

BUTI NA LANG MAY SSS!



AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!

SSS Member Services Facilities

Presented by:
MARIO R. SIBUCAO
Vice-President

12 March 2015

Agenda

SSS Member Services Facilities

- 1. Manned facilities**
- 2. Self-service facilities**

Manned Service Facilities



CALL CENTER (24 X 5)

920-6446 to 55

or 917-7777 (toll-free for Globe subscribers)



POSTAL MAIL

Member Relations Department

2/F SSS Main Office Buidling

East Avenue, Diliman, Q.C. 1100



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Manned Service Facilities

Via email & social media sites

 Email : member_relations@sss.gov.ph

 <http://www.facebook.com/sssgov>

 <http://www.youtube.com/user/MySSSPhilippines>

 <https://plus.google.com/108094303314551604810/posts>

 <http://www.pinterest.com/phlsss/>



Manned Service Facilities

Number of transactions

SERVICES	2013	2014	2013 vs 2014 % Inc/Dec	2015	2015/ 2014
CALL CENTER	506,168	505,050	-.22%	93,113	18%
EMAIL	257,440	302,011	117%	69,424	23%
FACEBOOK	70,877	125,419	177%	12,260	8%
POSTAL MAIL	5,940	6,836	115%	824	12%
TOTAL	840,425	939,316	112%	201,773	21%



Manned Service Facilities

■ Planned enhancements

1. Call Center

- a. 24 X 7 operations
- b. Toll-free calls for local and foreign-based members
- c. Branch appointment
- d. ACOP via Skype



Self-service Facilities



IVRS
**Interactive
Voice
Response
System**

917-7777



TEXT SSS
@ 2600



SSIT
**Self-Service
Information
Terminals**



SSS WEBSITE
www.sss.gov.ph

7



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IVRS Operation

24 x 7, Call 917-7777

(Toll-free for Globe subscribers only)

The access numbers for the following areas:

Cebu City	- 253-0690
Bacolod City	- 433-9476
NCR	- 917-7777
Cagayan De Oro City	- 727-707
Davao City	- 227-7234
Baguio City	- 422-6016
Tarlac City	- 982-8739
San Pablo City	- 562-9289
Naga City	- 472-7776
Zamboanga City	- 992-2014



***Requires entry of SSS number and date of birth**



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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	2014	Jan - Feb 2015	% 2015/2014
Contributions	533,484	69,369	13%
Loan Balance	126,569	14,664	12%
Loan Application	10,957	1,225	11%
SS Card	16,153	2,033	13%
Sickness Claim	17,243	2,049	12%
Maternity Claim	17,759	2,746	15%
Eligibility	26,206	3,169	12%
Benefit Claim	8,202	1,035	13%
Death Claim	4,118	603	15%
Retirement Claim	3,280	605	18%
Disability Claim	2,699	501	19%
Funeral Claim	2,017	262	13%
TOTAL	768,687	98,261	13%



IVRS Operation

■ Planned enhancements

1. One calling number – one each for local and foreign-based callers
2. Toll-free numbers
3. Inquiry on documentary requirements



Self-service Facilities



IVRS

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Voice
Response
System



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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
- 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



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SSIT – How to Use

1



4



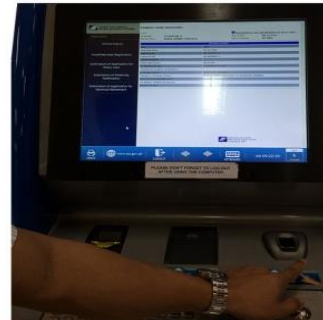
7



2



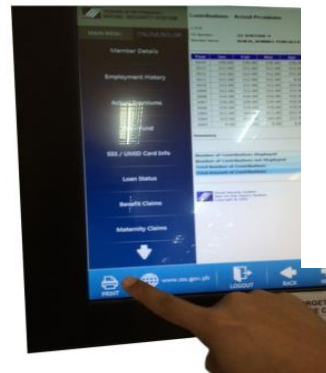
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3



6



8



may SS.

SSIT – Number of Transactions

TRANSACTION TYPES	Sept - Dec 2014	Jan - Feb 2015	% 2015/2014
1. Online Inquiry	927,462	507,346	55%
2. Transactions	9,210	5,117	56%
Salary Loan	2,204	1,163	53%
Web Registration	2,024	16	1%
Maternity Notifications	3,754	2,100	56%
ACOP	1,225	1,786	146%
Change of Address	3	52	1733%
TOTAL	936,672	512,463	55%



Self-service Facilities - SSIT

■ Planned enhancements

1. New applications

a. Submission of Retirement claim

b. Compliance to Annual
Confirmation of Pensioners



Self-service Facilities



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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**



Self-service Facilities - Text-SSS

1. To Register key in :

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

Send to 2600

Example : Type on phone

SSS REG 03123456789 10/18/77 – Send to 2600

2. To Reset PIN, Key-in

SSS RESET <SS No> <DATE OF BIRTH>

send to 2600

Example : Type

SSS RESET 03123456789 10/18/77 – send to 2600



Self-service Facilities - Text-SSS - Inquiry

1. Contributions, key in :

SSS TC <SS No> <PIN> send to 2600

2. Loans Status, key-in :

SSS LS <SS No> <PIN> send to 2600

3. Loans Balance, key-in :

SSS LB <SS No> <PIN> send to 2600



Self-service Facilities - Text-SSS - Inquiry

4. Status of Claims, key-in :

SSS STATUS Sickness <SS No> <PIN>

SSS STATUS Maternity <SS No> <PIN>

SSS STATUS ECMed <SS No> <PIN>

SSS STATUS Disability <SS No> <PIN>

SSS Status Retirement <SS No> <PIN>

SSS Status Death <SS No> <PIN>

SSS STATUS Funeral <SS No> <PIN>

SEND TO 2600



Self-service Facilities - Text-SSS - Inquiry

5. Nearest SSS branch office*, key-in :
SSS BRANCH <city> or <postal code>

Example: type

SSS BRANCH MANILA

or

SSS BRANCH 1100

SEND TO 2600 * No registration required



Self-service Facilities - Text-SSS - Inquiry

6. Documentary Requirements *

For SSS ID, OFW, Voluntary/Self-employed,
change in civil status & new dependents,

Key-in :

SSS ID

SSS OFW

Send to 2600

SSS VOL

* No registration required

SSS SELF

SSS CHANGE



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Self-service Facilities - Text-SSS - Transactions

As of 28 February 2015

No. of Successful Registration	501,307
No. of Text Queries	2,642,684

TYPES OF INQUIRY	2014	Jan - Feb 2015	% 2015/2014
1. CONTRIBUTIONS	94,627	12,427	13.13
2. HELP	115,554	18,665	16.15
3. LOAN BALANCE	61,987	7,989	12.89
4. PIN/RESET	21,719	2,287	10.53
5. CLAIM STATUS	21,918	3,500	15.97
6. LOAN STATUS	23,969	3,121	13.02
7. DOC REQUIREMENTS	4,892	580	11.86
8. BRANCH LOCATION	1,656	271	16.36
9. ID/VOL/SE/CHNG STATUS	1,551	216	13.93
10. FEEDBACK	707	55	7.78
TOTAL	348,580	49,111	14.09



Self-service Facilities - Text-SSS

■ Planned enhancements

1. Benefits & loans eligibility inquiry
2. Submission of maternity notification
3. Payment via GCash/Smart
4. Text push service – text notice to members on the following events :
 - a. Posting of contributions and loan payments
 - b. Approval or denial of claims & loans
 - c. Mailing of UMID cards



Self-service Facilities – Text-SSS



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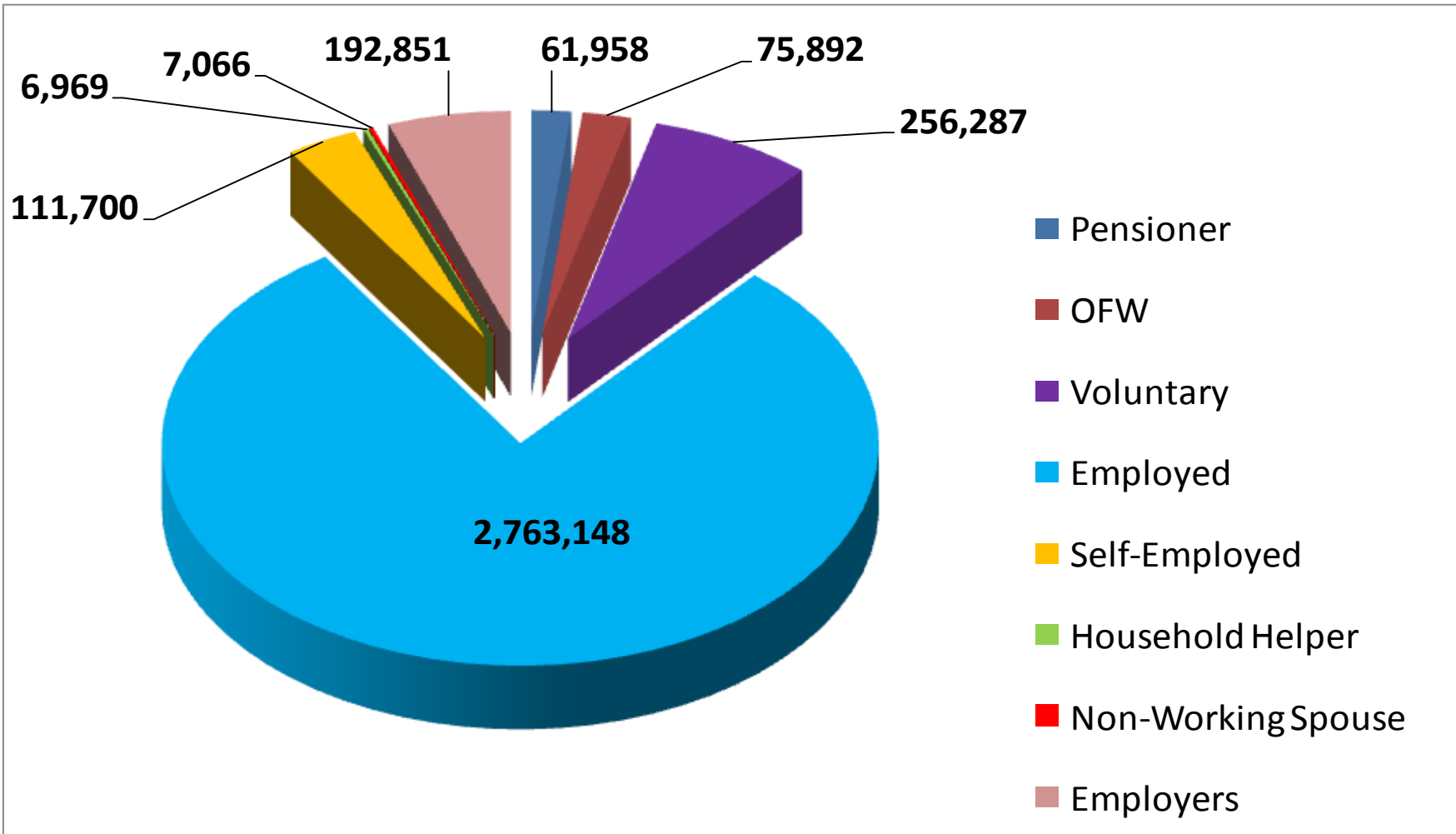
SSS WEBSITE
www.sss.gov.ph



SSS Web

Registered Members as of February 2015

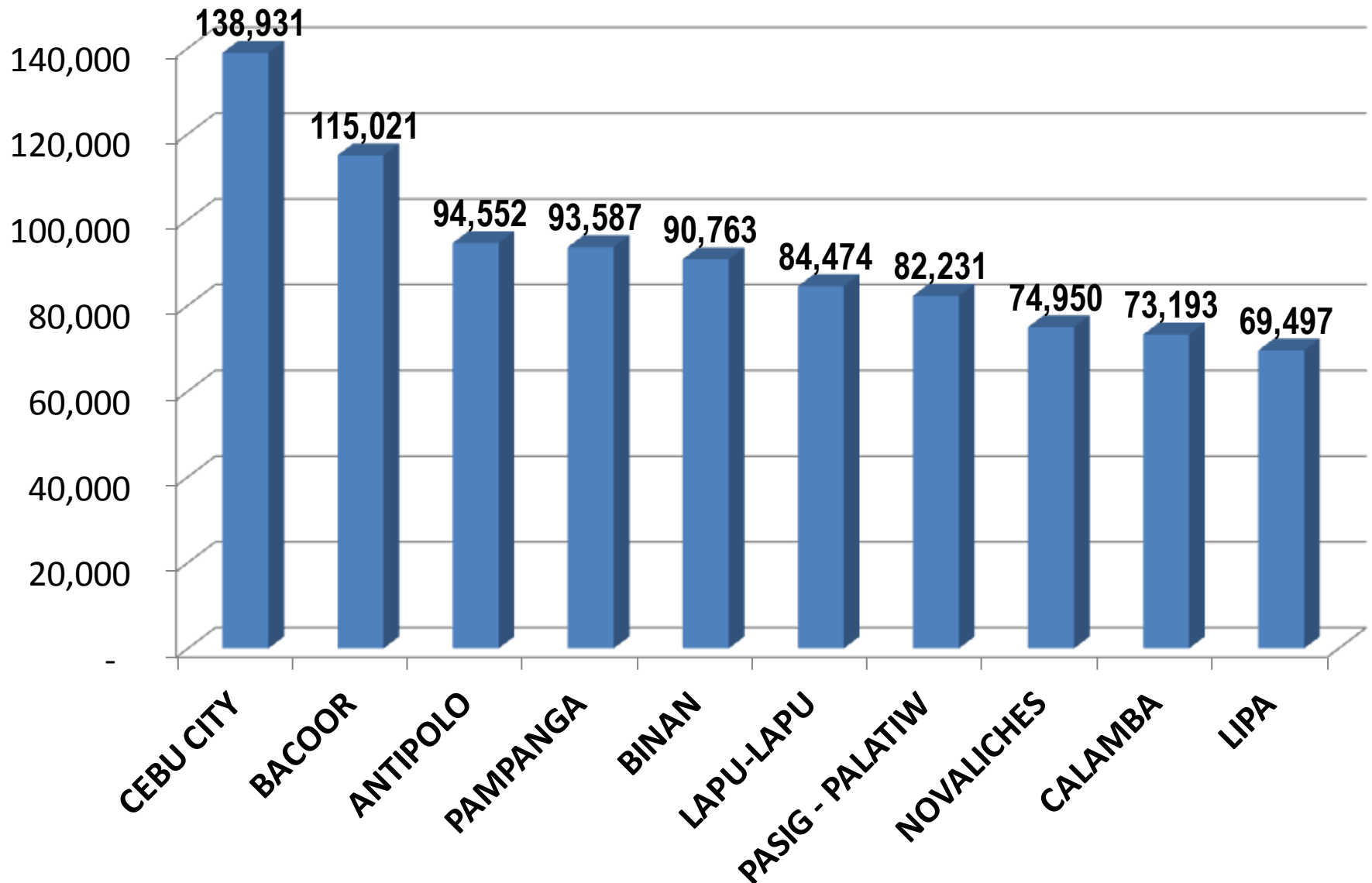
TOTAL – 3,475,871



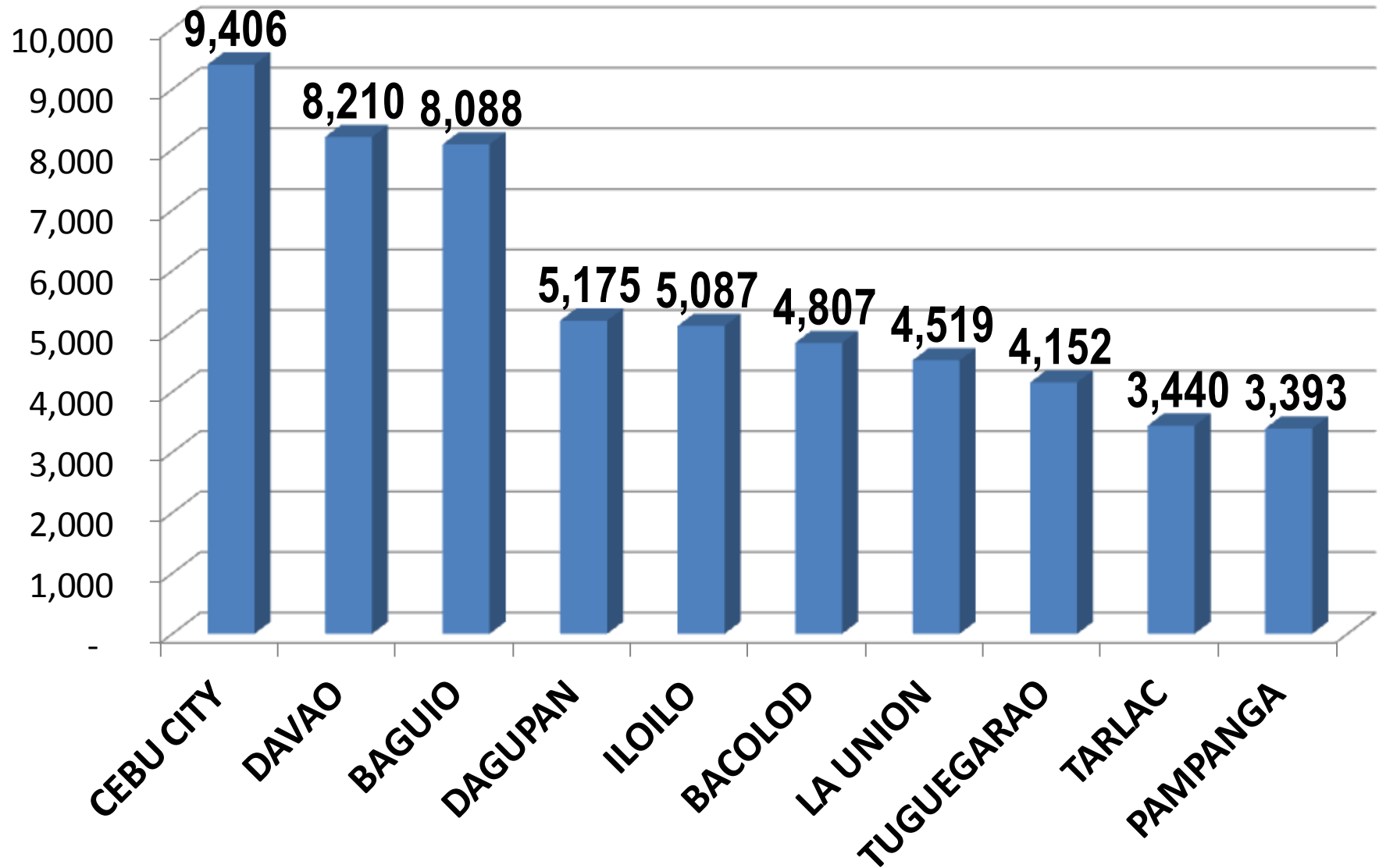
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TOP 10 BRANCHES WITH HIGHEST NUMBER OF MEMBER REGISTRATION IN THE SSS WEB



TOP 10 BRANCHES WITH HIGHEST NUMBER OF EMPLOYER REGISTRATION IN THE SSS WEB



SSS Web Registration





Registration

E-Services

About MySSS

Member Registration

Employer Registration

Household Employer

Registration



Member Login ▾

User ID:

Password:

[Submit](#)[Forgot User ID or Password?](#)[Not yet registered in My.SSS?](#)[Click here](#)

Employer Login ▲

News and Updates

Schedule of Events

SSS Circulars

Branch Directory

SSS projects P14M contributions from cooperatives

The Social Security System expects to collect an additional P14.4 million in contributions annually after accrediting nine new cooperatives as partners in collecting member-contributions and in providing other social security services.

SSS to launch new contact center for OFWs

Overseas Filipino Workers (OFWs) will have easier means to benefit from the programs and services of the Social Security System (SSS) with the launching of the newly created OFW Contact Center Unit (OFW-CSU), starting October this year.

SSS collections hit P2.4-B in Central Luzon

Tarlac City, Tarlac --- The Social Security System (SSS) has collected a total of P2.4 billion in contributions from members within Central Luzon as of July 2014, up by 14 percent from the same period last year.

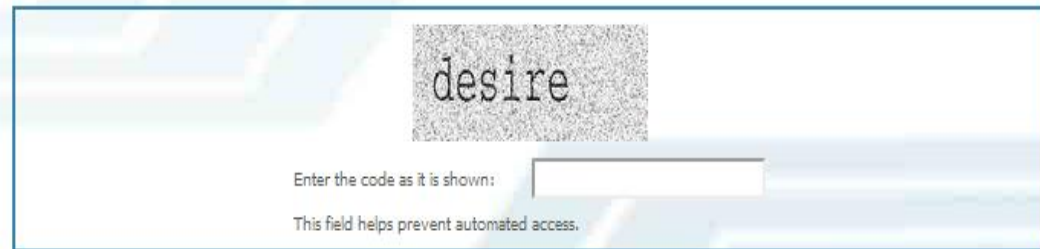
SSS unveils provident fund for members

SSS has opened a voluntary provident fund program that offers its members an additional way of saving for their retirement.

[VIEW MORE](#)**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



- 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

[sss.gov.ph](#) [My.SSS](#) [Corporate Profile](#) [Membership](#) [Publications](#) [Other Services](#) Monday, October 27, 2014



[Registration](#)
[E-Services](#)
[About MySSS](#)

[Member Registration](#)
[Employer Registration](#)
[Household Employer Registration](#)



**AMING KONTRIBUSYON,
IPONG NAGBIBIGAY PROTEKSYON!**

News and Updates	Schedule of Events	SSS Circulars	Branch Directory
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SSS collections hit P2.4-B in Central Luzon

Tarlac City, Tarlac --- The Social Security System collected over two billion in contributions from members within Central Luzon for the third quarter of 2014, or 10 percent more from the same period last year.

SSS launches new way of saving for retirement

SSS has launched a new way of saving for retirement, the SSS Retirement Savings Plan (SSS-RSP), which allows members to save for retirement through a series of deductions from their monthly contributions.

[VIEW MORE](#)

[Member Login](#)

[Employer Login](#)

[Submit](#)

[Forgot User ID or Password?](#)

[Not yet a registered employer?](#)
[Click here](#)

[Not yet a registered household?](#)
[Click here](#)



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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



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

The screenshot displays the SSS Web portal interface. At the top, a dark blue navigation bar contains the following links: [sss.gov.ph](#), [My.SSS](#) (with a dropdown arrow), [Corporate Profile](#) (with a dropdown arrow), [Membership](#) (with a dropdown arrow), and [Other Services](#) (with a dropdown arrow). The date **Monday, October 27, 2014** is shown on the right. Below the navigation bar, a dark blue sidebar on the left contains a logo and the text **Registration**, **E-Services** (highlighted with a white border), and **About MySSS**. The main content area features a large banner celebrating the SSS 57th anniversary. The banner includes a large gold coin with the number **57** and the word *years*, and a group of smiling people. The text on the banner reads **AMING KONTRIBUSYON, IPONG NAGBIBIGAY PROTEKSYON!**. To the right of the banner is a **Member Login** section with a dropdown arrow. It contains fields for **User ID:** and **Password:**, a **Submit** button, and links for **Forgot User ID or Password?** and **Not yet registered in My.SSS?** with a **Click here** button. Below the banner is a **News and Updates** section with a grid of four articles. The first article is titled **SSS projects P14M contributions from cooperatives** and mentions that the SSS expects to collect an additional P14.4 million in contributions annually after accrediting nine new cooperatives. The second article is titled **SSS collections hit P2.4-B in Central Luzon** and mentions that the SSS has collected a total of P2.4 billion in contributions from members within Central Luzon as of July 2014, up by 14 percent from the same period last year. The third article is titled **SSS to launch new contact center for OFWs** and mentions that Overseas Filipino Workers (OFWs) will have easier means to benefit from the programs and services of the Social Security System (SSS) with the launching of the newly created OFW Contact Center Unit (OFW-CSU), starting October this year. The fourth article is titled **SSS unveils provident fund for members** and mentions that SSS has opened a voluntary provident fund program that offers its members an additional way of saving for their retirement. A **VIEW MORE** link is located at the bottom of the news section. At the bottom of the page, there is a dark blue footer with the SSS logo and the text **Buti na lang may SSS!** and **Aming kontribusyon, ipong nagbibigay proteksyon**.

sss.gov.ph My.SSS Corporate Profile Membership Other Services Monday, October 27, 2014

Registration
E-Services
About MySSS

57 years

**AMING KONTRIBUSYON,
IPONG NAGBIBIGAY PROTEKSYON!**

Member Login

User ID:
Password:

Submit

Forgot User ID or Password?

Not yet registered in My.SSS?
Click here

Employer Login

News and Updates Schedule of Events SSS Circulars Branch Directory

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[VIEW MORE](#)



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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



SSS Web Services - Number of Transactions

2014 vs. Jan - Feb 2015

TYPE OF TRANSACTION	No. Transactions Jan to Dec 2014	No. Transactions Jan to Feb 2015	% 2015/2014
(SE / VM / OFW / NWS / HH)			
1. SL (Total)	5,149	285	5.54
2. H - 3	691	-	-
3. Maternity Notification	2,336	109	4.67
SUB-TOTAL	8,176	394	4.82
Employer			
1. R1 - A	817,008	44,872	5.49
2. R - 3	351,549	23,722	6.75
3. SL (Total) - employed members	277,677	16,021	5.77
4. ML - 2	156,490	10,997	7.03
5. Maternity Notification	19,634	1,848	9.41
SUB-TOTAL	1,622,358	97,460	6.01
TOTAL	1,630,534	97,854	6.00



SSS Web - Planned Enhancements

- Submission of applications for :
 1. SSS number issuance
 2. Retirement claim
 3. Sickness/maternity reimbursement claim
 4. ID card
- Request for digitized SSS records
- Payment (contributions/loans via credit card)



E-Center Facilities

- Located in all SSS Branch Offices
- Composed of SSITs and computers connected to the SSS system and the Internet. Members without Internet access can use the E-Center to do the ff :
 - a. Submit electronic reports (R3/R1A/ML2)
 - b. Register with the SSS website
 - c. Inquire on their SSS records and submit transactions using the SSITs.



Electronic Payment Facilities

- SSSNet – EDI-based facility for employers
- Online bank payment facilities for self-employed & voluntary members
- Auto Debit Arrangement (ADA) for Self-employed & voluntary members





End of presentation. Thank you.