there is no SSS office
 - * Manual verification and consolidation of contribution

PROCEDURE IN FILING RETIREMENT CLAIM APPLICATION

PROCESSING TIME : **TEN (10) WORKING DAYS**
(from receipt of claim to check date)

NOTE : **NO SERVICE FEES**

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Retirement Claim Application and supporting forms. | Refer to Table A (List of Requirements) | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out forms. | | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get: * Acknowledgment stub, if claim is complete and in order * Disapproval letter with reason, if claim is rejected | | MAC of SSS Servicing Branch | Member Service Representative |

Table A.

LIST OF REQUIREMENTS

- A. Properly filled-out Retirement Claim Application
- B. SS Card or two (2) valid IDs (one with photo). If filed by a representative, letter of authority or special power of attorney (SPA) and the member's and representative's valid IDs.

If member is residing abroad, submit an affidavit stating that he is residing abroad, with complete address, photocopy of passport and two (2) valid IDs, one with photo issued by the country of residence.

- C. Single savings account passbook/ATM or Cash Card Enrollment Form, if pension. Initial deposit slip, if the name of member is not embossed in the ATM card or the ATM Card is not yet available. For member who cannot open a savings account or apply for a visa cash card, a written request for exemption is required indicating the reason/s therefor.

Supporting Documents:

Submitted documents should be certified true copy/duplicate copy of the original and duly registered with the National Statistics Office/Local Civil Registrar Office/Parish/Church.

For Covered Employee

- * Certification of separation from last employer/s for members less than 65 years of age, if the certification portion of the retirement claim application is not accomplished by last employer.
- * Affidavit of Separation (SS Form E-417), in the absence of employer's certification of separation (if last employer no longer exists/if member's residence is far from the address of the last employer within/outside the Philippines).

For Self-employed Members less than 65 years old

- * Certificate of non-renewal of professional license/business permit from applicable offices/transfer of ownership (e.g. Business Permit and Licensing Office, Professional Regulations Commission, etc.) or certificate of cessation of business issued by the barangay officials where the business was located or place of residence and affidavit of cessation of business/practice of profession/no earnings.

For Expanded Self-employed, Farmers and Fishermen less than 65 years old:

- * Affidavit of no earnings from self-employment and a certificate of cessation of business issued by the barangay officials where the business was located or place of residence.

If the Member's Coverage Status is "from self-employed to voluntary member" and less than 65 years old

- * Certificate of non-renewal of professional license/business permit from applicable offices/transfer of ownership (e.g. Business Permit and Licensing Office, Professional Regulations Commission, etc.), or certificate of cessation of business issued by the barangay officials where the business was located or place of residence and affidavit of cessation of business/practice of profession/no earnings.
- * Affidavit of no earnings from self-employment accompanied by a certificate of cessation of business issued by the barangay officials where the business was located or place of residence for expanded self-employed members, farmers and fishermen.

If Member has Dual Membership (e.g. covered employee and self-employed)

- * Certification of separation from last employer for members less than 65 years of age, if certification portion of the retirement claim application is not accomplished by last employer.
- * Affidavit of separation in the absence of employer's certification of separation (if last employer no longer exists/if member's residence is far from the address of last employer within/outside the Philippines).
- * Certificate of non-renewal of professional license/business permit from applicable offices/transfer of ownership (e.g. Business Permit and Licensing Office, Professional Regulations Commission, etc.), or certificate of cessation of business issued by the barangay officials where the business was located or place of residence and affidavit of cessation of business/practice of profession/no earnings.
- * For expanded self-employed members, farmers and fishermen, affidavit of no earnings from self-employment accompanied by a certificate of cessation of business issued by the barangay officials where the business was located or place of residence.

If Member was an Underground Mineworker

- * Certification of separation from last employer/s for members less than 60 years of age, if the certification portion of the retirement claim application is not accomplished by last employer.
- * Affidavit of Separation (SS Form E-417), in the absence of employer's certification of separation (if last employer no longer exists/if member's residence is far from the address of the last employer within/outside the Philippines).
- * Certification from the employer/s that member was an underground mineworker indicating the period of employment with the company supported by the worker's job description (employer must be duly registered with the Bureau of Mines).

If with dependent legitimate or legitimated children:

- * Marriage contract of member
- * Birth or baptismal certificate of dependent child/ren

If with illegitimate dependent children:

- * Proofs of filiation for illegitimate child/ren, any one of the following (for contingency after May 24,1997)
 - Will
 - Statement before a court of record
 - Any authentic writing (letter, diary or other writing and other documents such as school cards/records of dependent, educational/insurance plans/employment records of member (where the name of dependent is indicated) and PhilHealth/GSIS/Pag-Ibig records

If Dependent is Incapacitated

- * Medical certificate of incapacitated dependent issued by the attending physician

If Member is Incapacitated

- * Medical certificate of member issued by the attending physician
- * Application for Representative Payee and Guarantor's Bond Form (SS Form BPN-109), if guardian is other than spouse
- * Affidavit re: Guardianship of Incompetent Pensioner (SS Form CLD 1.1B) if spouse is the guardian
- * In-trust For Account

Note: Other necessary papers may be required during the processing of the claim.

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

1. With invalid information
 - * Invalid credited years of service (CYS)
 - * Invalid LMS/LG transactions
 - * Invalid date of coverage
 - * With contributions prior to date of coverage
 - * Late payments of self-employed prior to January 1, 1998
 - * Contributions below P1,000 MSC
 - * Ineffective contributions
 - * Multiple SS numbers
 - * SE/VM underpayment of contributions
 - * Claims with Local Water District employers
 - * Retirement/total disability claims settled under a refunded SS number due to late tagging of refunded SS number

2. Unposted contributions
 - * Consolidation of contributions and loan balances
 - * Deemed paid contributions
 - * Posting of SE/VM contributions
 - * Lacks merit and needs further investigation
 - * Employer liable cases

3. Special cases that need manual computation
 - * With Stock Investment Loan Program
 - * Claims that are paid under special voucher, special pension system, using manual computation mode of payment and encoded to on-line computer for check date per Office Order 196-V

4. Others
 - * Cases that need legal opinion
 - * Death claim without funeral claim
 - * Contested claims
 - * Pensioners living abroad/local requesting exemption from MSB
 - * Request for investigation if death is work-related
 - * Referral to other agency/unit (external)
 - * Request for confirmation of fact of birth/marriage/death/guardianship that will endanger the lives of the employees due to:
 - Critical area/s affecting the peace and order situation
 - Dangerous route/s
 - Island/s where there is no SSS office
 - * Manual verification and consolidation of contribution

PROCEDURE IN FILING OF FUNERAL CLAIM APPLICATION

PROCESSING TIME : FIVE (5) WORKING DAYS
(from receipt of claim to check date)

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Funeral Claim Application and supporting forms. | Refer to Table B (List of Requirements) | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out forms. | | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get: * Acknowledgment stub, if claim is complete and in order * Disapproval letter with reason, if claim is rejected | | MAC of SSS Servicing Branch | Member Service Representative |

Table B.

LIST OF REQUIREMENTS

- A. Properly filled-out Funeral Claim Application Form
- B. Death certificate of the member or its equivalent
- C. Official receipt from funeral parlor or its equivalent
- D. Filer's Affidavit (Sinumpaang Salaysay)
- E. SS Card or two (2) valid IDs (one with photo). If filed by a representative, letter of Authority or special power of attorney (SPA) and the member's and representative's valid IDs.

Supporting documents:

Submitted documents should be certified true copy/duplicate copy of the original and duly registered with the National Statistics Office (NSO)/Local Civil Registrar Office (LCR)/Parish/Church.

If member died in the Philippines:

- * Death certificate of the deceased member
 - If death certificate is not available from LCR or NSO submit:
 - * Certification of non-availability issued by LCR and NSO together with any of the following:
 - Certification issued by the Parish
 - Certification from the cemetery administrator

If member died in a sea mishap:

For member-passenger whose bodies were recovered whether listed in the passenger manifest or not:

- * Death certificate duly registered with the Local Civil Registrar (LCR) or National Statistics Office (NSO)

For victims whose bodies were NOT recovered but whose names appear in the passenger manifest, any of the following:

- * Marine protest issued by the Philippine Coast Guard and passenger's manifest issued by the shipping company
- * Certification from the shipping company, or the Philippine Coast Guard, or the Inter-Agency Task Force created by the President of the Philippines and
 1. Undertaking executed by the claimant in the form prescribed by the System
 2. Other documents to establish filiation, compensability and benefits.

In the absence of such certification, consider any three (3) of the following:

- * Certification from the employer that the victim has not reported for work from the time of the accident up to the present time, if the victim was employed; or a certification from the barangay and a relative that it is a common knowledge within the barangay that the victim died in the accident, if unemployed.
- * List of Passengers compiled by the Department of Interior and Local Government and duly certified by the Chairman of the Government's INTER-AGENCY TASK FORCE created by the President of the Philippines where the name of the victim appears.
- * Certification from the shipping company stating that it has recognized the validity of the claim filed in behalf of a particular victim or that it has recognized the fact that the victim was aboard the ship during that particular trip.
- * Affidavit of at least two (2) persons stating that they saw the deceased actually boarded or actually on board the ship on its last, ill-fated voyage.
- * Duplicate copy of tickets filed by the shipping company, if any.
- * Any other proof that can be presented to show that the victim was actually aboard the ship on its ill-fated journey.

The operating units concerned should secure a listing of the victims from the Inter-Agency Task Force to serve as a basic reference material.

For victims whose bodies were NOT recovered and whose names DO NOT appear in the passenger manifest:

- * Undertaking executed by the claimant in the form prescribed by the System;
- * Other documents to establish filiation, compensability and benefits and any three (3) of the following:
 - Certification from the employer that the victim has not reported for work from the time of the accident up to the present time, if the victim was employed; or a certification from the barangay chairman and a relative that it is a common knowledge within the barangay that the victim died in the accident, if unemployed.
- * List of Passengers compiled by the Department of Interior and Local Government and duly certified by the Chairman of the Government's INTER-AGENCY TASK FORCE created by the President of the Philippines where the name of the victim appears.
- * Certification from the shipping company stating that it has recognized the validity of the claim filed in behalf of a particular victim or that it has recognized the fact that the victim was aboard the ship during that particular trip.
- * Affidavit of at least two (2) persons stating that they saw the deceased actually boarded or actually on board the ship on its last, ill-fated voyage.

* Duplicate copy of tickets filed by the shipping company, if any.

* Any other proof that can be presented to show that the victim was actually aboard the ship on its ill-fated journey.

For Member-seaman

* Marine protest supported by quit claim or fax messages from the manning agency regarding the disappearance and authenticated by employer.

For Member-fisherman

* Coast guard report. If no report, certification from the barangay officials together with copy of the log book or any record/report on the disappearance of the member and joint affidavit of two persons preferably immediate relatives of the deceased member attesting to the fact of death of the member.

For missing person believed to be dead in times of disaster:

* Certificate of Missing Person believed to be dead in times of disaster from the National Disaster and Coordinating Council (NDCC) shall act as the death certificate for the purpose of claiming benefits. This is in accordance with the National Policy on the Management of the Dead and the Missing Persons during Emergencies and Disasters issued by the Department of Health under Administrative Order No. 2007-0018.

If member is missing for four (4) or seven (7) years:

* Police investigation report (reflected in the police blotter) conducted immediately after the disappearance and confirmation report from a police authority or other government agency after 4 or 7 years from the date of disappearance.

- Four (4) years if with police investigation report
- Seven (7) years if without police investigation report.

If member died abroad and reported to the Philippine Embassy/Consulate Office:

* Death certificate issued by the Vital Statistics Office/County of host country and certified by the Philippine Embassy/Consulate or

* Death certificate certified by the National Statistics Office issued by the Vital Statistics Office/County of host country and certified by the Philippine Consulate/Embassy.

If member died abroad and death is not reported to the Philippine Consulate/Embassy:

* Death certificate issued by the Vital Statistics Office/County of the host country.

In lieu of Official Receipt, any of the following:

* Notarized affidavit of funeral expenses if the service of a funeral parlor was not contracted (applicable only to preferred beneficiary/ies).

* Provisional receipt or funeral service contract issued by the funeral parlor if funeral is not yet settled.

* Certificate of availment from the insurance/memorial life plan if the deceased member has a memorial life plan.

* Certification from the insurance/memorial life plan wherein the plan holder allows the transfer of plan to the deceased member together with the Deed of Sale or affidavit of sale if plan has been sold.

* Duplicate copy of official receipt or certification of loss of the official receipt from the funeral parlor together with an affidavit executed by claimant duly notarized by an SSS lawyer. The certification should bear the name/address of the issuing funeral parlor (in letter head), name of the deceased member, date of death, name of person who actually defrayed the funeral expenses, relationship of the payee to the deceased member and the amount paid to the funeral parlor.

If claimant is different from the name indicated in the official receipt:

* Letter of explanation signed by the person whose name appears in the official receipt stating the name of the person who actually defrayed the funeral expenses if the name of the claimant is not the one indicated in the official receipt.

Work-related death caused by:

Accident

- * Accident Report/Report of Death (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 signed by the employer

Sickness/Injury

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

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

1. With invalid information

- * Invalid date of coverage
- * With contributions prior to date of coverage
- * Late payments of self-employed prior to January 1, 1998
- * Contributions below P1,000 MSC
- * Ineffective contributions
- * Multiple SS numbers
- * SE/VM underpayment of contributions
- * Claims with Local Water District employers
- * Retirement/Total disability claims settled under a refunded SS number due to late tagging of refunded SS number

2. Unposted contributions

- * Consolidation of contributions
- * Posting of SE/VM contributions
- * Lacks merit and needs further investigation
- * Employer liable cases

3. Others

- * Cases that need legal opinion
- * Contested claim
- * Referral to other agency/unit (external)
- * Request of confirmation of fact of death that will endanger the lives of the employees due to:
 - Critical area/s affecting the peace and order situation
 - Dangerous route/s
 - Island/s where there is no SSS office
- * Manual verification and consolidation of contribution

PROCEDURE IN FILING DEATH CLAIM APPLICATION

PROCESSING TIME : TEN (10) WORKING DAYS
(from receipt of claim to check date)

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get or download Death Claim Application and Supporting Forms. | Refer to Table C (List of Requirements) | Member Assistance Center (MAC) of SSS Servicing Branch/SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Read instructions and fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit properly filled out forms. | | MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get: * Acknowledgment stub, if claim is complete and in order * Disapproval letter with reason, if claim is rejected | | MAC of SSS Servicing Branch | Member Service Representative |

Table C.

REQUIREMENTS

- A. Properly filled-out Death Claim Application Form
- B. Filer's Affidavit (Sinumpaang Salaysay)
- C. Death certificate of member
- D. Accident Report/Report of Death (SS Form BPN-105), if cause of death is work-connected
- E. SS Card or two (2) valid IDs (one with photo). If filed by a representative, letter of authority or Special Power of Attorney (SPA) and the claimant's and representative's valid IDs.

If claimant is residing abroad, submit an affidavit stating that he is residing abroad with complete address, photocopy of passport and two (2) valid IDs (one with photo) issued by the country of residence.

- F. Single savings account passbook/ATM or Cash Card Enrollment Form, if pension. Initial deposit slip, if the name of member is not embossed in the ATM card or the ATM card is not yet available. For claimant who cannot open a savings account or apply for a visa cash card, a written request for exemption is required indicating the reason/s therefor.

Supporting documents:

Submitted documents should be certified true copy/duplicate copy of the original and duly registered with the National Statistics Office/Local Civil Registrar Office/Parish/Church.

If member died in the Philippines

- * Death certificate of the deceased member
If death certificate is not available from LCR or NSO submit:
 - Certification of non-availability issued by LCR or NSO together with any of the following:
 - Certification issued by the Parish
 - Certification from the cemetery administrator

If member died abroad and reported to the Philippine Embassy/Consulate Office:

- * Death certificate issued by the Vital Statistics Office/County of host country and certified by the Philippine Embassy/Consulate or
- * Death certificate certified by the National Statistics Office issued by the Vital Statistic

Office/County of host country and certified by the Philippine Consulate/Embassy.

If member died abroad and death is not reported to the Philippine Consulate/Embassy:

- * Death certificate issued by the Vital Statistics Office/County of the host country

Note: Please refer to the documents required in lieu of death certificate mentioned in filing of funeral claim.

If claimants are the spouse and dependent legitimate children

- * Affidavit of Death Benefit (SS Form CLD-1.3A)
- * Marriage contract with the deceased member
- * Birth/baptismal certificate of minor children
- * Single savings account passbook/ATM or Cash Card Enrollment Form

If claimants are the spouse and incapacitated dependent

- * Affidavit of Death Benefit (SS Form CLD-1.3A)
- * Marriage contract with the deceased member
- * Birth/baptismal certificate of dependent child
- * Medical certificate of incapacitated dependent issued by the attending physician
- * Single savings account passbook/ATM or Cash Card Enrollment Form

If Claimant is the spouse

- * Affidavit of Death Benefit (SS Form CLD-1.3A)
- * Marriage contract with the deceased member
- * Single savings account passbook/ATM or Cash Card Enrollment Form

If claimant is an incapacitated spouse

- * Affidavit of Death Benefit (SS Form CLD-1.3A)
- * Marriage contract with the deceased member
- * Medical certificate of incapacitated spouse issued by the attending physician
- * Application for Representative Payee (SS Form CLD-15)
- * Guarantor's Form (SS Form BPN-107)
- * Single Savings Account (In-Trust-For) the spouse

If Claimants are the legitimate minor children

- * Birth/baptismal certificate of minor children
- * Marriage contract of the deceased member
- * Application for Representative Payee (SS Form CLD-15)
- * Guarantor's form (SS Form BPN-107), if guardian of legitimate minor children is other than the natural mother
- * Single Savings Account (In-Trust-For) the spouse

If claimants are the illegitimate minor children

- * Proofs of filiation for illegitimate children, anyone of the following (for contingency after May 24, 1997)
 - Will
 - Statement before a court of record
 - Any authentic writing (letter, diary or other writing and other documents such as school cards/records of dependent, educational/insurance plans/employment records of member (where the name of dependent is indicated) and Philhealth/GSIS/Pag-Ibig records
- * Single Savings Account (In-Trust-For) the dependent illegitimate minor children
- * Application for Representative Payee (CLD-15)
- * Guarantor's Form (SS Form BPN-107), if guardian of illegitimate minor children is other than the natural mother.

If Claimants are the parents of the deceased member

- * Affidavit of Death Benefit (SS Form CLD-1.3A)
- * Death certificate of member
- * Birth certificate of the deceased member
- * Marriage certificate of parents (optional for contingency on or before May 24, 1997)
- * Proofs of dependency upon the deceased member
 - Any authentic writing/documents
 - Joint affidavit of two disinterested persons

If Claimants are the Designated Beneficiaries

- * Death certificate of member
- * Joint Affidavit (SS Form CLD-1.3) if claimants are designated beneficiaries or legal heirs of deceased member
- * Death certificate of parents of deceased member

If Claimants are the Legal Heirs

- * Joint Affidavit (SS Form CLD-1.3) if claimants are designated beneficiaries or legal heirs of deceased member
- * Death certificate of member
- * Birth certificate of deceased member
- * Marriage certificate of parents of deceased member
- * Death certificate of parents of deceased member
- * Birth certificate of heirs, at least two (2)

EXEMPTIONS FROM PROCESSING TIME COMMITMENTS

1. With invalid information

- * Invalid credited years of service (CYS)
- * Invalid LMS/LG transactions
- * Invalid date of coverage
- * With contributions prior to date of coverage
- * Late payments of self-employed prior to January 1, 1998
- * Contributions below P1,000 MSC
- * Ineffective contributions
- * Multiple SS numbers
- * SE/VM underpayment of contributions
- * Claims with Local Water District employers
- * Retirement/Total disability claims settled under a refunded SS number due to late tagging of refunded SS number

2. Unposted contributions

- * Consolidation of contributions and loan balances
- * Deemed paid contributions
- * Posting of SE/VM contributions
- * Lacks merit and needs further investigation
- * Employer liable cases

3. Special cases that need manual computation

- * With Stock Investment Loan Program
- * Claims that are paid under special voucher, special pension system, using manual computation mode of payment and encoded to on-line computer for check date.

4. Others

- * Cases that need legal opinion
- * Death claim without funeral claim
- * Contested claims
- * Pensioners living abroad/local requesting exemption from MSB
- * Request for investigation if death is work-related
- * Referral to other agency/unit (external)
- * Request for confirmation of fact of birth/marriage/death/guardianship that will endanger the lives of the employees due to:
 - Critical area/s affecting the peace and order situation
 - Dangerous route/s
 - Island/s where there is no SSS office
- * Manual verification and consolidation of contribution

PROCEDURE IN APPLYING FOR AN SS CARD

PROCESSING TIME : WITHIN THE DAY

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|--|-------------------------------|
| 1. Get Application for Social Security Card (SS Form E - 6). | | Member Assistance Center (MAC) of SSS Servicing Branch | Member Service Representative |
| 2. Read instructions and fill out the forms. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit the accomplished form together with the original/certified true copy and photocopy of any of the primary or secondary documents (one of which with photo and date of birth). | <p>Primary Documents - Any one (1) of the following:</p> <ul style="list-style-type: none"> - Birth certificate - Baptismal certificate - Passport - Driver's license - PRC card - Seaman's book <p>Secondary Documents - Any two (2) of the following:</p> <ul style="list-style-type: none"> - Marriage contract - Membership card from private companies - NBI clearance - OWWA card | MAC of SSS Servicing Branch | Member Service Representative |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|--|-----------------------------|-----------------------------------|
| | <ul style="list-style-type: none"> - Pag-Ibig member's data form - Permit to carry firearms - PHIC member's data form - Police clearance - Postal ID card - School ID - Seafarer's registration certificate from POEA - Senior citizen card - Temporary license/ student permit issued by LTO - Transcript of records - Voter's ID card/affidavit - Alien certificate - ATM card with cardholder's name - ATM card w/ certification from bank, if without name - Bank account passbook - Birth/baptismal certificate of children - Certificate from MARINA - Certificate of naturalization - Company ID - Blue card issued to company representatives - Credit card - Fisherman's card from BFAR - GSIS card - Health or medical card - ID card issued by LGUs - ID card issued by PRC-accredited association - Life insurance policy | | |
| 5. Proceed to the Data Capture Workstation for SS Card Enrollment. | | MAC of SSS Servicing Branch | Data Capture Workstation Operator |
| <i>Note: If the branch is</i> | | | |

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|---|--------------|-----------------------------|-----------------------------------|
| <i>using an Appointment System, this step will be done on another date.</i> | | | |
| 6. Get the Acknowledgment Stub. | | MAC of SSS Servicing Branch | Data Capture Workstation Operator |

PROCEDURE IN FILING FEEDBACK/SUGGESTION

PROCESSING TIME : TEN (10) WORKING DAYS

NOTE : NO SERVICE FEES

| STEPS | REQUIREMENTS | LOCATION | PERSON IN-CHARGE |
|--|---|---|-------------------------------|
| 1. Get a Complaint/ Suggestion Form (SS Form CD-101). | Refer to Table D. | General Information and Forms Counter, Member Assistance Center (MAC) of SSS Servicing Branch or SSS website (www.sss.gov.ph) | Member Service Representative |
| 2. Fill out the form. | | | |
| 3. Get a queue number and wait for the number to be called. <i>Note: If the Branch is using an automated queuing system, the queue number and the assigned counter will be flashed via the display board.</i> | | Public Assistance Desk, MAC of SSS Servicing Branch | Member Service Representative |
| 4. Submit form together with the requirements. | SS Card or any two (2) valid IDs (one with photo) * If representing a member, present member's/claimants SS card or any two (2) valid IDs (one with photo) and authorization letter or Special Power of Attorney | Public Assistance Desk, MAC of SSS Servicing Branch | Member Service Representative |
| 5. Get acknowledgment stub bearing control number. | | Public Assistance Desk, MAC of SSS Servicing Branch | Member Service Representative |

Table D.

REQUIREMENTS

- A. Properly filled-out Complaint Form (SS Form CD-101)
- B. SS Card or two (2) valid IDs (one with photo). If filed by a representative, letter of authority or Special Power of Attorney (SPA) and the member's/claimant's and representative's valid ID's.

Supporting Documents:

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

- * Sinumpaang Salaysay (duly notarized)
- * Proofs of employment (payslips, vale sheets, voucher, company ID, certification of employment)

If delay in the settlement of benefit claims:

- * Acknowledgment stub

If employer refused to sign sickness/maternity benefit:

- * Sickness notification

If employer refused to advance the sickness/maternity benefit:

- * Duly approved Sickness Notification, Maternity Notification (SS Form MAT-1) or Maternity Benefit Application (SS Form MAT-2).
- * 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.

DIRECTORY OF LOCAL BRANCHES

NATIONAL CAPITAL REGION

ALABANG

Estellita Bldg., # 236 Montillano St.,
Alabang, Muntinlupa City
Tel. Nos. 807-2608 * 842-2610 * 807-2607
Fax No. 807-2600 * 807-2604
Branch Head: Leticia G. Barbers

ANGONO REPRESENTATIVE OFFICE (RO)

Angono Municipal Hall Bldg., Angono,
Rizal
Tel. No. 295-4594
Officer-in-Charge: Narcisa Gose

ANTIPOLO

Camiña Bldg., Circumferential Road
corner M.L. Quezon, Antipolo City
Tel. Nos. 650-7627 * 650-7628 * 650-7629
Branch Head: Berlita F. Fabrero

BINANGONAN (RO)

Binangonan Municipal Hall Bldg.,
Binangonan, Rizal
Officer-in-Charge: Virginia Tolentino

BINONDO

Maritima Bldg., 117 Dasmariñas St.,
Binondo, Manila
Tel. Nos. 243-7219 * 243-7236 * 243-3186 to 87
Fax No. 243-2464
Officer-in-Charge: Oscar Villaroman

CAINTA

Corners of A. Bonifacio and Ortigas
Avenues, Junction, Cainta, Rizal
Tel. No. 655-5400 * 655-7325 * 656-9771
Fax No. 655-6648
Officer-in-Charge: Priscila F. Maralit

COMMONWEALTH

No. 71 Fairview Avenue, Fairview

Park, Quezon City
Tel. No. 461-6997 * 461-6937
Officer-in-Charge: Josefina Mata

CUBAO

SSS Bldg., 600 EDSA, Brgy. Socorro,
Quezon City
Tel. Nos. 911-1864 * 911-2783 * 913-7219 to 20
Fax No. 911-1191
Branch Head: Lorelei B. Solidum

DILIMAN

Members Assistance Center (MAC),
East Avenue, Diliman, Quezon City
Tel. Nos. 921-0550 * 921-2810
B.H. 921-9388
Fax No. 921-0350
Branch Head: Elizabeth Reyes

KALOOKAN

Forward Group Bldg., 317 EDSA cor.,
Gen. Malvar Street, Kalookan City
Tel. Nos. 366-7999 * 367-2265 * 363-0382 to 83 * 330-7401 to 04 * 362-7628 *BH: 362-7626
Fax No. 361-0670* 366-7999
Branch Head: Milagros L. Casuga

LAS PIÑAS

C.V. Starr Avenue, Philamlife
Commercial Plaza, Pamplona, Las
Piñas City
Tel. No. 874-2480
Officer-in-Charge: Amalia N. Tolentino

MAKATI 1 (GIL PUYAT)

355 ECC Bldg., Gil Puyat Ave., Makati
City
Tel. Nos. 890-1636 * 896-5719 * 890-4762 * 896-4706 * 896-7134
Fax Nos. 890-4776 * 890-5232 * 896-7135
Branch Head: Johnsy L. Mangundayao
CH: AVP Consolacion M. Cancio
DL: (AVP Cancio) 897-0858

MAKATI 2 (J.P. RIZAL)

557 J.P. Rizal corner Sta. Lucia St.,
Makati City
Tel. Nos. 897-4601 * 899-3092 * Tel.
899-8755
Branch Head: Ma. Lourdes T. Flores

MAKATI 3 (AYALA)

SSS Makati Bldg., Ayala Avenue
corner Herrera St., Makati City
Tel. No. 813-3212
Fax No. 840-3738
Officer-in-Charge: Ma. Rita Aguja

MALABON

Aglipay Bldg., C-4 Road, Dagat-
Dagatan Malabon
Tel. Nos. 287-5620 * 287-5459 * 287-
4025 * 287-5203
Fax No. 287-5235
Branch Head: Adelina A. Lique

MANDALUYONG

Gomega Bldg. No. 6 J. Tiosejo St.,
corner P. Martinez St., Shaw Blvd.,
Mandaluyong, City
Tel. No. 533-9277 * 531-6461 * 534-
1445 * 534-1446
Fax No. 533-9533
Branch Head: Marciana A. Marquez

MANILA (YMCA)

YMCA Compound, 350 Arroceros St.,
Ermita, Manila
Tel. Nos. 527-5433 * 527-5488 * 302-
6647 BH: 302-6648
Fax No. 528-0694
Branch Head: Ma. Luz N. Barros

MARIKINA

Tai Bldg., Gil Fernando Ave., Sta.
Elena, Marikina City
Tel. Nos. 645-7667 * 645-8901 * 681-
6261 * BH: 645-4070
Fax No. 645-5210
Branch Head: Evelyn P. Gonzalo

MORONG (RO)

Morong Municipal Hall Bldg.,

Morong, Rizal
Officer-in-Charge: Matilde Layson

NOVALICHES

Alfred Bldg., Quirino Highway corner
19 Nightingale St., Novaliches
Tel. Nos. 937-4953 * 937-4955
Fax No. 937-7417
Branch Head: Arthur O. Abary

PARAÑAQUE

No. 8449 Units B,C President Ave.,
BF Homes Phase 1, Parañaque City
Tel. No. 825-0270 * 825-0898* 825-
0077
Fax No. 825-0184
OIC: Christine Grace B. Francisco

PASAY - ROXAS BLVD.

HK Sun Plaza, SSS-FCA Property,
8001, Financial Center, Roxas
Boulevard, Pasay City
Tel. No. BH: 556-1556 * 556-0992 *
556-0995 * 556-1554
Fax No. 851-3678
Branch Head: Teresita L. Araos

PASAY - TAFT

ERL Investment Corp. Bldg., 2532 Taft
Avenue, Pasay City
Tel. No. 551-7645 * 552-9311
Fax No. 834-01-16
Officer-in-Charge: Rhodora G. Bonita

PASIG - SHAW

Chipeco Building, Meralco Ave. cor.
Shaw Blvd., Pasig City
Tel. Nos. 914-5040 to 44* 635-5311 *
635-6243 * 634-3942 * 635-5978 *
635-3829 * 635-5977
Fax Nos. 634-7283 * 634-7335
Branch Head: Cynthia O. Barcelon
CH – AVP Josie G. Magana:
Tel. No.: 636-7759
Fax No. : 638-2166

PASIG - PALATIW

268 Market Avenue, Palatiw,

Pasig City
Tel. Nos. 641-7810; 643-8610; 641-
4410; 643-6310
Fax No. 642-6610
Officer-in-Charge: Virginia F.
Calasahan

PATEROS (RO)

Pateros Municipal Hall Bldg.,Pateros
Tel. No. 641-5342
Officer-in-Charge: Ellen Bustamante

RECTO

1880 Claro M. Recto Avenue, Quiapo,
Manila
Tel. No. 735-7438 * 735-7468 * 735-
9293 * BH: 735-7458
Fax No. 735-4838
Officer-in-Charge: Zara Dizon

SAN FRANCISCO DEL MONTE

RCDC Building, 154 Roosevelt Ave.,
San Francisco del Monte, Quezon City
Tel. Nos. 373-9907 to 10 * 374-6360 *
371-1130
Fax No. 373-9906
Officer-in-Charge: Jocelyn Q. Garcia

SAN JUAN

Glialcon Villas Bldg. 1, 128 F.
Blumentritt St., San Juan, Metro
Manila
Tel. No. 721-5195 * 724-0684 * 721-
5184
Fax No. 721-2686
Branch Head: Helen L. Abolencia

SAN MATEO

Max's Bldg., #15 P. Burgos St., Brgy.,
Sta. Ana, San Mateo, Rizal
Tel. Nos. 997-6237 * 997-6615 * 997-
6461
Fax No. 298-0593
Officer-in-Charge: Felizardo B. Minor, Jr.

TAGUIG

Lot 52 DBP Ave., FTI Compound, Eastern
Bicutan, Taguig
Tel. No. 828-3009
Fax No. 828-3008
Officer-in-Charge:

TANAY (RO)

Tanay Municipal Hall Bldg., Tanay, Rizal
Officer-in-Charge: Victor Ocampo

TAYTAY (RO)

Taytay Municipal Hall Bldg., Taytay, Rizal
Tel. No. 286-3082
Officer-in-Charge: Edgardo Cadampog

VALENZUELA

Rich Tower Bldg., 288 McArthur Highway,
Karuhatan, Valenzuela City
Tel. No. BH: 292-4225
Officer-in-Charge: Avelina M. Bautista

WELCOME

España Tower Condominium, España
Blvd.cor. Josefina St., Sampaloc, Manila
Tel. No. 781- 0053 * 781-5042
Fax No. 749-1149
Officer-in-Charge: Teresita V. Soliman

LUZON**ALAMINOS**

Montemayor Bldg., National Highway,
Alaminos City, Pangasinan
Tel. No. (075) 552-7372 * 551-5908
Officer-in-Charge: Narciso M. Martinez Jr.

ANGELES

Angeles Business Center Bldg., Nepo Mart
Complex, Teresa Ave., Angeles City
Tel. No. (045) 322-0164 * 323-4916
Fax No. (045) 887-2775
Branch Head: Laura Mariano

APARRI (RO)

Amparo Bldg., Magsaysay St., Aparri,
Cagayan
Accounts Officer: Edwin Iringan

BACOR

Goldrich Bldg., Malumot, Aguinaldo
Highway, Bacoor, Cavite
Tel. Nos. (046) 472-2368 * 472-2319
Fax No. (046) 472-2318
Branch Head: Virginia S. Cruz

BAGUIO

SSS Bldg., Harrison Road, Baguio City
Tel. No. (074) 444-2929 * 442-8073 *
442-3705 *442-5661
Fax Nos. (074) 444-4882 * 443-
3089(admin)
Branch Head: Benjamin R. Lopez
CH – AVP Luis Olais: 074-447-0362

BALANGA

Recar Commercial Complex Bldg.,
Zulueta St. cor. Capitol Road, Balanga,
Bataan
Tel. No. (047) 237-3349
Fax No. (047) 237-0738
Branch Head: Elizabeth Garcia

BALAYAN (RO)

PED Realty & Devt. Corp. Bldg., PED
Plaza Business Center, Balayan,
Batangas
Tel. No. (043) 921-1354

BALER (AURORA)

Cordial Bldg., National H-way, Brgy.
Suklayin, Baler, Aurora
Tel. No. 042-209-4304 * 042-209-4261
Officer-in-Charge: Julius Cesar Y. Basbas

BALIUAG

AC Bldg., Doña Remedios Trinidad
Highway, Baliuag, Bulacan
Tel. Nos. (044) 673-1431

Fax No. (044) 766-1162
Officer-in-Charge: Albina Leah C. Manahan

BANGUED

Seares Bldg., Rizal St., Bangued, Abra
Tel. No. (074) 752-8170
Officer-in-Charge: Benedicta B. Garcia

BATANGAS

Balmes Bldg., 42 C. Tirona St.,
Batangas City
Tel. Nos. (043) 723-5185 * 723-3873
to 74
Fax No. (043) 723-0766
Branch Head: Corazon L. Balagbis

BIÑAN

Olivarez Plaza, National Highway,
Biñan, Laguna
Tel. Nos. (049) 511-6757 to 58* 411
4861
Branch Head: Antonio V. Soriano

BOAC (MARINDUQUE)

Jacinto Bldg., Deogracias Street,
Malusak, Poblacion, Boac,
Marinduque
Tel. No. (042) 332-1872
Officer-in-Charge: Jesrel H. Ancheta

BONGABONG (RO)

Atienza Bldg., P. Burgos corner
Mabini Sts., Bongabong,
Oriental Mindoro
Tel. No. (043) 283-5110
Officer-in-Charge: Mary Joy Asendido

BONTOC

A. Kiat-Ong Bldg., Lok-ong St.,
Poblacion, Bontoc
No. (074) 602-1280
Branch Head: Abelardo Yogyog

BROOKE'S POINT (RO)

Brooke's Point Municipal Hall Bldg.,
Brooke's Point, Palawan

CABANATUAN

Fajardo Bldg., Maharlika Highway,

Cabanatuan City
Tel. Nos. (044) 463-0691 * 463-5463
Fax No. (044) 463-3996
Branch Head: Guillermo S. Taruc

CABARROGUIS (QUIRINO) (RO)

PEO Capitol Hill, Cabarroguis, Quirino
Officer-in-Charge: Jose Tarun

CALAMBA

SSS Bldg., National Highway, Parian,
Calamba, Laguna
Tel. No. (049) 545-1689 * 545-6860
Fax No. (049) 545-2180
Branch Head: Nelson P. Ibarra

CALAPAN

Bonifacio Drive, Ibaba, Calapan,
Oriental Mindoro
Tel. Nos. (043) 288-4523
Fax No. (043) 288-5359
Branch Head: Gregorio P. Asendido

CAMILING

Julian Qui Bldg., Arellano St.,
Camiling, Tarlac
Tel. Nos. (045) 934-0220 * 934-0463
Fax No. (045) 934-0460
Branch Head: Monaliza C. Nardo

CARMONA

Governor's Drive,
Maduya, Carmona, Cavite
Tel. No. (046) 430-0960
Branch Head: Tito A. Nava

CAUAYAN

Ireneo Bucag Bldg., Don Jose
Cancellor Ave. cor. Francisco L. Dy St.,
Cauayan City
Tel. No. (078) 652-2083
Fax No. (078) 634-5086 * 652-
1215(admin)
Branch Head: Estrella R. Aragon

DAET (CAMARINES NORTE)

G/F, Ricasio Bldg., Carlos II St., Daet,
Camarines Norte

Tel. No. (054) 571-2764 * 721-1240
Fax No. (054) 440-3140
Officer-in-Charge: Virgilio A. Santiago

DAGUPAN

Philam Life Bldg., A.B. Fernandez Ave.,
Dagupan City, Pangasinan
Tel. Nos. (075) * 522-8908 523-4153 to 54
* 523-4932
Fax No. (075) 522-0414
Branch Head: Ceasar Saludo

DINALUPIHAN (RO)

Municipal Hall, San Ramon, Dinalupihan,
Bataan
Officer-in-Charge: Janet Bunsoy

GOA (CAMARINES SUR)

Uy Building, Scout Fuentebella St.
Goa, Camarines Norte
Tel. No. (054) 453-0260
Officer-in-Charge: Elizabeth A. de
Guzman

GUMACA (RO)

R. Alvarez Bldg., # 13 D. Tañada St.,
Brgy. Pipisik, Gumaca, Quezon
Tel. No. (042) 447-1892
Senior Analyst: Jerome Norada

IBA (ZAMBALES)

G/F Rhoi Bldg., National Highway,
Palaminan, Iba, Zambales
Tel. No. (047) 811-1008
Fax No. (047) 811-1009
Officer-in-Charge: Marilou M. Santos

ILAGAN (RO)

N.S. Binag Bldg., National Road,
Camalagui Second, Ilagan, Isabela
Tel. No. (078) 622-2532
Officer-in-Charge: Filipinas Confirma

INFANTA

Derilo Building, Plaridel St. cor.
Balagtas St., Infanta, Quezon
Tel. No. (042) 535-2707

Officer-in-Charge: Marina Paulina
G. Pante

IRIGA

Cerillo Bldg., # 272 National Highway,
San Nicolas, Iriga City
Tel. No. (054) 456-0876
Fax No. (054) 299-2530
Officer-in-Charge: Prisco S. Sorsona

LAGAWE (RO)

Lagawe Municipal Hall, Lagawe

LAOAG

RT Bueno Bldg., Don E. Ruiz St.,
Laoag City, Ilocos Norte
Tel. Nos. (077) 771-4414 * 771-5305
Fax Nos. (077) 772-0949 * 607-1021*
770-3113
Branch Head: Nancy M. Umoso

LA UNION

SSS Bldg., Brgy. Sevilla, San
Fernando, La Union
Tel. No. (072) 242-5813 * 242-5811 *
242-5668 * 242-5812
Fax No. (072) 242-1091 * 700-5668
Branch Head: Josephine C. Abril

LEGASPI

Morante Bldg., Imperial Court Subd.,
Legaspi City
Tel. Nos. (052) 480-7076 * 480-7301
* 214-3449 * 214-3452
Fax No. (052) 480-7074
Branch Head: Elenita Samblero

LIGAO (RO)

G/F Ligao Municipal Hall Bldg., Ligao,
Albay
Tel. No. (052) 485-1297
Officer-in-Charge: Cleofe O. Malano

LIPA

AMR Business Center, Pilahan,
Sabang, Lipa City
Tel. No. (043) 756-7507 * 757-1365 *
DL: (520-6238)

Fax No. (043) 756-1953-
Branch Head: Victoria A. Liwanag

LUCENA

Padillo Bldg., Enriquez St., Lucena City
Tel. No. (042) 710-8626 * 373-6420
Fax No. (042) 710-4240
Officer-in-Charge: Roberto S.
Pagayunan

MALOLOS

Sto. Rosario Cooperative Building,

Mabini St., Mojon, Malolos, Bulacan
Tel. Nos. (044) 662-5426* 791-3350 *
662-5752 (DL) 299-8132
Fax No. (044) 662-2916
Branch Head: Simplicia Baniago

MAMBURAO (RO)

Municipal Hall, Mamburao, Occidental
Mindoro
Officer-in-Charge:

MARIVELES (BEPZ)

Basement, Bataan Economic Zone
Administrative Bldg., Mariveles,
Bataan
Tel (047) 935-4133
Officer-in-Charge: Normita M. Cruz

MASBATE

Reloao Bldg., Ibañez Road, Poblacion
2, Masbate City
Tel. No. (056) 333-2485
Fax No. (056) 333-3499
Officer-in-Charge: Nilo D. Almosera

MEYCAUAYAN

I.S. Pavillion Bldg., Km. 18 Mac Arthur
Highway, Banga, Meycauayan,
Bulacan
Tel. No. (044) 840-8920
Fax No. (044) 840-8167
Officer-in-Charge: Pablita David

NAGA

SSS Bldg., Concepcion, Pequeña,
Naga City

Tel. Nos. (054) 472-0080 * 472-9791
to 95 (250-8120)
Fax No. (054) 473-9152
Branch Head: Claribel L. Rebueno
OIC-Cluster – Nilo D. Despuig: 250
8120

OLONGAPO

Fabunan Bldg., 1040 East Tapinac,
Rizal Ave., Olongapo City
Tel. Nos. (047) 222-7687
Fax No. (047) 222-3543
Branch Head: Marima C. Macaraeg

PANIQUE (RO)

Paniqui Municipal Hall Bldg, Paniqui,
Tarlac
Officer-in-Charge: Efranio Velasco

PUERTO PRINCESA (PALAWAN)

Go Siong Kuan Bldg., Lacao St., Puerto
Princesa City, Palawan
Tel. Nos. (048) 433-7147 to 48
Fax No. (048) 433-2726
Officer-in-Charge: Santisima Rosario C.
Baac

ROMBLON

Persan Buddy Building, Barangay
Tabing-dagat,
Odiongan, Romblon
Tel. No. (042) 508-3009
Officer-in-Charge: Imelda Familiaran

ROSARIO (EPZA)

Governor's Bldg., PEZA, Rosario,
Cavite
Tel. No. (046) 437-2290
Officer-in-Charge: Antonio Exequiel O.
Panganiban

ROXAS (RO)

Roxas Municipal Hall, Roxas, Isabela

SANCHEZ MIRA (CAGAYAN) (RO)

Sanchez Mira, Municipal Hall Bldg.,
Sanchez Mira, Cagayan

SAN FERNANDO (PAMPANGA)

SSS Bldg., Barangay Maimpis, San
Fernando, Pampanga
Tel. Nos. (045) 963-0953 * 961-0957
Fax No. (045) 961-5466
Branch Head: Corita M. Gaduang

SAN JOSE (RO)

Municipal Hall, San Jose, Nueva Ecija
Officer-in-Charge:

SAN JOSE (OCC. MINDORO)

Cajayon Bldg., Palma Cor. Sikatuna
Sts., San Jose, Occidental Mindoro
Tel. No. (043) 491-7958
Officer-in-Charge: Roberto D. Marcelo

SAN PABLO

SSS Building, Balagtas Blvd. corner
Paulino St., San Pablo City
Tel. Nos. (049) 562-5920 * (049) 562-
5922
Fax No. (049) 562-0921 * (049) 562-
0324 * (049) 562-5920
Branch Head: Wenceslao G. Virtucio
Jr.
CH – AVP Aida de los Santos: 520-
6075

SANTIAGO

De Vera Bldg., Provincial Road, Centro
East, Santiago, Isabela
Tel. Nos. (078) 682-0959
Fax No. (078) 682-7401
Branch Head: Romeo E. Reyes

SINILOAN (RO)

Siniloan Municipal Hall Bldg., Siniloan,
Laguna

SOLANO

Guevardan Building, Burgos Street,
Brgy. Quezon, Solano, Nueva Vizcaya
Tel. No. (078) 326-6934 * 326-7325
Officer-in-Charge: Macario U. Catipon, Jr.

SORSOGON

Jomil Enterprises Bldg., Quezon St.,
Polvorista, Sorsogon, Sorsogon

Tel Nos. (056) 211-2256 * 211-2977
Fax No. (056) 211-1638
Offier-in-Charge: Alberto R. Bonafe, Jr.

STA. CRUZ

ACL Credit Inc. Bldg. Nat'l. Highway,
Pagsawitan, Sta. Cruz, Laguna
Tel. No. (049) 808-4531
Officer-in-Charge: Josephine S.
Hipolito

STA. MARIA

NEM Bldg., Gov. Fortunato Halili Ave.,
Bagbaguin, Sta. Maria, Bulacan
Tel. No. (044) 641-3672
Fax No. (044) 641-2708
Officer-in-Charge: Marites Dalope

TABACO

Chavez Bldg., Ziga Ave., Tabaco, Albay
Tel. No. (052) 487-5333
Fax No. (052) 558-2265
Officer-in-Charge: Antonio A. Casimiro

TABUK (RO)

Tabuk Municipal Hall, Tabuk, Kalinga

TAGAYTAY

JPD Building, Calamba Road, Brgy.
San Jose, Tagaytay City
Tel. No. (046) 413-0383
Fax No. (046) 413-0385
Officer-in-Charge: Victorina G. Carlos

TARLAC

Macabulos Drive, San Vicente, Tarlac,
Tarlac
Tel. No. (045) 982-3410 * 982-8600 *
982-4488
Fax No. (045) 982-1092 * 982-3402
Officer-in-Charge: Gerarda N. Terrible
OIC- CH – Vilma P. Agapito: 045-982-
6967

TAYTAY (RO)

Taytay Municipal Hall Bldg., Taytay,
Palawan

TUGUEGARAO

Cedenio Bldg., Luna St., Tuguegarao,
Cagayan
Tel. No. (078) 844-2108 * 846-2754
Fax No. (078) 844-1512
Branch Head: Porfirio M. Balatico

URDANETA

AAG Bldg., Alexander St., Poblacion,
Urdaneta City
Tel. No. (075) 568-8512 to 11
Fax No. (075) 568-8510
Branch Head: Jose Alvin M. Altre

VIGAN (ILOCOS SUR)

Chan Bldg., Bonifacio cor. Sikatuna
Sts., Vigan, Ilocos Sur
Tel. Nos. (077) 722-26-86 * 722-23-60
* 242-5813
Officer-in-Charge: Janet D. Canillas

VIRAC (CATANDUANES)

2/F, JMA Bldg., Sta. Elena St., Virac
Catanduanes
Tel. No. (052) 811-1702 * 811-1824
Branch Head: Divina T. Avila

VISAYAS

ANTIQUE

SSS Bldg., Bantayan, San Jose,
Antique
Tel. No. (036) 540-8112
Officer-in-Charge: Esteban Panes

BAGO CITY

JGM Bldg., General Luna Street, Bago
City, Negros Occidental
Tel. Nos. (034) 461-0910 * 461-0912
Fax No. 732-888 8
OIC: Melita S. Medina

BAIS

Amorganda Building, National
Highway, Talungon, Bais City, Negros
Oriental.

Tel. No. (035) 541-5361
Fax No. (035) 541-5360 * 402-3096
Officer-in-Charge: Lilani B. Benedian

BACOLOD

SSS Bldg., Lacson St., Bacolod City
Tel. Nos. (034) 433-1378 * 434-4749 *
433-2293 * 435-2796-97 * 709-0880
(trunk line)
Fax No. (034) 434-5130 * 434- 8993
Branch Head: Raul A. Casiano
OIC Cluster: Manolito C. Tagalog
*034-435-0161

BILIRAN (RO)

Municipal Office Bldg., Naval, Biliran
Officer-in-Charge: Salvador Majait Jr.

BOGO

Tan Bldg., San Vicente St., Bogo,
Cebu
Officer-in-Charge: Joaquin Descartin

BORONGAN (RO)

Real Street, Brgy. Songco, Borongan,
Eastern Samar
Officer-in-Charge: Fernando Jaboli

CALBAYOG

PNB Bldg., Maharlika Highway,
Obrero, Calbayog City
Tel. No. (055) 209-1198
Branch Head: Benjamin A. Pombo

CATARMAN (RO)

Singzon Building, corner Quirino and
Balite Streets, Catarman, Northern
Samar
Tel. No. (055) 251-8069
Officer-in-Charge:

CATBALOGAN

To Chip Bldg., Catbalogan, Samar
Tel. No. (055) 251-5393
Officer-in-Charge: Niceta M. Carretas

CEBU

SSS Bldg., Osmeña Ave., Cebu City
Tel. Nos. (032)232-7263 * 232-7520 *
233-6198 (admin)
Fax Nos. (032) 232-7236 * 232-7232
Branch Head: Mario V. Corro
CH-AVP Helen Solito: (032) 232-7520

DUMAGUETE

Kho Bldg., Romero Highway, Bagacay,
Dumaguete City, Negros Oriental
Tel. No. (035) 225-4340 * 225-8613
Fax No. (035) 225-6810
Officer-in-Charge: Ireneo T. Villafior

GUIHULNGAN (RO)

Guihulngan Municipal Hall Bldg.,
Guihulngan, Negros Oriental

ILOILO

Maruja Bldg., Burgos St. corner Rizal
St., Iloilo City
Tel. Nos. (033) 335-0961 *509-7850 *
337-6085
Fax No. (033) * 336-7814
Branch Head: Elvira B. Banico

KABANKALAN

Zayco Bldg., Repullo St., Kabankalan
City, Negros Occidental
Tel. No. (034) 471-2924
Fax No. (034) 471-2224
Officer-in-Charge: Victor M. Nicor

KALIBO (AKLAN)

JGM Building, 302 Goding Ramos St.,
Kalibo, Aklan
Tel. No. (036) 268-4117 * 2621787
Officer-in-Charge: Isaac P. Ciocon, Jr.

LAPU-LAPU

Venus Bldg., Brgy. Pusok, Lapu-lapu
City
Tel. Nos. (032) 340-1886 * 340-8050
* 341-1004(admin)
Fax No. (032) 340-6499
Officer-in-Charge: Alberto L. Montalbo

MAASIN

Ampil Bldg., Abgao, Maasin, Southern Leyte
 Tel. No. (053) 570-8551
 Fax No. 053-381-2119
 Branch Head: Rodrigo B. Gregana

MANDAUE

Chua Tiam Bldg., A. del Rosario Avenue, Guizo, Mandaue City
 Tel. No. 032-346-4983
 Officer-in-Charge: Remegio Montemayor

ORMOC

Victoria Bldg., J.P. Rizal Ave., Ormoc City
 Tel. No. (053) 255-5241
 Fax No. (053) 255-4658
 Officer-in-Charge: Gemma C. Caberte

ROXAS (CAPIZ)

JGM Bldg., Burgos St., Roxas City
 Tel. No. (036) 621-4256 * 522-3839
 Fax No. (036) 621-0611
 Officer-in-Charge: Reynaldo V. Espinosa

SAGAY

JGM Building, National Highway cor. Roxas Ave., Sagay City, Negros Occidental
 Tel. Nos. (034) 488-0112 * 488-0270
 Branch Head: Felicitas A. Demandante

SAN CARLOS

Center Mall Bldg., City Center, San Carlos City, Negros Occidental
 Tel. Nos. (034) 312-5422 * 312-2422
 Fax No. (034) 312-5316
 Officer-in-Charge: Emelia B. Solinap

SIQUIJOR (RO)

Siquijor Public Market Building, F. Atad Street, Siquijor
 Tel. No. (035) 480-3281
 Officer-in-Charge: Iris Bantilan

TACLOBAN

Yu Bldg., National Highway, Brgy. Fatima, Marasbaras, Tacloban City
 Tel. Nos. (053) 321-2278
 Fax No. (053) 321-4310
 Officer-in-Charge: Lilibeth A. Cajucom

TAGBILARAN

Orimaco Bldg., C.P. Garcia Ave., Tagbilaran City, Bohol
 Tel. Nos. (038) 411-3934
 Fax No. (038) 411-5477
 Officer-in-Charge: Marino B. Talictic

TALIBON (RO)

Talibon Municipal Hall, Talibon, Bohol

TOLEDO

Peñalosa St., Luraye, Toledo City
 Tel. No. (032) 322-5294
 Officer-in-Charge: Eric A. Coronado

UBAY (RO)

Ubay Municipal Hall, Ubay, Bohol

VICTORIAS

Rainbow Mall, Osmeña Ave., Victorias City, Negros Occidental
 Tel. No. (034) 399-2953
 Fax No. (034) 399-2954
 Officer-in-Charge: Jane T. Gargoles

MINDANAO**BASILAN**

JJ Twins Pavillion Bldg., Valderosa Street, Isabela City, Basilan
 Tel. No. (062) 200-3432
 Officer-in-Charge: James B. Buckley

BISLIG

Plaza Building, Espiritu Street, Mangagoy, Bislig City
 Tel. Nos. (086) 853-2334
 Fax No. (082) 853-4126
 Officer-in-Charge: Julious J. Wales

BUTUAN

Tiu Bldg., A.D. Curato St., Butuan City,

Agusan del Norte

Tel. No. (085) 215-5008 * 341-5718
 Fax No. (085) 342-8483 * 815-5008
 Branch Head: Ma. Raine L. Jamero

CAGAYAN DE ORO

SSS Bldg., Carmen Patag Road, Carmen, Cagayan de Oro City
 Tel. Nos. (088) 858-3792 to 93 * 350-3531
 Fax Nos. (088) 858-3790 to 91
 Officer-in-Charge: Edwin Alo
 CH – AVP Josefina O. Fornilos: (088) 858-3792

CALINAN (RO)

Calinan Municipal Hall Bldg., Calinan,
 Tel. No. (082) 295-0491

CAMIGUIN

G/F, Barlaan Bldg., Arana St., Mambahao, Camiguin
 Tel No. (088) 387-2099
 Fax. No. (088) 387-2070
 Officer-in-Charge: Perkins B. Calixtro

COTABATO

S.T. Holdings, Inc. Bldg., Makakua St., Cotabato City
 Tel. Nos. (064) 421-8289
 Fax No. (064) 421-4515
 Branch Head: Sukarno D. Pentaliday

DAVAO

SSS Bldg., J.P. Laurel Ave., Bajada, Davao City
 Tel. Nos. (082) 221-3536 * 221-3575 * 221-3493 * 221-7751
 Fax Nos. (082) 226-3779 * 222-5544 * 222-6810 * 221-3502
 Branch Head: Jove L. Colasito
 CH – AVP Emmanuel R. Palma: (082) 224-1014 * 222-3148

DIGOS

Medina Bldg., Lapu-Lapu Street, Digos City, Davao del Sur
 Tel. Nos. (082) 553-5657 * 553-7343

Fax No. (082) 553-5658
 Branch Head: Edgar P. Juanich

DIPOLOG

Ramos Bldg., Rizal Avenue, Dipolog City
 Tel. No. (065) 212-2518
 Fax No. (065) 212-4834
 Branch Head: Jaime S. Casumpang

GENERAL SANTOS

SSS Bldg., Macar Highway Brgy. Labangal, General Santos City
 Tel. No. (083) 552-3641 * 552-8098 * 554-5751 * 554-5753
 Fax No. (083) 552-7504 * 554-5752
 Branch Head: Jose S. Catoto, Jr.

GINGOOG

Villa Hermosa Bldg., Doña Graciana St., Gingoog City, Misamis Oriental
 Tel. Nos. (088) 861-0126 * 427-720
 Fax No. (088) 427-815* 861-0199
 Officer-in-Charge: Marilyn O. Tamayo

ILIGAN

Frewill Bldg., Tibanga Highway, Ba rangay San Miguel, Iligan City
 Tel. Nos. (063) 221-5248 * 221-5374 * 221-6179 * 221-2988
 Fax Nos. (063) 221-6179 * 221-2932
 Officer-in-Charge: Cheryl V. Jariol

IPIL

Chiong Bldg., Poblacion, Ipil, Zamboanga Sibugay
 Tel. No. (062) 333-2295
 Fax No. (062) 333-2498
 Officer-in-Charge: Rudy M. Lacandalo

JOLO (SULU)

Sulu Masonic Bldg., Bus-Bus Street, Jolo, Sulu
 Tel. Nos. 09169039401 * 09219884039
 Fax No. 085-341-8911 loc 2356
 Officer-in-Charge: Ferdausi Salasa

KIDAPAWAN

G/F Roma Bldg., Quezon Blvd.,
Kidapawan City, North Cotabato
Tel. Nos. (064) 288-5285
Fax No. (064) 288-1580
Officer-in-Charge: Serafin G. Hingco

KORONADAL

Alca Center Bldg., 712 Aurora St.,
Koronadal, South Cotabato
Tel. No. (083) 209-4279 * 228-8350-51
Fax No. (083) 228-5292
Officer-in-Charge: Redentor S. Viola

MATI (DAVAO ORIENTAL)

Magricom Bldg. II, Rizal St., Mati, Davao
Oriental
Tel. No. (087) 388-3754
Fax No. (067) 388-4585
Officer-in-Charge: Roselene B. Plaza

OROQUIETA

Conol Ventures Bldg., Poblacion 2,
Oroquieta City
Tel. No. (088) 531-1210
Fax No. (088) 531-1870
Officer-in-Charge: Jose Roel J. Herbieta

OZAMIS

Lica Heritage Bldg., Valoncha, Ozamis
City
Tel. No. (088) 521-0441
Fax No. (088) 521-3396
Branch Head: Anna Pearl J. Fuentes

PAGADIAN

Ancajas Bldg., Sanson Street, Pagadian
City
Tel. Nos. (062) 214-1633 * 214-1819 *
215-1159 to 60
Fax No. (062) 214-2466
Branch Head: Godofredo M. Martinez

PANABO (RO)

Centino Bldg., Quezon Blvd., Sto. Niño,
Panabo, Davao del Norte
Tel. Nos. (084) 628-8674 * 628-8675
Officer-in-Charge: Joselito V. Ongkiko

SAN FRANCISCO (AGUSAN DEL SUR) (RO)

Alab Bldg., National Highway, Brgy. I,
San Francisco Agusan del Sur
Tel. Nos. (085) 242-3006
Officer-in-Charge: Inesia S. Marquez

SARANGANI (RO)

Municipal Bldg., Glan, Sarangani
Province

SURIGAO CITY

Philamlife Bldg., Amat St., Surigao City,
Surigao del Norte
Tel. No. (086) 231-7033
Fax No. (086) 826-2431
Officer-in-Charge: Benigno J. Dagani, Jr.

TACURONG

CYC Bldg., National Highway, Tacurong
City, Sultan Kudarat
Tel. No. (064) 477-0164
Fax No. (064) 200-3338
Officer-in-Charge: Suzette H.
Purificacion

TAGUM

CMS Building, National Highway, Tagum
City, Davao del Norte
Tel. Nos. (084) 217-3796 * 400-1035 *
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Branch Head: Valeriano P. Wenceslao, Jr.

TANDAG

Pimentel Bldg., Donasco St., Tandag,
Surigao del Sur
Tel. Nos. (086) 211-3185 * 211-3718
Branch Head: Oswaldo B. Montenegro

TAWI-TAWI (RO)

Kandero Building, Poblacion, Bongao,
Tawi-Tawi
Tel. Nos. (068) 268-1001
Officer-in-Charge: Lincoln A. Tawasil
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TORIL (DAVAO II)

Toril Cooperative Devt. Bldg., Saavedra

St., Toril, Davao City
Tel. Nos. (082) 291-0156 * 291-0012 * 291-
1761
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Branch Head: Rizalito A.C. de Leon

VALENCIA

CAP Bldg., Hagcol, Valencia, Bukidnon
Tel. No. (088) 828-0275
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Officer-in-Charge: Antonio G. Fabia

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SSS POEA OFFICE

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