BUTI NA LANG, MAY SSS!

SSS Member Services Facilities

Presented by:

Renato N. Malto
OIC- Service Delivery Department

05 May 2016

Self-service Facilities

IVRS (Interactive Voice Response System)

917-7777

SSIT

Self-Service Information Terminals

TEXT SSS & TEXT BLAST FACILITY

SSS WEBSITE

www.sss.gov.ph

PAYMENT VIA GCash

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

DIAL-SSS or INTERACTIVE VOICE RESPONSE SYSTEM (IVRS)

An automated telephone assistance service for members that responds to inquiries on contributions, benefit claims, salary loans information and eligibility requirements.

IVRS Operation

24 x 7, Call 917-7777

(Toll-free for Globe subscribers only)

The access numbers for the following areas:

Baguio City	-	446-5902
Tarlac City	-	982-8739
NCR	-	917-7777
San Pablo City	-	562-9289
Naga City	-	472-7776
Cebu City	-	253-0690
Bacolod City	-	433-9476
Cagayan De Oro City	-	727-707
Davao City	-	227-7234
Zamboanga City	-	992-2014

IVRS Operation – Available Services

- Records Inquiry *
  1. Contributions
  2. Salary loans
  3. Benefits
  4. Fax request

- Request to speak to SSS Member Service Officer

* Requires entry of SS Number and Date of Birth

IVRS Operation – Number of Transactions

MEMBER CONCERN	Jan - Dec 2015	Jan - Mar 2015	Jan - Mar 2016	% 2016/2015
Contributions	367,900	102,352	100,093	-2%
Loan Balance	79,205	21,938	20,400	-7%
Loan Application	7,401	1,869	2,210	18%
SS Card	13,850	3,201	3,547	11%
Sickness Claim	14,217	3,000	3,657	22%
Maternity Claim	12,341	3,799	3,417	-10%
Eligibility	19,788	4,775	5,740	20%
Benefit Claim	6,578	1,525	1,701	12%
Death Claim	3,262	873	761	-13%
Retirement Claim	3,028	942	664	-30%
Disability Claim	2,144	668	544	-19%
Funeral Claim	1,686	419	437	4%
TOTAL	**531,400**	**145,361**	**143,171**	**-2%**

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GCash

SSS Contribution and Loan payments?
Pay with your cellphone thru GCash!

PAYMENT VIA GCash

SELF-SERVICE INFORMATION TERMINAL (SSIT)

The SSS 'kiosk' allows access to SSS Application systems with the use of SS Card or UMID Card.

SSIT – Available Services

- Online Inquiry :
  1. Contributions
  2. Loans
  3. Benefits
  4. ID information

- Transactions :
  1. Salary loan
  2. Maternity Notification
  3. SSS Web registration
  4. Technical Retirement application
  5. Annual Confirmation of Pensioners (ACOP)
  6. Change of contact information

- **Reference to SSS Citizens Charter**
- **Submit feedback and concerns**

SSIT – How to Use

- Requires scanning of the SSS ID card or the UMID card & fingerprint matching
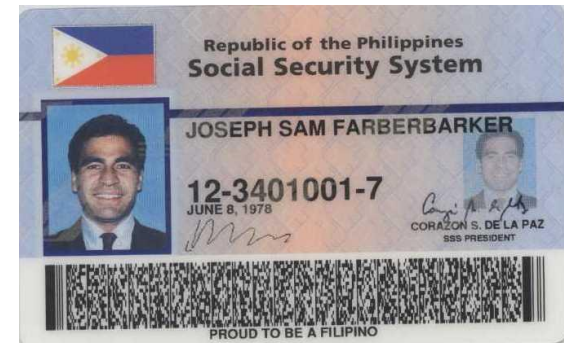
SSIT – How to Use
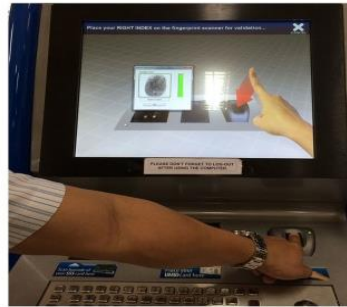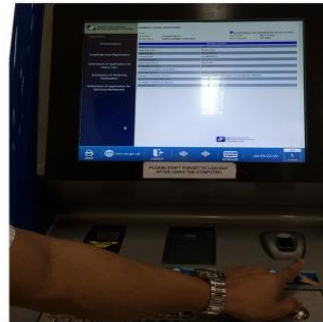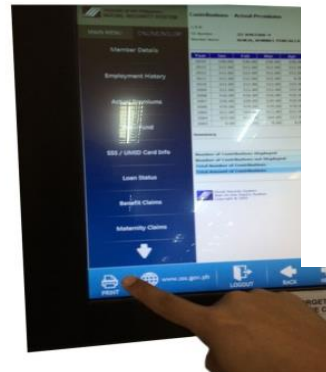
SSIT – Number of Transactions

TRANSACTION TYPES	Jan - Dec 2015	Jan - Mar 2015	Jan - Mar 2016	% 2016/2015
1. Online Inquiry	**4,483,620**	**845,592**	**1,549,145**	83%
2. Transactions	**58,935**	**9,242**	**22,756**	146%
Salary Loan	13,176	1,995	5,126	157%
Web Registration	41	25	-	-100%
Maternity Notifications	26,559	3,695	11,484	211%
ACOP	17,989	3,444	5,629	63%
Technical Retirement	1,078	28	503	1696%
Change of Address	92	55	14	-75%
TOTAL	**4,542,555**	**854,834**	**1,571,901**	**84%**

Self-service Facilities

**IVRS
(Interactive Voice
Response System)**

917-7777

SSIT

**Self-Service
Information
Terminals**

**TEXT SSS & TEXT
BLAST FACILITY**

SSS WEBSITE

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GCash

GCash Services
- Send Money
- Pay Bills
- Shop Online
- Purchase Goods
- Buy Load

SSS Contribution and Loan payments?
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**PAYMENT
VIA GCash**

ENHANCED TEXT-SSS

Enables SSS members to obtain membership information (contribution record, loan application status and loan balance) and to receive answers to text queries through mobile phone units.

(SERVICE WAS LAUNCHED IN FEB. 2010)

TEXT BLAST FACILITY (TBF)

TBF is A Short-Message Service (SMS) to provide SSS information to members and employers on their record and SSS announcements on new programs and projects.

Self-service Facilities - Text-SSS

- Available inquires :

  a. Contributions*

  b. Salary loans*

  c. Claim status*

  d. Submission of concerns or feedback

  e. Location of SSS branch offices

  f. Required documents

  *Requires registration and PIN

  Text fees 2.50 Globe & Smart, 2.00 Sun

Text-SSS Registration & PIN Reset

1. To Register key-in:

SSS REG <SS No> <DATE OF BIRTH mm/dd/yy>

Send to 2600

Example :

SSS REG 0712345689 10/18/77 - Send to 2600

2. To Reset PIN key-in

SSS RESET <SSNO> <DATE OF BIRTH>

send to 2600

Example :

SSS RESET 0712345689 10/18/77 - Send to 2600

Text-SSS - Inquiry

3. Contributions key In:

    SSS CONTRIB <SSNO> <PIN> send to 2600

4. Loan Status key-in:

    SSS LOANSTAT <SSNO> <PIN> send to 2600

5. Loan Balance key-in:

    SSS LOANBAL <SSNO> <PIN> send to 2600

Text-SSS Services

6) To check status of claim – key-in

SSS STATUS Sickness <SS Number> <PIN>

SSS STATUS Maternity <SS Number> <PIN>

SSS STATUS ECMed <SS Number> <PIN>

SSS STATUS Disability <SS Number> <PIN>

SSS STATUS Retirement <SS Number> <PIN>

SSS STATUS Death <SS Number> <PIN>

SSS STATUS Funeral <SS Number> <PIN>

SEND TO 2600

Text-SSS Services

7) To send feedback: **

   Key In:

   SSS feedback <SS Number> <concerns>

   Ex. SSS feedback 0734567890 contri not posted

8) To know the nearest SSS Branch:**
   Key In:

   SSS BRANCH <city> or <postal code>

   Ex. SSS BRANCH MANILA
   Ex. SSS BRANCH 1100
** NO REGISTRATION REQUIRED

Send to 2600

Self-service Facilities - Text-SSS - Transactions
As of 28 March 2016

No. of Successful Registration	571,865
No. of Text Queries	3,002,099

TYPES OF INQUIRY	Jan - Dec 2015	Jan - Mar 2015	Jan - Mar 2016	% 2016/2015
1. CONTRIBUTIONS	71,275	20,047	15,616	-22.10%
2. HELP	75,735	28,182	8,309	-70.52%
3. LOAN BALANCE	49,539	13,191	9,626	-27.03%
4. PIN/RESET	12,268	2,482	2,907	17.12%
5. CLAIM STATUS	17,092	5,345	3,939	-26.30%
6. LOAN STATUS	18,254	5,146	3,293	-36.01%
7. DOC REQUIREMENTS	3,566	880	399	-54.66%
8. BRANCH LOCATION	1,225	364	228	-37.36%
9. STATIC/MEMBERSHIP REQ	1,243	330	320	-3.03%
10. FEEDBACK	55	55	142	158.18%
11. ELIGIBILITY	0	0	6	-
TOTAL	250,252	76,022	44,785	-41.09%

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

Text-BLAST

- Broadcasting information through SMS; launched on 29 June 2015.

SUBJECT	CUMULATIVE		% Inc (Dec)
	As of Feb. 2016	As of Mar. 2016	
1. MEMBER'S CONTRIBUTIONS	3,599,670	4,477,592	24.39%
2. LOANS GRANTING	188,984	223,918	18.49%
3. ACOP	39,672	43,079	8.59%
4. SICKNESS/MATERNITY	12,532	14,895	18.86%
5. DISABILITY/RETIREMENT	6,863	7,883	14.86%
SUB-TOTAL	**3,847,721**	**4,767,367**	**23.90%**
6. TEXT-BLAST ON:			
a. PROMOTION OF PESO FUND	946,066	946,066	0.00%
b. G-CASH TRANSACTIONS	2,869,312	2,869,312	0.00%
SUB-TOTAL	**3,815,378**	**3,815,378**	**0.00%**
GRAND TOTAL	**7,663,099**	**8,582,745**	12.00%

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GCash

GCash Services

SSS Contribution and Loan payments?
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PAYMENT VIA GCash

ENHANCED SSS WEBSITE

Aims to provide a secure, convenient access of information to SSS Members and Employers for viewing and printing their records, downloading forms and submitting applications/reports online.

SSS Web
Registered Members as of March 2016

TOTAL – 3,854,172

63,814 Pensioner
83,087 OFW
274,091 Voluntary
7,097
7,204
263,946
119,642
3,035,291

Legend:
- Pensioner
- OFW
- Voluntary
- Employed
- Self-Employed
- Household Helper
- Non-Working Spouse
- Employers
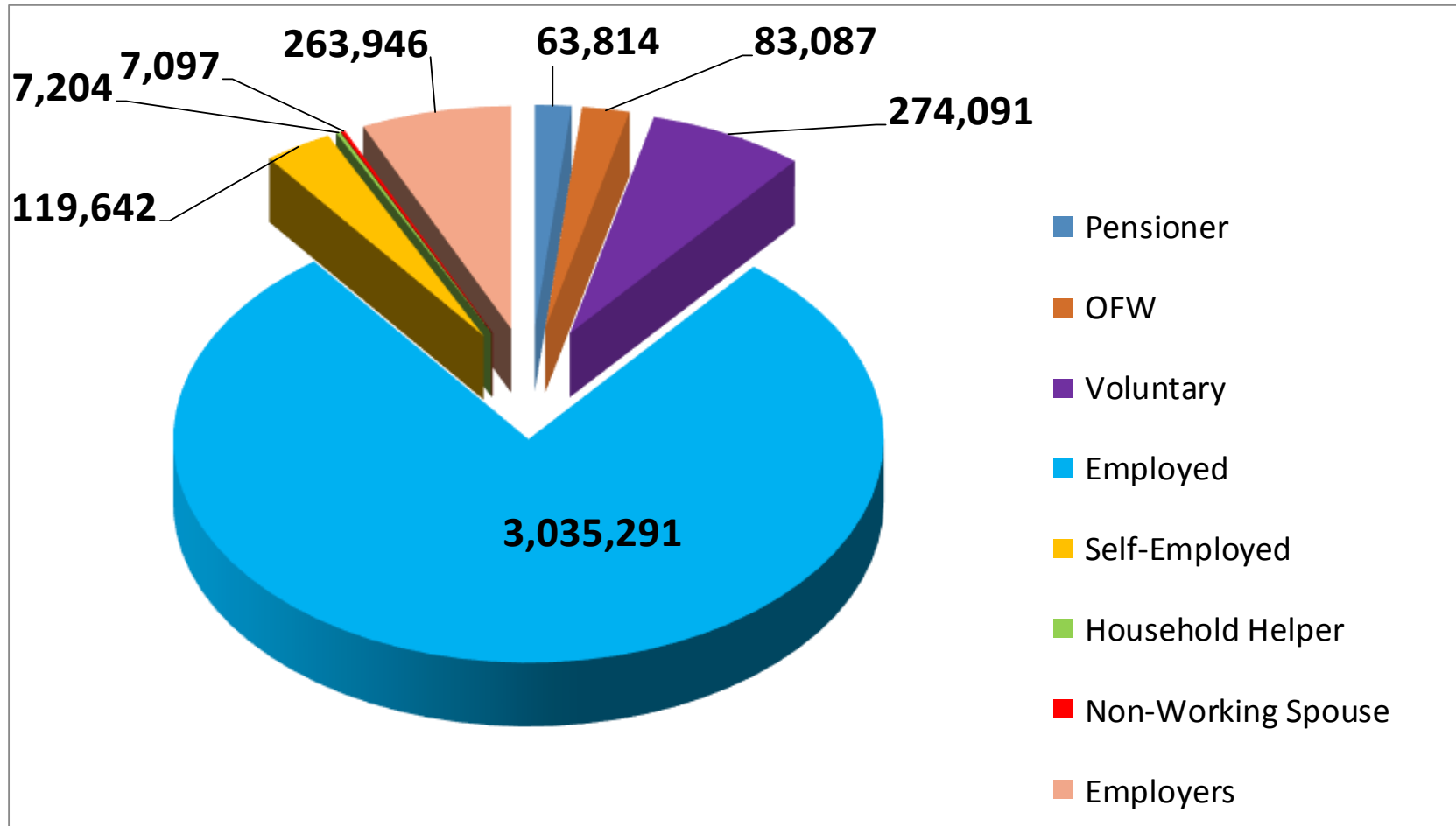
TOP 10 BRANCHES WITH HIGHEST NUMBER OF <u>MEMBER</u> REGISTRATION IN THE SSS WEB as of MARCH 31, 2016

Bar chart values:
- CEBU: 119,274
- PAMPANGA: 100,543
- LAPU-LAPU: 93,264
- ANTIPOLO: 91,079
- PASIG 2 (MARKET AVENUE): 88,540
- BACOOR: 83,356
- NOVALICHES: 82,782
- CALAMBA: 81,278
- LIPA: 74,663
- DAVAO: 71,484
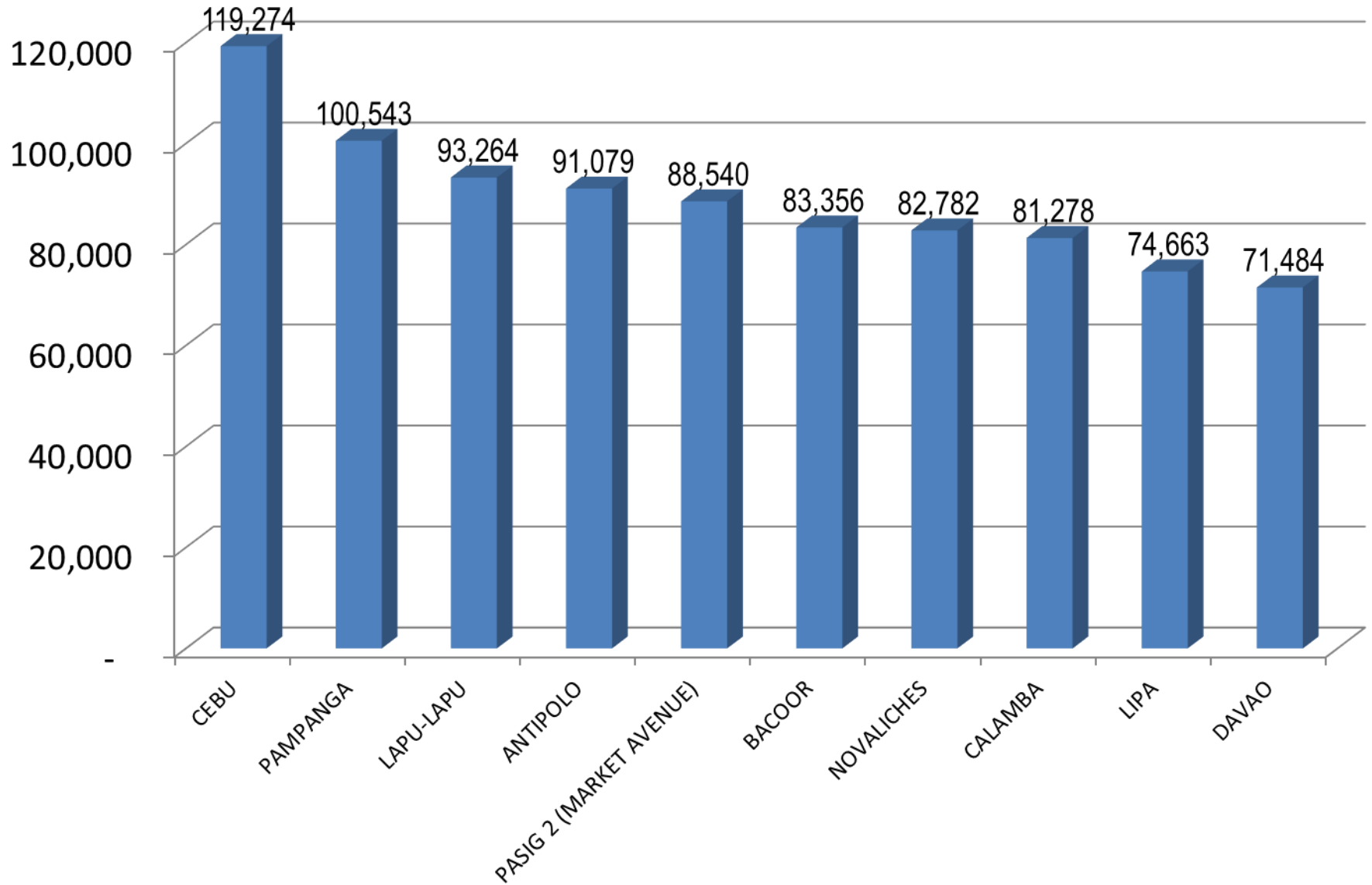
TOP 10 BRANCHES WITH HIGHEST NUMBER OF <u>EMPLOYER</u> REGISTRATION IN THE SSS WEB as of MARCH 31, 2016

Bar chart showing number of employer registrations by branch:

Branch	Registrations
CEBU	10,745
BAGUIO	10,025
DAVAO	9,108
DAGUPAN	5,995
BACOLOD	5,793
ILOILO	5,418
LA UNION	5,394
TUGUEGARAO	4,585
LAOAG	4,016
PAMPANGA	3,998

SSS Web Registration

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

SSS Web Registration – Member

- Step 1 – requires entry of the ff :
  1. SS number
  2. Name (First, Last, Middle –optional)
  3. Date of birth
  4. Email address
  5. CAPTCHA code

  desire

  Enter the code as it is shown:

  This field helps prevent automated access.

- Step 2 – Access registration link in email

SSS Web Registration – Member

- Step 3 – Entry of additional information :

    1. Mother's maiden name

    2. Address

    3. Contact number

    4. Preferred Userid & Password

    5. If pensioner – Savings account no/check no

        If employed – Employer ID number

        If Self-employed/voluntary – Receipt number

    6. Agree to Terms & Conditions

- Step 4 – Access Userid/Password in email

SSS Web Registration – Employer

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

SSS Web Registration – Employer

- Step 1 – Entry of basic information :
  1. Employer ID number
  2. Address (employers only)
  3. Email address of Company/Household-employer
  4. Preferred Userid/password
  5. Landline & mobile numbers (Household-employers only)
  6. CAPTCHA code

desire

Enter the code as it is shown:

This field helps prevent automated access.

SSS Web Registration – Employer

- Step 2 – Access registration link in email
- Step 3 – Entry of Employer Authorized Signatory information :
  1. SS number
  2. Name (First, Last, Middle-optional)
  3. Email address
  4. Preferred Userid/password
  5. Agree to Terms & Conditions

SSS Web Registration – Employer

- ## Step 4 – Approval of Employer Signatory

- ## Step 5 – Receipt of email from SSS (successful or failed registration)

SSS Web – Inquiry & Transactions

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

SSS Web Services - Member

■Online inquiry:
1. Contributions
2. Benefits
3. Loans
4. Eligibility inquiry to benefits & loans
5. ID information
6. Documentary requirements

SSS Web Services - Member

- Online transactions :

  1. Submit Salary Loans
  2. Submit maternity notification
  3. Request for branch office appointment

SSS Web Services - Employer

■Online inquiry:

1. SSS Servicing Branch
2. Contribution & Loan payments
3. Sickness & Maternity claims
4. Loans billing

SSS Web Services - Employer

- Online transactions :
  1. Submit contribution collection list (R3)
  2. Submit loans collection list (ML2)
  3. Submit list of new employees (R1A)
  4. Submit maternity notification of employees
  5. Certify Salary Loan application of employees
  6. Submit sickness notification of employees

SSS Web Services - Number of Transactions
Jan - Mar 2015 vs. Jan - Mar 2016

TYPE OF TRANSACTION	No. Transactions Jan to Dec 2015	No. Transactions Jan to Mar 2015	No. Transactions Jan to Mar 2016	% 2016/2015
(SE / VM / OFW / NWS / HH)				
1. SL (Total)	5,574	908	1,876	107%
2. H - 3	-	-	-	-
3. Maternity Notification	1,400	271	492	82%
4. Technical Retirement	-	-	-	-
5. Online SS Number Issuance	52,095	-	97,158	-
SUB-TOTAL	**59,069**	**1,179**	**99,526**	**8342%**
Employer				
1. SL (Total) - employed members	291,323	54,645	96,782	77%
2. R - 3	416,256	83,462	125,885	51%
3. R1 - A	898,721	180,225	272,585	51%
4. ML - 2	181,043	40,830	53,822	32%
5. Sickness Notification	986	-	1,227	-
6. Maternity Notification	22,442	5,451	7,461	37%
SUB-TOTAL	**1,810,771**	**364,613**	**557,762**	**53%**
TOTAL	**1,869,840**	**365,792**	**657,288**	**79.69%**

* Online submission of Technical Retirement was implemented on September 30, 2015

** Online application for SS number was implemented on September 30, 2015

***Online submission of Sickness Notification was implemented on September 29, 2015

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Self-service Facilities

IVRS (Interactive Voice Response System)

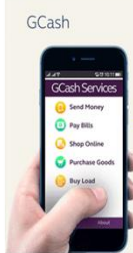**917-7777**

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PAYMENT VIA GCash

GCash

GCash Services
- Send Money
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- Shop Online
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- Buy Load

SSS Contribution and Loan payments?
Pay with your cellphone thru GCash!

CONTRIBUTION AND LOAN PAYMENTS VIA G-CASH

GCash is an alternative payment facility for SS contribution and short and long-term loan amortization for Globe Telecom subscribed members.

How to register to GCASH

- **Dial *143#**

- **Select "9"(GCASH)**

1 GoSAKTO
2 MyAccount
3 Free Viber+FB
4 GoSURF50
5 Surfing
6 ComboPromos
7 Roaming & Int'l
8 Share-A-Load/Promo
9 GCash
10 Loans
11 Music&Games
12 Globe Rewards

Cancel   Send

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon
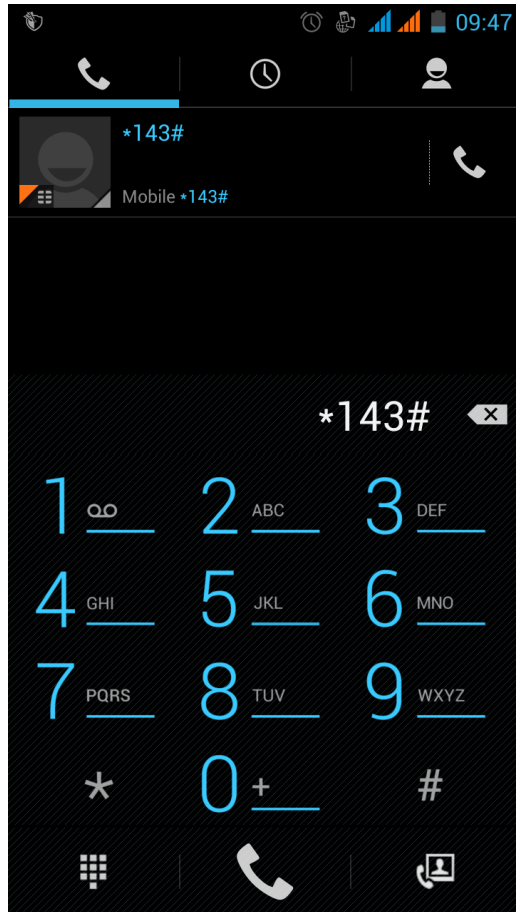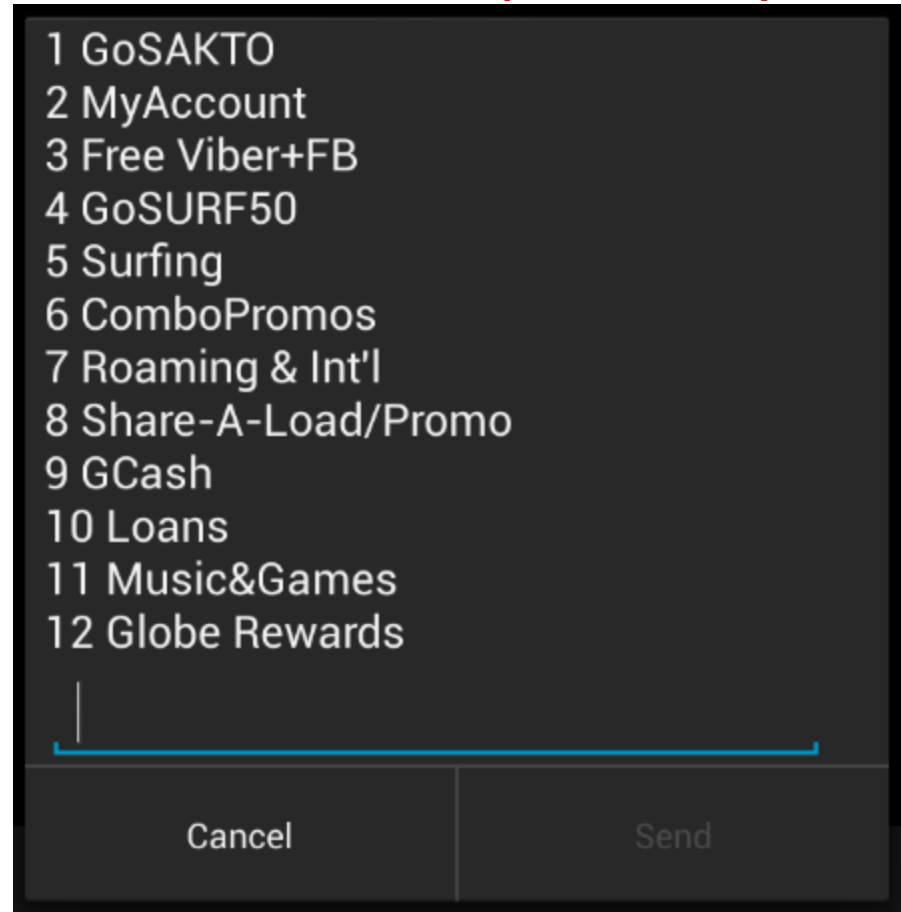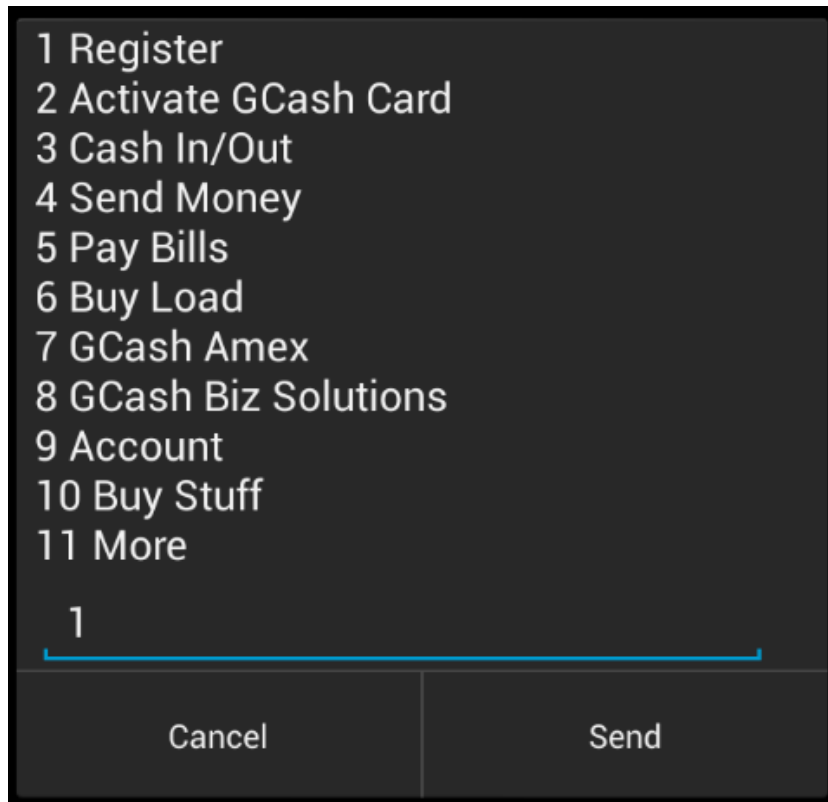
How to register to GCASH

- Select "1" (Register)
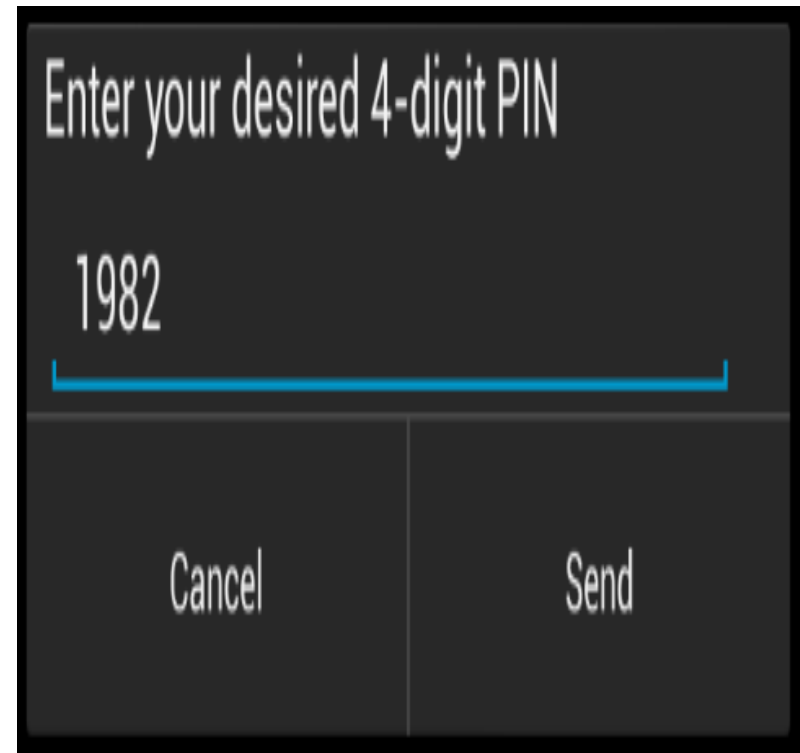
1 Register
2 Activate GCash Card
3 Cash In/Out
4 Send Money
5 Pay Bills
6 Buy Load
7 GCash Amex
8 GCash Biz Solutions
9 Account
10 Buy Stuff
11 More

1

Cancel | Send

- Enter 4-digit PIN

Enter your desired 4-digit PIN

1982

Cancel | Send

Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon

How to register to GCASH

- Enter 'First Name'

- Enter 'Last Name'

How to register to GCASH

- **Enter 'Complete Address'**

Enter Complete Address (1-60 characters)
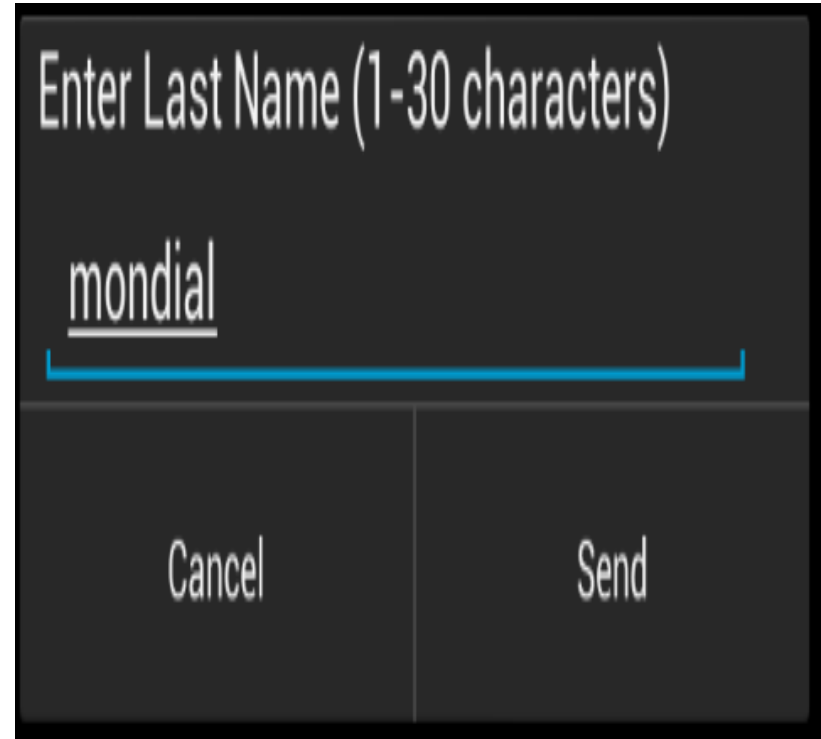
23 Fema Road Quezon City

Cancel | Send

- **Enter 'Email Address'**

Enter Email Address (if none, key-in "0" to continue)

mondialjn@yahoo.com

Cancel | Send

How to register to GCASH

- Confirm Registration

Please ensure that registration details are true and complete to avoid deactivation of account. G-Xchange Inc. Terms and Conditions apply.

1 Register
2 Cancel

1

Cancel | Send

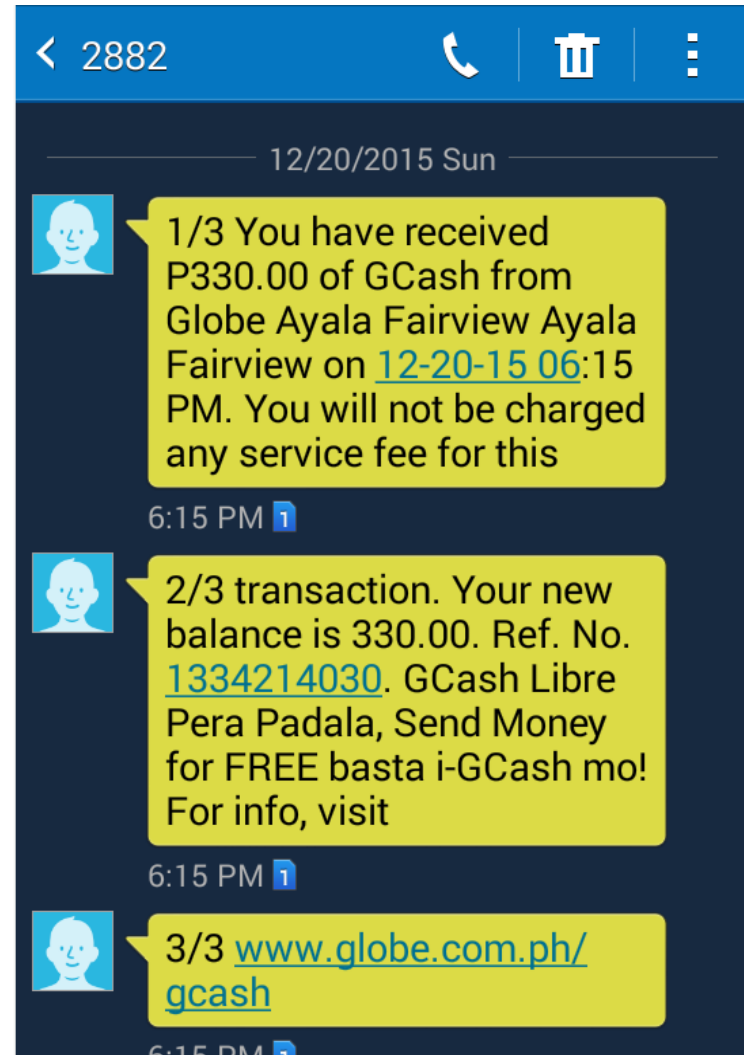- A prompt will be received to activate GCASH account.

Thank you for registering to GCash. Please call 2882 and connect to an operator to activate your GCash account.
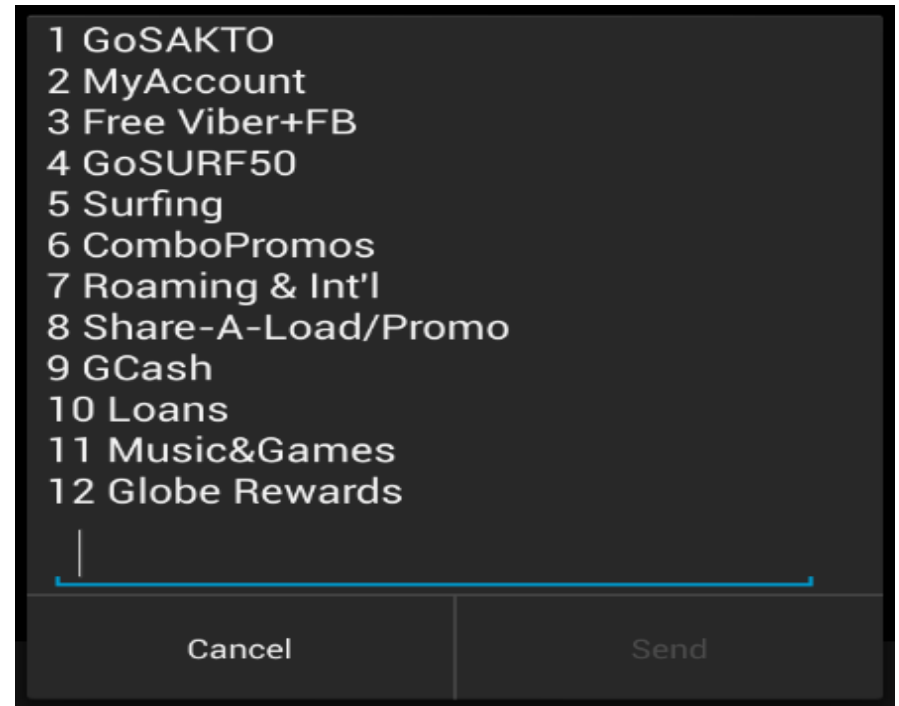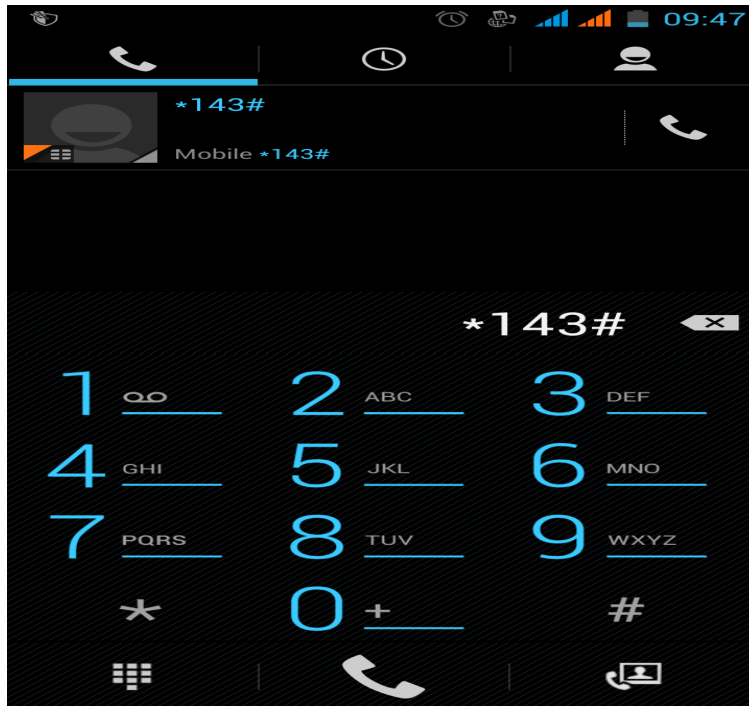
OK

After activating the account and loading the GCASH wallet an SMS prompt will be sent to the member.
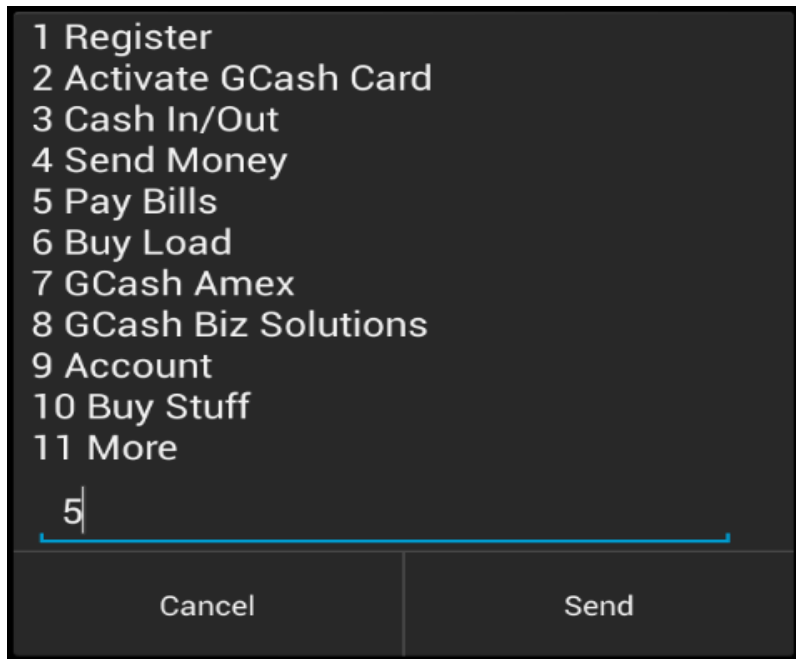
Payment via GCASH

- Dial '*143#'

- Select '9' (GCASH)

Payment via GCASH

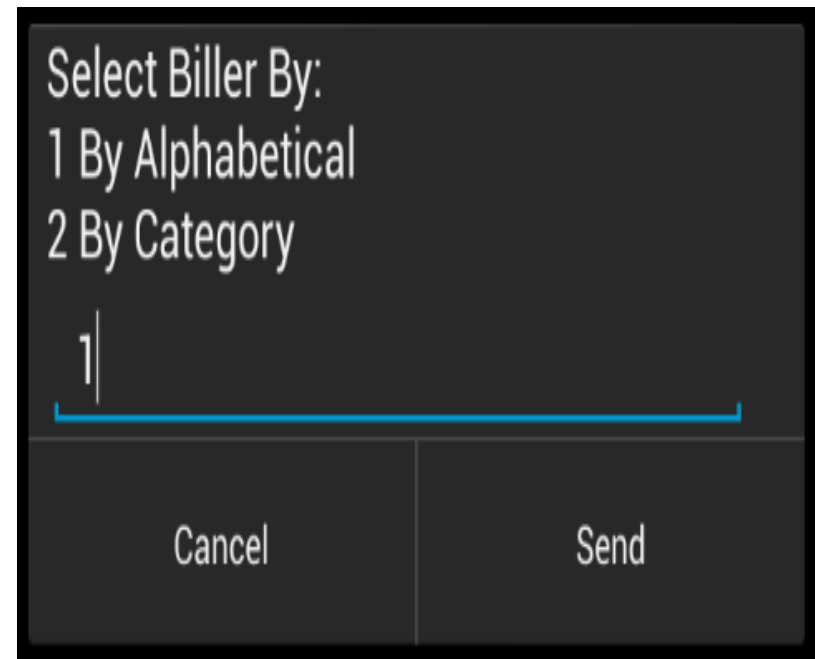- Select '5' (Pay Bills)


```
1 Register
2 Activate GCash Card
3 Cash In/Out
4 Send Money
5 Pay Bills
6 Buy Load
7 GCash Amex
8 GCash Biz Solutions
9 Account
10 Buy Stuff
11 More

5

        Cancel          Send
```

- Select the type of view for Billers '1' (Alphabetical)


```
Select Biller By:
1 By Alphabetical
2 By Category

1

        Cancel          Send
```

Payment via GCASH

- If 'by Alphabetical' is selected

- Select 'More' for SSS

Choose First Letter of Biller
1 A-C
2 D-F
3 G-I
4 J-L
5 M-O
6 P-R
7 S-U
8 V-Z
9 Back

7

Cancel   Send

Select Biller Name:
1 SBC Cash Card
2 Security Bank Diners
3 Security Bank Mastercard
4 SkyCable
5 SkyCable Zpdee
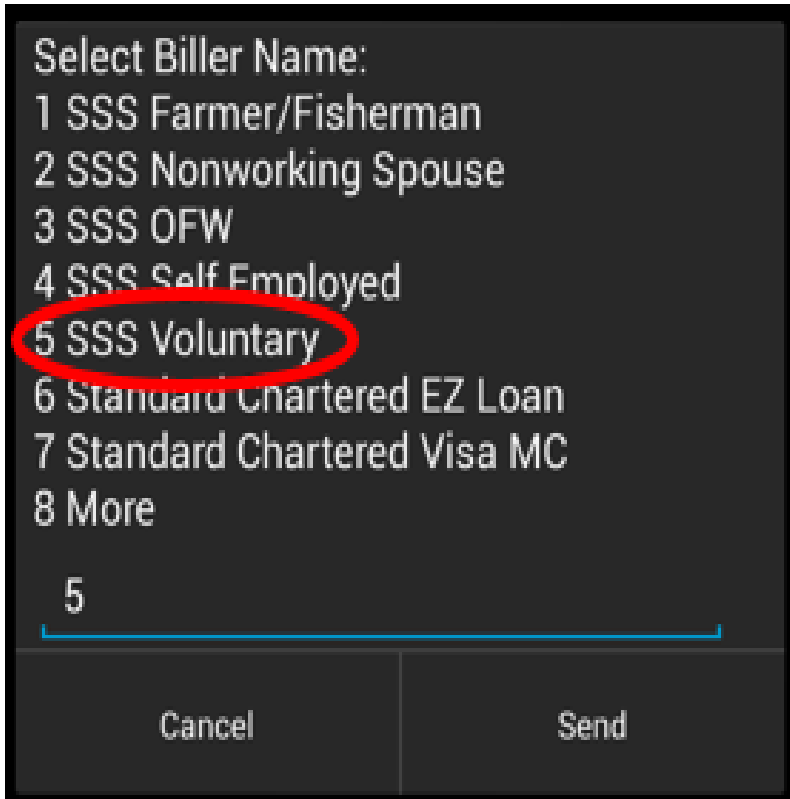6 Smart
7 South Cotabato II Electric Coop
8 More
9 Back

8

Cancel   Send

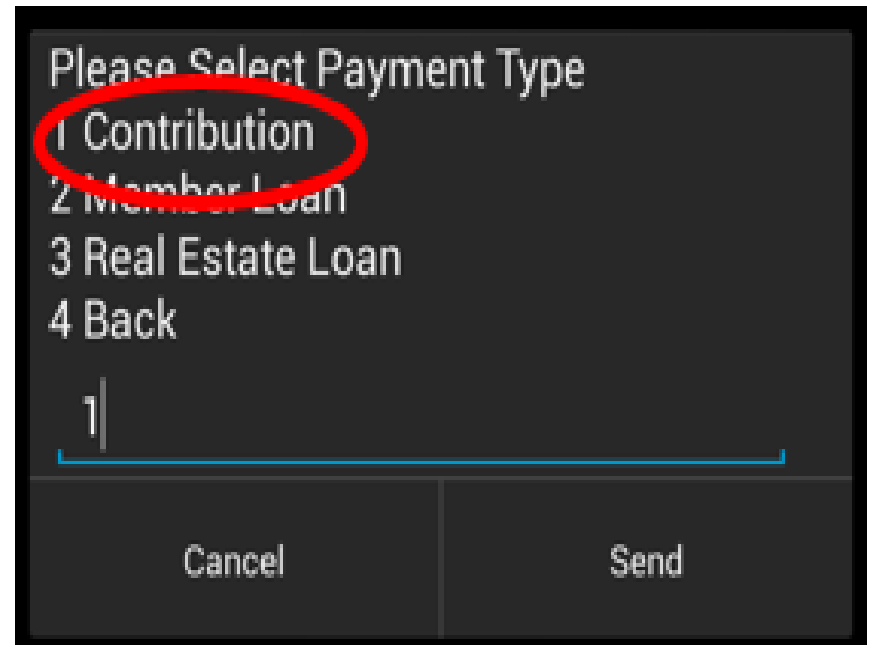# Payment via GCASH (Contribution)

- Select 'Type of Membership'

Select Biller Name:
1 SSS Farmer/Fisherman
2 SSS Nonworking Spouse
3 SSS OFW
4 SSS Self Employed
5 SSS Voluntary
6 Standard Chartered EZ Loan
7 Standard Chartered Visa MC
8 More

5

Cancel   Send

- Select 'Payment Type' '1' (contribution)

Please Select Payment Type
1 Contribution
2 Member Loan
3 Real Estate Loan
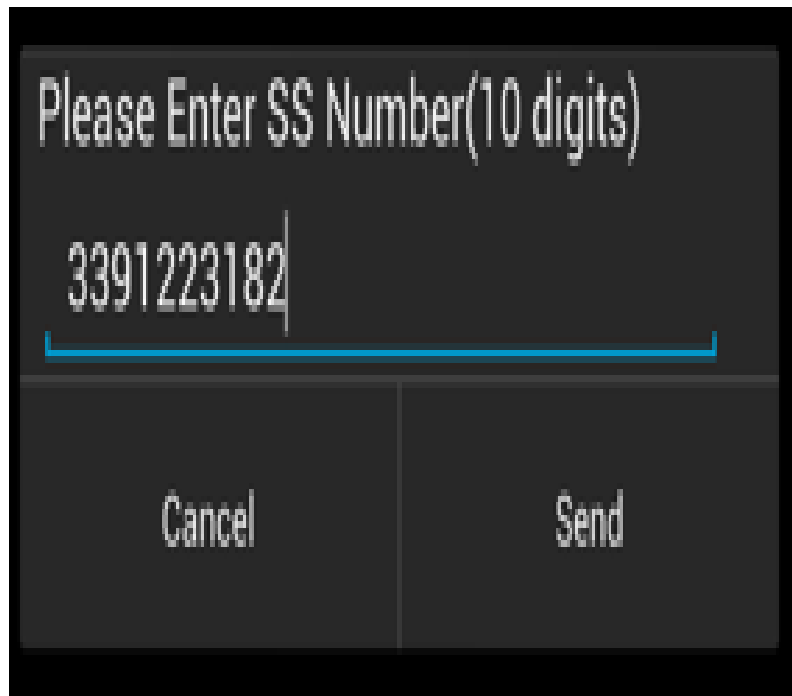4 Back

1

Cancel   Send

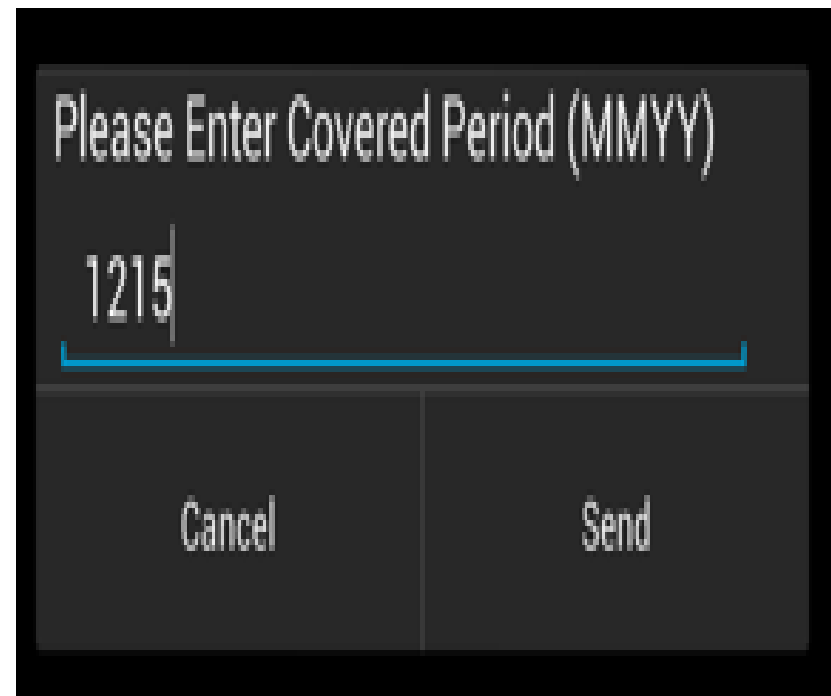# Payment via GCASH (Contribution)

- Enter '10-digit SSS Number'

Please Enter SS Number(10 digits)

3391223182

Cancel | Send

- Enter 'Applicable Month'

Please Enter Covered Period (MMYY)

1215

Cancel | Send

Payment via GCASH (Contribution)

- Select 'the range of Contributions'

- Select 'the Amount to be paid'

Payment via GCASH (Contribution)

- Select '1' (Proceed) to confirm payment

- Enter '4-Digit GCASH PIN'

You are paying P110 contribution for SS Number 0112991748 for 0715.
1 Proceed
2 Back

1

Cancel   Send

Please enter your 4-digit GCash PIN

1111

Cancel   Send
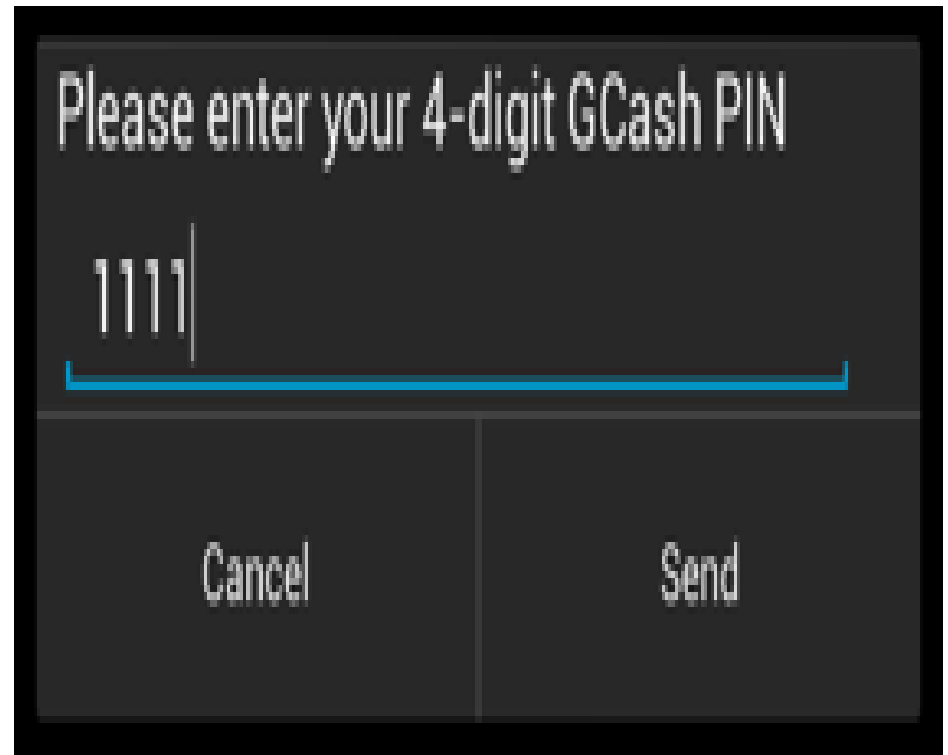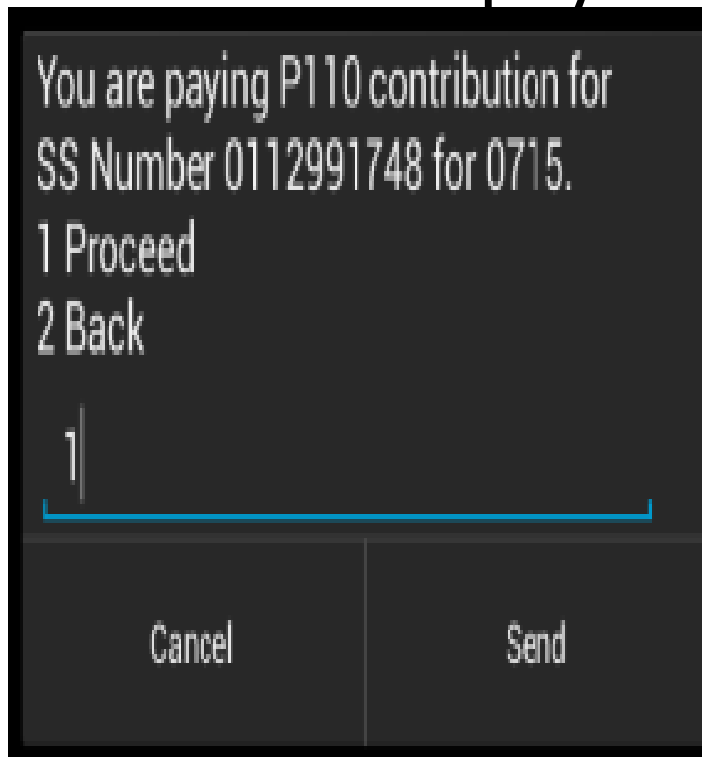
Valid GCASH Payment will receive a confirmation message thru SMS that consists the ff:

a. SSS number of the paying member.

b. Amount, Date and Time of Payment.

c. Reference number of the payment.

* No transaction fee will be collected from the GCASH account of the SSS member. Transaction fees are being shouldered by SSS.

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Buti na lang may SSS!
Aming kontribusyon, ipong nagbibigay proteksyon
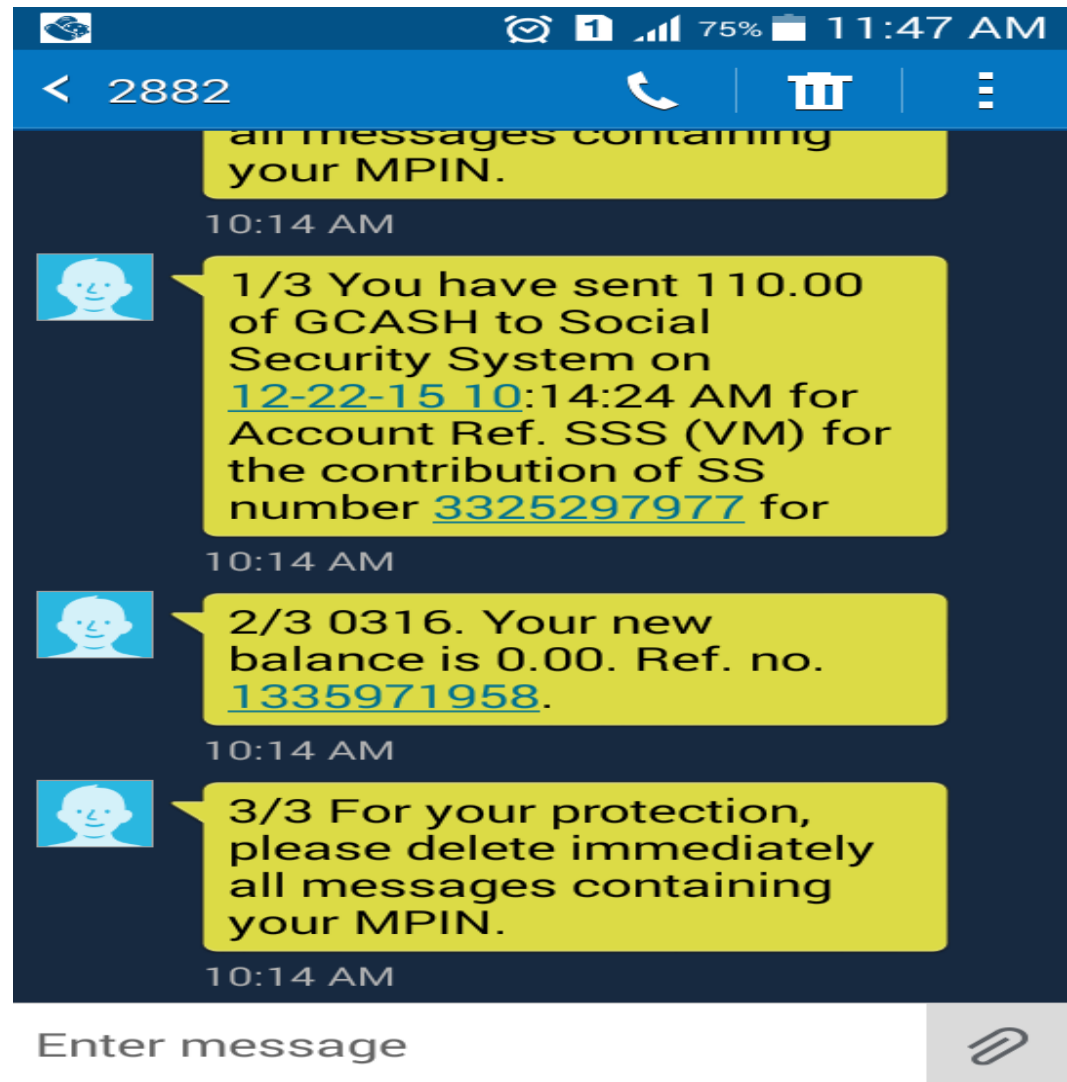
Rejection Messages from GCASH

1. If the payment was not finished within the 3 minute period.

Sorry, transaction was not completed within the allowable time period. Please ensure that you complete the whole transaction within 3 minutes.

2. If the payee entered an invalid GCASH PIN.

Sorry, you entered an incorrect PIN. Please call 2882 should you need further assistance. For your protection, please delete all messages containing your PIN.
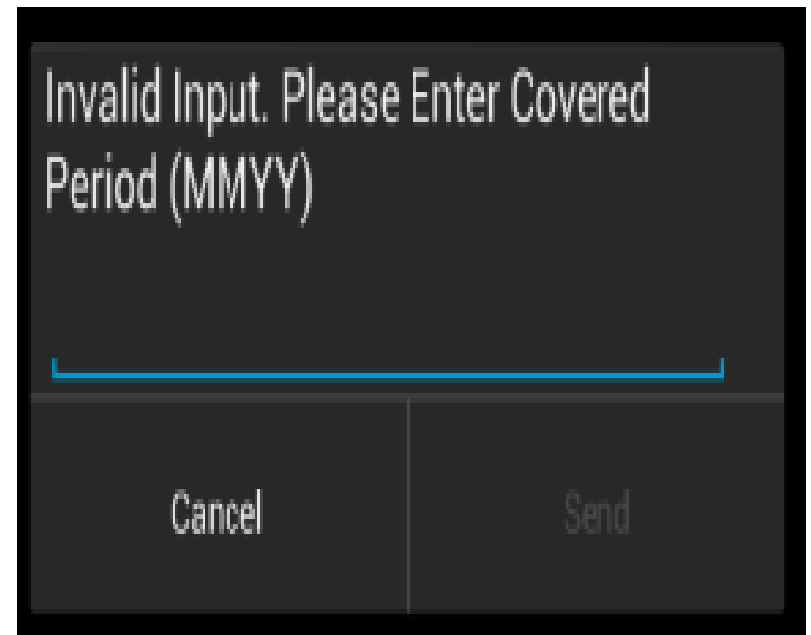
OK

Rejection Messages from GCASH

3. If the payee entered an invalid SSS number.

4. Invalid applicable month.

You have provided an invalid SS Number. Please try again.

OK

Invalid Input. Please Enter Covered Period (MMYY)

Cancel | Send
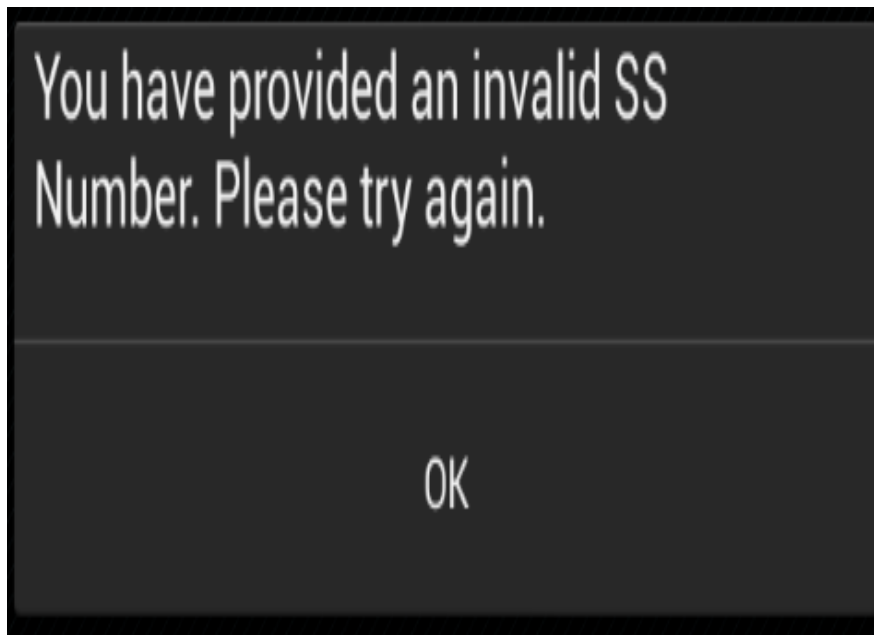
Rejection Messages from GCASH

5. Insufficient amount on the GCash wallet.

Sorry, your request cannot be processed. Please ensure you have enough GCash in your wallet.

6. Unable to process GCash payment.

Sorry your request cannot be processed. Please try again after a few minutes.

Posting of GCASH Payment in WINS (My.SSS?)

Posted GCash Payment for Contribution

Applicable Date	Payment Type	Transaction Type	SSS Premium Amount	Medicare Amount	SBR/Post Mark Date	Validation Date	Receipt Number
01-2016	Prem-CC	EPAYMENT - K - GXI	330.00	0.00	01-19-2016	01-20-2016	136677

First 3 and last 3 digits of the texted reference number

Posted GCash Payment for Salary Loan

POST DATE	SBR/TR NO.	P.R.N.	LMS PAYMENT NO.	SBR/TR DATE	EMPLOYER NAME	AMOUNT
01-21-2016	13685650			01-19-2016		184.58

First 5 and last 3 digits of the texted reference number

G-CASH

- Official implementation date: 7 December 2015

	As of February 2016	As of March 2016	% Inc (Dec)
a. TRANSACTIONS	**763**	**1,060**	**38.93%**
1. Contributions	**644**	**880**	**36.65%**
• Self-Employed	189	233	23.28%
• Voluntary	350	506	44.57%
• Farmers and Fishermen	77	100	29.87%
• OFW	24	36	50.00%
• Non-Working Spouse	4	5	25.00%
2. Member Loans	**118**	**179**	**51.69%**
3. Real Estate Loans	**1**	**1**	**0.00%**
b. AMOUNT COLLECTED	**464,905.38**	**648,420.01**	**39.47%**
1. Contributions	**369,015.00**	**511,575.00**	**38.63%**
• Self-Employed	95,225.00	121,295.00	27.38%
• Voluntary	197,835.00	290,950.00	47.07%
• Farmers and Fishermen	47,355.00	61,380.00	29.62%
• OFW	27,445.00	36,465.00	32.87%
• Non-Working Spouse	1,155.00	1,485.00	28.57%
2. Member Loans	**95,889.38**	**136,844.01**	**42.71%**
3. Real Estate Loans	**1.00**	**1.00**	**0.00%**

Contact Information

For GCash related concerns:

- 739-2882 – landline (Globe) – NCR only
- 2882 – mobile phone (free of charge - Globe)
- Email – www.globe.com.ph

SSS related concerns:

- 920-6446 to 55 – SSS hotline
- 180010CALLSSS (1800102255777) – SSS Toll Free number
- Email – member_relations@sss.gov.ph

For SSS online transactions concerns, you may also contact us through contact information indicated below:

- Email – onlineserviceassistance@sss.gov.ph
- 9206401 locals 5240,6066,6082,6447 and 6091 to 95

End of presentation. Thank you.