



My.SSS

## A Guide on the use of the enhanced SSS Website

**To our valued SSS Members and Employers:**

In our continuing effort to bring social security services closer to you, the SSS has been enhancing its facilities and introducing new programs to further improve its service delivery.

One of these service delivery channels is the SSS Website and its various online services. We aim to spare you the time and effort in going to our branch offices for basic inquiries, or to file loan applications. Our goal is to provide you greater convenience and enable you to transact with SSS even beyond regular office hours.

In line with this, we invite you to visit the enhanced SSS Website ([www.sss.gov.ph](http://www.sss.gov.ph)) and register at My.SSS portal.

Through the My.SSS portal of the enhanced SSS Website, you can submit salary loan applications and maternity notifications online, view and print your social security records, set appointments with your servicing branch and download forms. If you are an employer, you can view and download your employer records and submit transaction reports online. And if you are also a household employer, you can use the My.SSS portal to submit the collection list of your househelper/s.

This handbook will provide you a step-by-step, easy to understand guide on how you can register at My.SSS and enjoy the full benefits of online services. It is fast, easy and free!

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

  
EMILIO S. DE GUZMAN, JR.  
*President and Chief Executive Officer*

### 1. What is My.SSS?

My.SSS is an online service portal of the enhanced SSS Website that allows SSS members and employers exclusive access to their social security records and to submit transactions online.

### 2. Why is it important to register at My.SSS?

Registration is necessary to ensure information security and to prevent identity theft. For individual members, they must designate their preferred user ID and password upon registration. For employers, they must designate their own user ID upon registration but the system-generated password is being sent to them via email upon successful registration.

### 3. Who can register at My.SSS?

- Employed members who have been reported by an employer for coverage to the SSS and individual members such as self-employed, voluntary, overseas Filipino worker (OFW), including non-working spouse who have at least one (1) month posted contribution can register at My.SSS.
- Household employees/ employers
- Employers

### 4. What if the household employer has an existing SS number but has not been reported for coverage either as employed/self-employed/voluntary/OFW/non-working spouse member and has no contribution payment, can he/she register at My.SSS?

No. A household employer even with an existing SS number but has not been reported for coverage either as employed/self-employed/voluntary/OFW/non-working spouse and has no contribution payment cannot yet register in the SSS website as household employer and avail of the online services.

### 5. How will I register if I am already separated from my employer?

If you are separated from your employer and have not paid premium contributions under self-employed or voluntary coverage thereafter, then you should follow the last update on your SSS membership. For registration purposes, you will need to input the employer ID of the latest employer who reported you for coverage.

### 6. Is there a fee for registration at My.SSS?

None. Registration at My.SSS is free of charge.

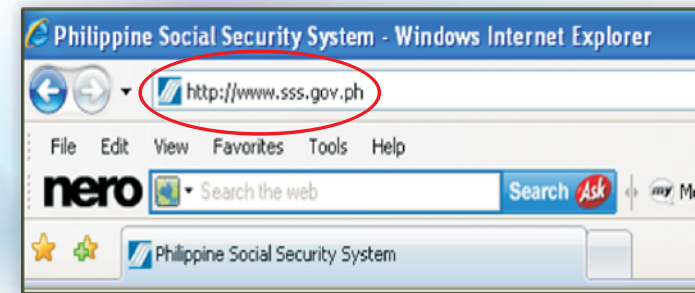
### 7. What are the minimum requirements to access My.SSS?

- Personal Computer with Internet connection
- Microsoft Windows 95 and above operating system versions
- Microsoft Internet Explorer versions 6.0 and 7.0

## ONLINE REGISTRATION PROCEDURE FOR INDIVIDUAL MEMBERS

### 1. How does a member register at My.SSS?

- a. To register, go to the SSS Website at <http://www.sss.gov.ph>



- b. To begin registration, user may choose any of the following options:

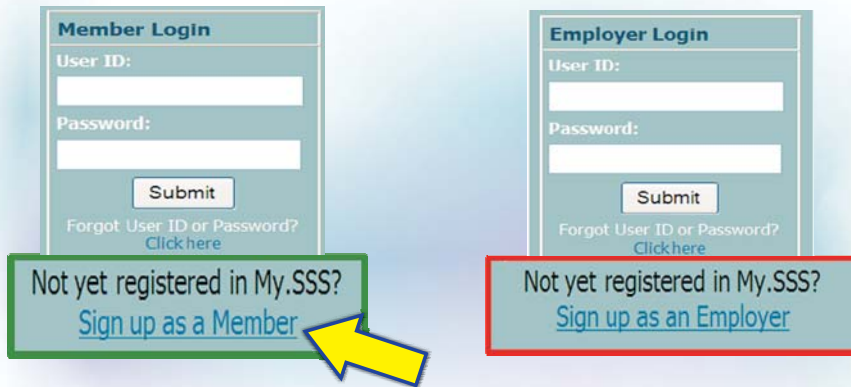
- Click on **Register Now button**,



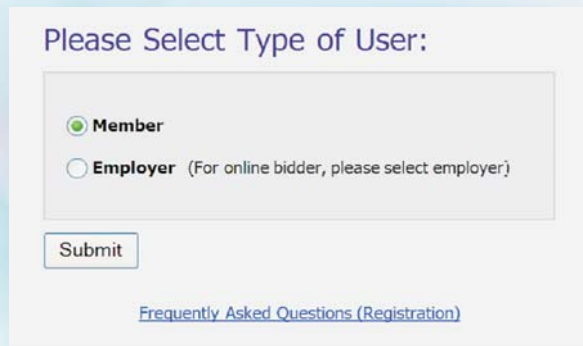
- Click on **Register in the My.SSS tab, or**



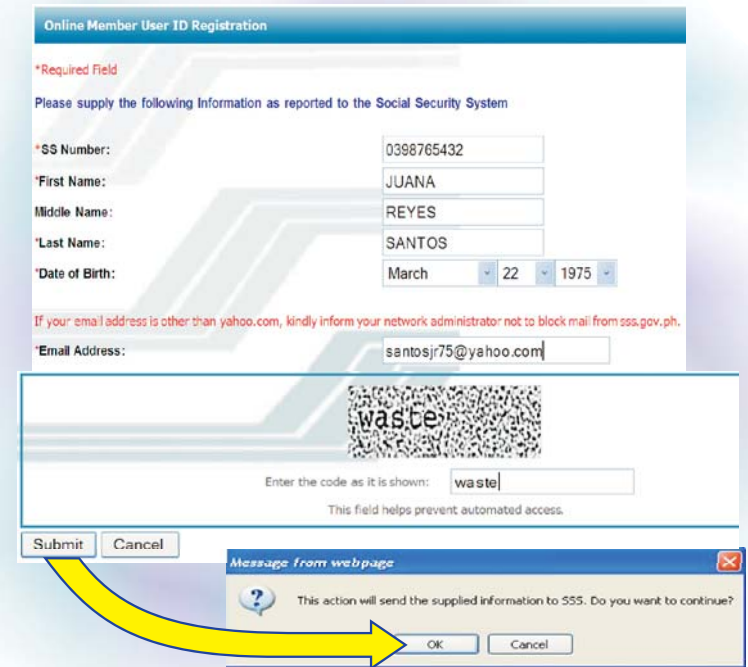
- Click the link, **Sign up as a Member.**



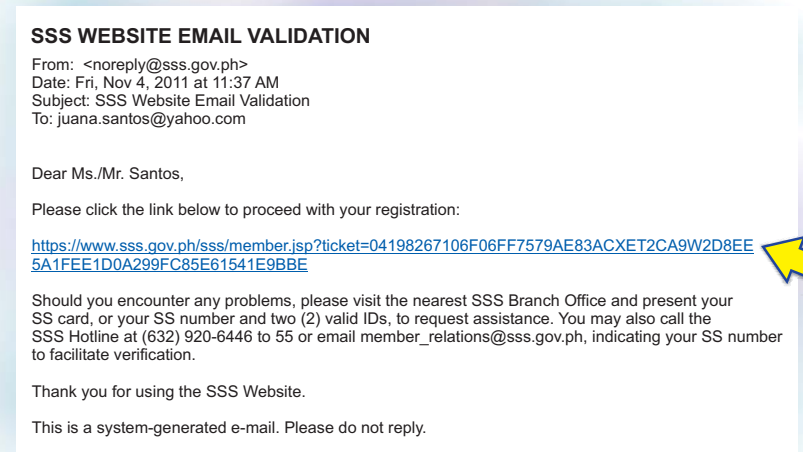
- Select appropriate type of user.



- Supply the required information in the Online Member User ID Registration
- Submit the page and wait for the email-reply from SSS.



- Upon receipt of the email from SSS, click the given link to proceed with the next phase of the registration process.



- g. Supply all the required information in the Online Member User ID Registration and Accept the Terms of Service.

- h. Submit the page and wait for the email from SSS regarding the outcome of the registration.

SS Number	Type in the correct 10-digit SS number with no space or dash (-)
First, Middle and Last Names	If with SS ID card, should follow format appearing on the card
Date of Birth	Click on the month, day and year
Mother's maiden name	Field can accommodate up to a maximum of forty (40) characters
Address	Address 1: House/Lot/Block Number and Street Name Address 2: Barangay/Subdivision/Municipality City or Province
Postal Code	Please enter the correct 4-digit postal code that will serve as basis for determining your SSS servicing branch
Contact Number	Mobile phone or landline
Email Address	Email account must be valid and active. If your email address is other than yahoo.com, gmail.com and hotmail.com, kindly inform your network administrator not to block email from sss.gov.ph
Preferred User ID	Length is between 8-20 characters; no special characters allowed except underscore; can be alphanumeric but first character must be alphabetic.
For employed member	Type in the correct 10-digit Employer ID number with no space or dash (-). Encode Branch Code or three zeros (000)
For retirement Pensioner	Savings account number where monthly pension is being deposited by SSS or Check number of any pension received.
For Self-Employed/Voluntary Member/Non-Working Spouse/Overseas Contract Worker/Househelp	Supply the following information in the field for SBR No./OTC: If mode of payment is through the bank or over-the-counter (OTC) at an SSS branch – the SBR No./OTC Validation No. entered in the system must have six (6) digits only. For example, if the validation number is T#14000096, disregard some zeros and just encode 140096. <ul style="list-style-type: none"> <li>If mode of payment is through Bayad Center, SM Department Store, Ventaja Remittance Company or I-Remit – the SBR No./OTC Validation No. entered in the system must have six (6) digits only.</li> </ul>

	<ul style="list-style-type: none"> <li>If mode of payment is through Auto-Debit Arrangement (ADA) – just encode six zeros (000000) in the field for SBR No./OTC.</li> </ul>
Randomly-generated Text (Captcha)	Enter the code as it is shown. The code must be entered to ensure that an individual, not a computer program, is registering in the SSS website.
Terms of Service	Accept the Terms of Service by clicking the box. The text for the Terms of Service can be viewed by clicking the phrase “Terms of Service” found at the bottom of the page.

**2. If the registrant has no middle name, what will he/she encode in the field for middle name?**

The field for middle name is no longer a required field so the member may opt to leave it blank.

**3. What will I do if my complete name exceeds the allowable number of characters?**

We suggest that if you already have the SS Card, then you should follow the format of your name as it appears on your card. In its absence, you may call the SSS Hotline at 920-6446 to 55. The SSS Hotline serves callers from Monday to Friday (except during holidays) from 8:00 a.m. to 5:00 p.m. You may also seek assistance from the nearest SSS branch office or find us on Facebook at Philippine Social Security System.

**4. Does successful submission of the registration information mean automatic registration at My.SSS?**

No. The information submitted to SSS shall be validated and registration will only be considered successful if all the information provided matches SSS records. If the system finds discrepancies or if the required format is not followed, then the attempt at registration fails and the member will receive notification through email.

**5. Can I immediately use my designated user ID and password for log-in?**

No. You have to wait for the confirmation email from SSS that your registration was successful before your designated user ID and password can be used for log-in.

**6. If I have already received my password, how can I access My.SSS?**

Go to the SSS website at <http://www.sss.gov.ph> and locate the appropriate box for Member Log-in wherein you will encode your user ID and password. In the My.SSS portal, you can download and print your social security records, set appointment with your SSS servicing branch and submit transactions online. You will be able to view your membership details, employment history, loan status, contribution payments and benefits availment and loan/benefit eligibility.

**7. Can My.SSS be accessed after office hours or even abroad?**

Yes. My.SSS can be accessed anytime and anywhere provided you have Internet access and a compatible browser. Just type [www.sss.gov.ph](http://www.sss.gov.ph) in the web browser address space.

**ADVANTAGES OF My.SSS FOR MEMBERS**

**1. What can My.SSS do for me?**

My.SSS provides you greater convenience enabling you to transact with the SSS even beyond regular office hours. You can download and print your social security records, set appointment with your SSS servicing branch and submit transactions online. The SSS Website is best viewed using Internet Explorer.



As a member, you can inquire about your contributions, membership information, benefits, and loan records as follows:

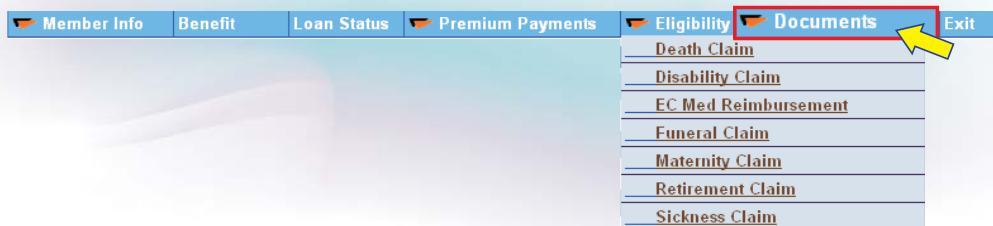
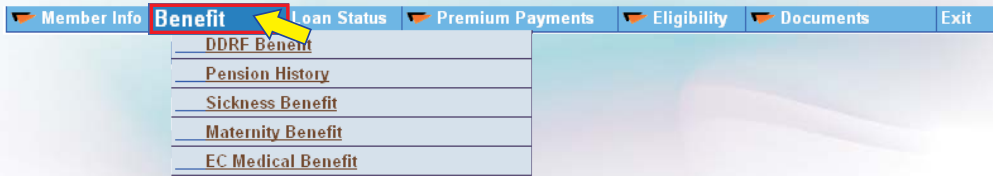
**a. For contributions and membership information**

- After logging-in to your account, select from the Main Menu the Online Inquiry tab. Mouse over Member Info and choose from the information available namely: actual premiums, member details, employment history, SSS ID Card and SSS servicing branch.



**b. For benefits**

- After logging-in to your account, select from the Main Menu the Online Inquiry

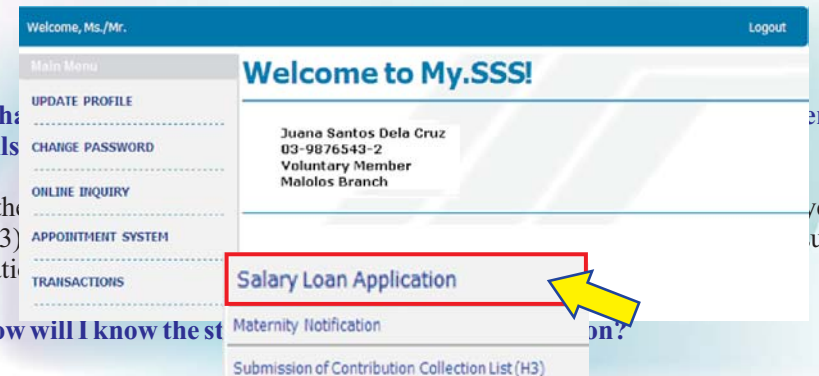


**3. What happens if the application fails?**

If the application fails, you will be notified through email within three (3) working days after you submit an application.

**4. How will I know the status of my salary loan application?**

You will be notified through email about the status of your salary loan application.



5. How will I receive the proceeds of my approved salary loan application?

**SALARY LOAN APPLICATION**

**juana santos dela cruz**  
03-3925019-4  
Voluntary Member  
COMMONWEALTH Branch

**Loanable Amount:** P 24,000.00  
**Payment Mode:** Check Payout

Your salary loan check will be sent via registered mail to your mailing address below:  
4 amos st  
north fairview subdivision  
Quezon City, 1121  
If this is not your correct address, click **Update Profile** in the Main Menu to correct your mailing address.

I agree to the [Terms and Conditions](#).

Print Submit Cancel

If member is eligible to apply for salary loan



**SALARY LOAN APPLICATION**

**Juana Santos Dela Cruz**  
03-9876543-2  
Voluntary Member  
Malolos Branch

Application ineligible for the following reason/s:  
\* No six Contributions for the last 12 months. Last Posted Contribution considered:  
09-2009

Print Back to main

If member is not eligible to apply for salary loan



b. To begin registration, user may choose any of the following options:

- Click on **Register Now** button,

- Click on **Register in the My.SSS** tab, or

Welcome, Ms./Mr. Logout

Main Menu

**Welcome to My.SSS!**

**Juana Santos Dela Cruz**  
03-9876543-2  
Voluntary Member  
Malolos Branch

UPDATE PROFILE  
CHANGE PASSWORD  
ONLINE INQUIRY  
APPOINTMENT SYSTEM  
TRANSACTIONS

Salary Loan Application  
**Maternity Notification**  
Submission of Contribution Collection List (H3)



c. Se

Welcome, Ms./Mr. ARIZABAL Logout

Main Menu

**MEMBER MATERNITY NOTIFICATION**

**Juana Santos Dela Cruz**  
03-9876543-2  
Voluntary Member  
Malolos Branch

This benefit is available to qualified female members only.  
Please enter required information

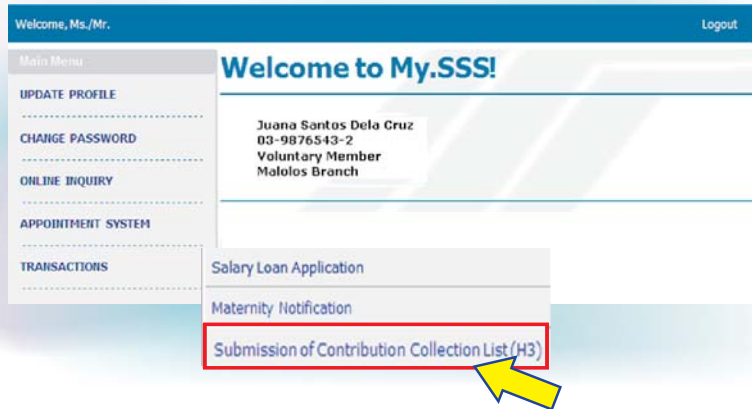
Expected Date of Delivery: May 27 2012  
Number of Delivery/Miscarriage: (prior to this notification) 2  
Date of Last Delivery/Miscarriage: April 23 2010

Print Submit Cancel

9. To complete the registration process, the SSS servicing branch will need to validate the submitted information on the employer authorized signatory.

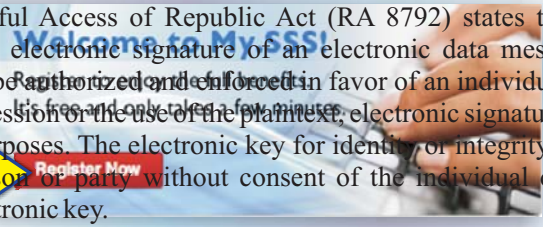


10. Employer registration is successful once the SSS servicing branch confirms/approves the employer authorized signatory. An email will be sent to the employer containing the



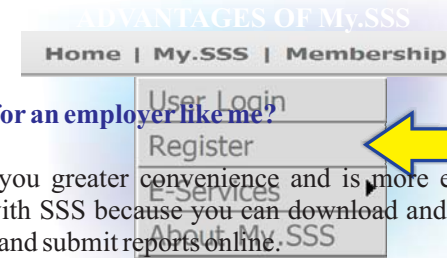
SSS except in compliance with a subpoena duces tecum issued by the Courts, shall not be divulged without the consent of the SSS President or any official of the SSS duly authorized by him...”

Section 31. Lawful Access of Republic Act (RA 8792) states that “Access to an electronic file, or an electronic signature of an electronic data message or electronic document shall only be authorized and enforced in favor of an individual or entity having legal right to the possession or the use of the plaintext, electronic signature or file and solely for the authorized purposes. The electronic key for identity or integrity shall not be made available to any person or party without consent of the individual or entity in lawful possession of the electronic key.



What can My.SSS do for an employer like me?

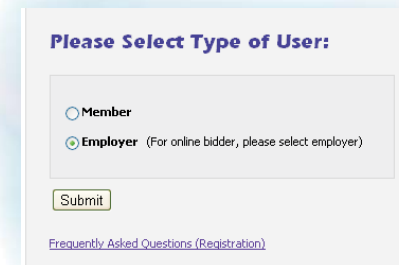
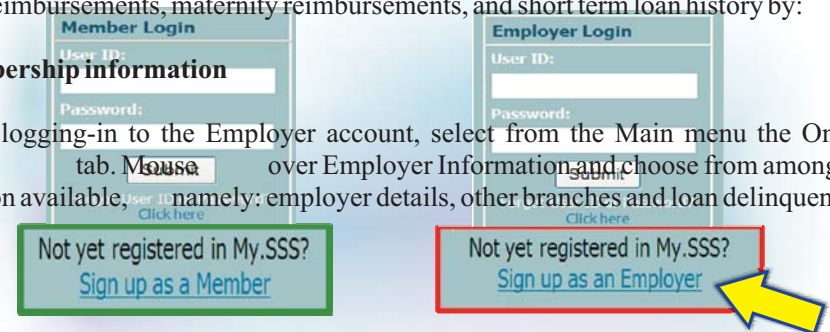
My.SSS provides you greater convenience and is more economical for you as an employer to transact with SSS because you can download and print your social security records as an employer and submit reports online.



As an employer, you can inquire about your membership information, payment history, sickness reimbursements, maternity reimbursements, and short term loan history by:

For membership information

- After logging-in to the Employer account, select from the Main menu the Online Inquiry tab. Mouse over Employer Information and choose from among the information available, namely: employer details, other branches and loan delinquency.



- d. Supply the required information in the Online Employer User ID Registration.
- e. Submit the page and wait for the email from SSS regarding the outcome of the registration.

- f. Upon the receipt of the email from SSS, click the given link to proceed with the next phase of the registration process.

**SSS WEBSITE EMAIL VALIDATION**

From: <noreply@sss.gov.ph>  
 Date: Fri, Nov 4, 2011 at 11:37 AM  
 Subject: SSS Website Email Validation  
 To: juana.santos@yahoo.com

Please click the link below to proceed with your registration:

<https://www.sss.gov.ph/sss/member.jsp?ticket=04198267106F06FF7579AE83ACXET2CA9W2D8EE5A1FEE1D0A299FC85E61541E9BBE>

Should you encounter any problems, please visit the nearest SSS Branch Office and present your SS card, or your SS number and two (2) valid IDs, to request assistance. You may also call the SSS Hotline at (632) 920-6446 to 55 or email member\_relations@sss.gov.ph, indicating your SS number to facilitate verification.

Thank you for using the SSS Website.

This is a system-generated e-mail. Please do not reply.

- g. Supply all the required information in the Online Employer User ID Registration.

- h. Submit the page and wait for the email from SSS regarding the outcome of the registration.

- i. To complete the registration process, the SSS servicing branch will need to validate the submitted information on the employer authorized signatory.
- j. Employer registration is successful once the SSS servicing branch confirms/approves the employer authorized signatory. An email will be sent to the employer containing the company user ID and password.

**2. What are the information required in the registration as an employer?**

Employer ID	Type in the correct 10-digit SS number with no space or dash (-). Employer ID number can be seen in the Registration Plate, in the SS Form R-1 (Employer Registration Form), or in the certificate of registration issued by SSS.
Employer Branch Code	Put 000 (three zeros) if you have no branch office

Date of Coverage	Click on the month, day and year. Date of coverage can be found on the Registration Plate or in the SS Form R-1 (Employer Registration Form). Set the default date at 01 or the 1st day of the month.
Address	Address 1: Building/Lot/Block Number and Street Name Address 2: Barangay/Subdivision/Municipality City or Province
Postal Code	Please enter the correct 4-digit postal code that will serve as basis for determining the SSS servicing branch
Employer's E-mail Address	Official corporate email account must be valid and active. If your email address is a corporate e-mail account, kindly inform your network administrator not to block email from sss.gov.ph
Preferred User ID	Length is between 8-20 characters; no special characters allowed except underscore; can be alphanumeric but first character must be alphabetic.
Employer Authorized Signatory's SS Number	Type in the correct 10-digit SS number with no space or dash (-)
Employer Authorized Signatory's First, Middle and Last Names	If with SS Card, should follow format appearing on the card
Employer Authorized Signatory's E-mail Address	This should not be the same as the corporate email address.
Randomly-Generated Text	Enter the code as it is shown. The code must be entered to ensure that an individual, not a computer program, is registering in the SSS website.
Terms of Service	Accepts the Terms of Service by clicking the box. The text for the Terms of Service can be viewed by clicking the phrase "Terms of Service" found at the bottom of the page.

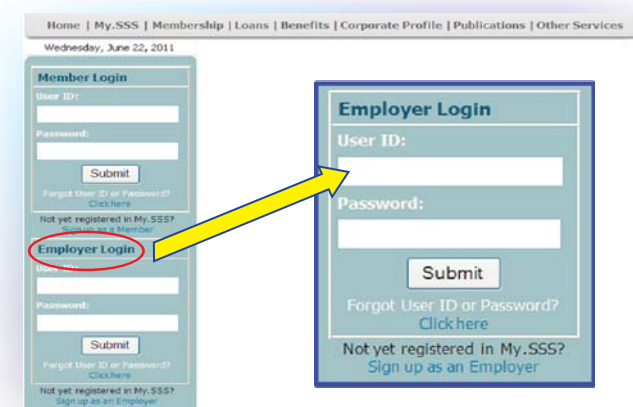
### 3. How will the employer receive its password?

Effective 22 July 2011, the SSS has implemented the three-phase registration process for employers. Under the three-phase registration process, employers will receive their passwords through their company email upon successful registration.

Employer web-registrants who registered prior to 22 July 2011 are required to pick-up the initial password from their servicing branch. The employer will receive a confirmation email containing the instructions on how to secure the password from the SSS servicing branch upon successful registration.

### 4. How can I access My.SSS as an employer?

Go to the SSS website at <http://www.sss.gov.ph> and locate the appropriate box for employer Log-in wherein you will encode the employer's user ID and password. In the My.SSS portal, you as an employer will be able to view your membership details, contribution payments and loan repayments remitted for your employees and sickness and maternity claim reimbursements.



### 5. Can the employer access the social security records of its employees using My.SSS?

No. The employer is not allowed to access the individual records of its employees. This is in accordance with the provisions of the Social Security Law on the confidentiality of members' records and of the Electronic Commerce Act or RA 8792 on Lawful Access cited as follows:

Section 24. Employment Records and Reports - (c) of the amended Social Security Law (RA 8282) states that "The records and reports duly accomplished and submitted to the SSS by the employer or the member, as the case may be, shall be kept confidential by the SSS except in compliance with a subpoena duces tecum issued by the Courts, shall not be divulged without the consent of the SSS President or any official of the SSS duly authorized by him..."

Section 31. Lawful Access of Republic Act (RA 8792) states that “Access to an electronic file, or an electronic signature of an electronic data message or electronic document shall only be authorized and enforced in favor of an individual or entity having legal right to the possession or the use of the plaintext, electronic signature or file and solely for the authorized purposes. The electronic key for identity or integrity shall not be made available to any person or party without consent of the individual or entity in lawful possession of the electronic key.

## ADVANTAGES OF My.SSS FOR EMPLOYERS

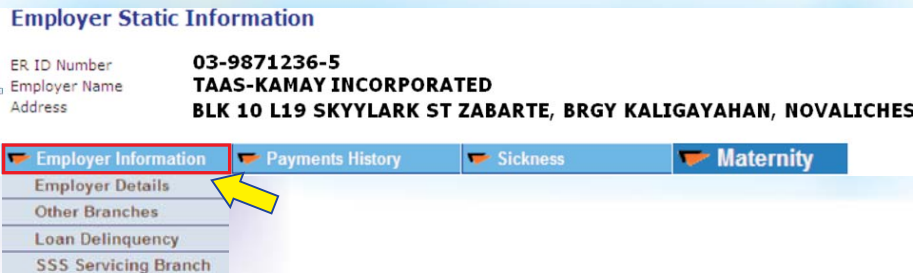
### 1. What can My.SSS do for an employer like me?

My.SSS provides you greater convenience and is more economical for you as an employer to transact with SSS because you can download and print your social security records as an employer and submit reports online.

As an employer, you can inquire about your membership information, payment history, sickness reimbursements, maternity reimbursements, and short term loan history by:

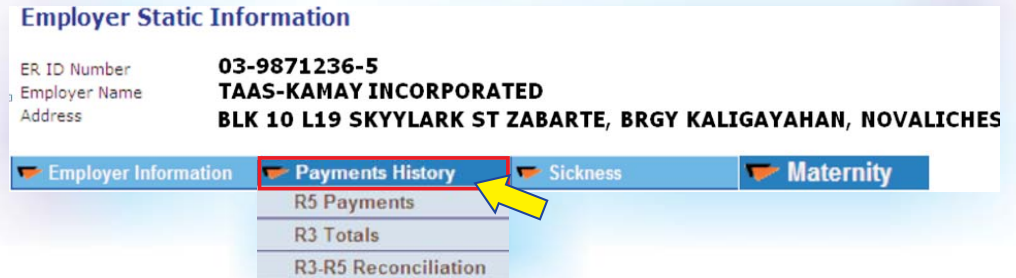
#### For membership information

- After logging-in to the Employer account, select from the Main Menu the Online Inquiry tab. Mouse over Employer Information and choose from among the information available, namely: employer details, other branches, loan delinquency and SSS Servicing branch.



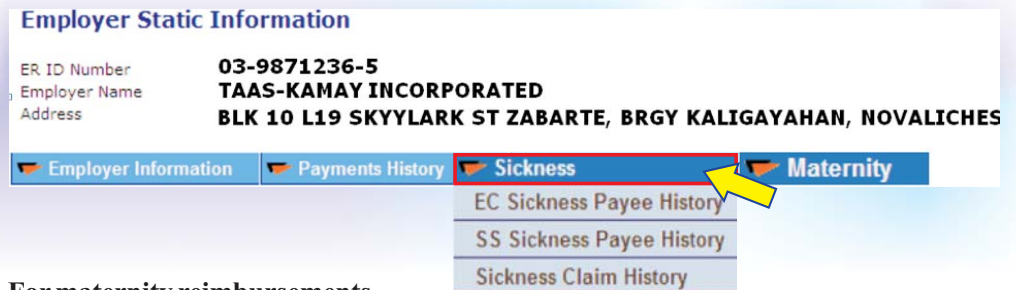
#### For payment history

- After logging-in to the Employer account, select from the Main Menu the Online Inquiry tab. Mouse over Payment History and choose from among the information available, namely: R5 payments, R3 totals, R3-R5 reconciliation and confirmation of payment.



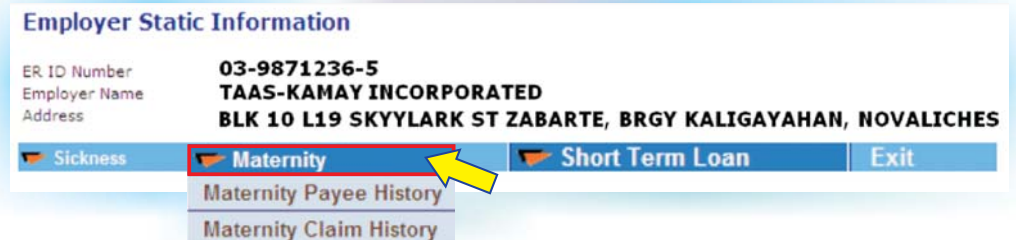
#### For sickness reimbursements

- After logging-in to the Employer account, select from the Main Menu the Online Inquiry tab. Mouse over Sickness and choose from among the information available, namely: EC sickness payee history, SS sickness payee history and sickness claim history.



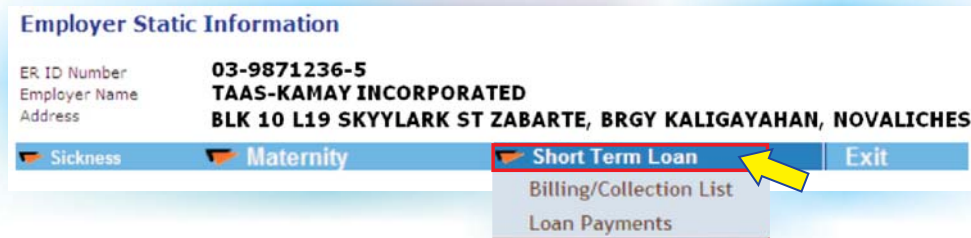
#### For maternity reimbursements

- After logging-in to the Employer account, select from the Main Menu the Online Inquiry tab. Mouse over Maternity and choose from among the information available, namely: maternity payee history and maternity claim history.



## For short term loan history

- After logging-in to the employer account, select from the Main Menu the Online Inquiry tab. Mouse over Short Term Loan and choose from among the information available, namely: billing collection list and loan payments.



## 2. How can the employer print the information it needs?

To print the information displayed on the screen, scroll down the page by sliding the vertical bar downward. Click on Printable version and execute the print command.



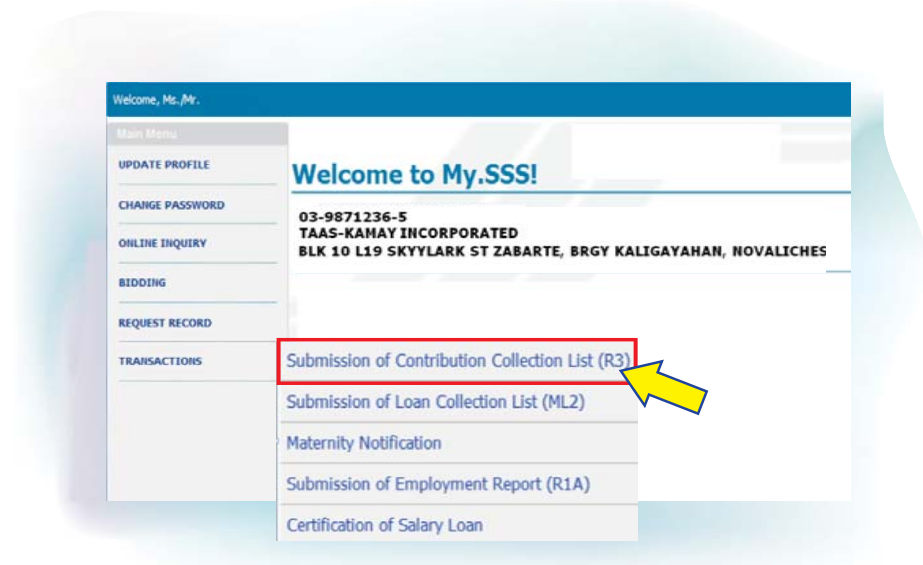
## ONLINE SUBMISSION OF EMPLOYER TRANSACTIONS

### 1. What type of transactions can be submitted by an employer online?

An Employer can submit SS Form R3 (Contribution Collection List), Subsequent SS Form R-1A (Employment Report) and ML2 (Loans Collection List), certify Salary Loan Applications and submit Maternity Notification of their employees.

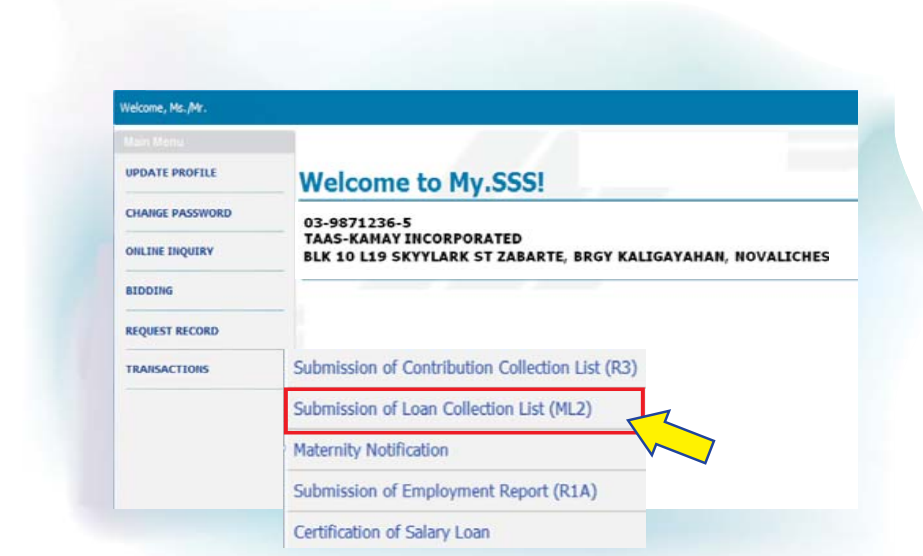
### 2. How can an employer submit its contribution collection lists online?

After logging-in to the Employer account, select from the Main Menu the Transactions tab and click on Submission of Contribution Collection List (R-3). Click the appropriate link to either Download R-3 File Generator, Create Collection List Online, Upload Collection Lists, or Edit Previously Submitted Collection List. Click the appropriate button to either save, submit or cancel the transaction.



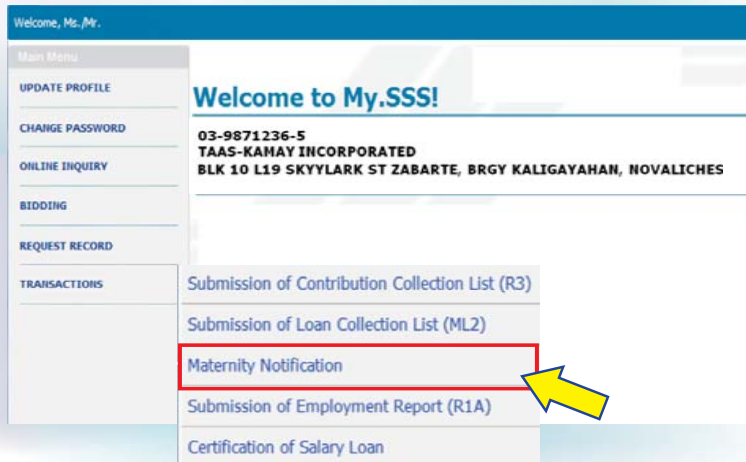
### 3. How can an employer submit its loan collection lists online?

After logging-in to the Employer account, select from the Main Menu the Transactions tab and click on Submission of Loan Collection List (ML2). Click the appropriate link to either Download LMS File Generator, Create Collection List Online, Upload Collection Lists, Submit from latest Billing or Edit Previously Submitted Collection List. Click the corresponding button to either submit or cancel the transaction.



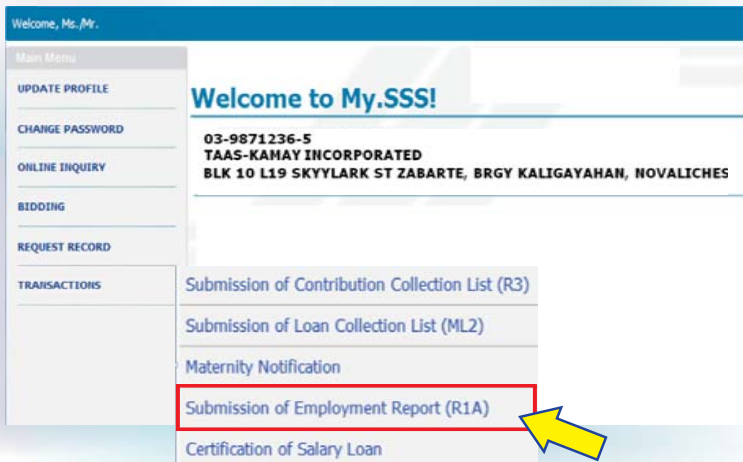
#### 4. How can the employer submit the maternity notification of its employees?

After logging-in to the Employer account, select from the Main Menu the Transactions tab and click the link Maternity Notification to display the Maternity Notification Encoding Module. Fill-in the required information and click the corresponding button to either add or cancel the transaction.



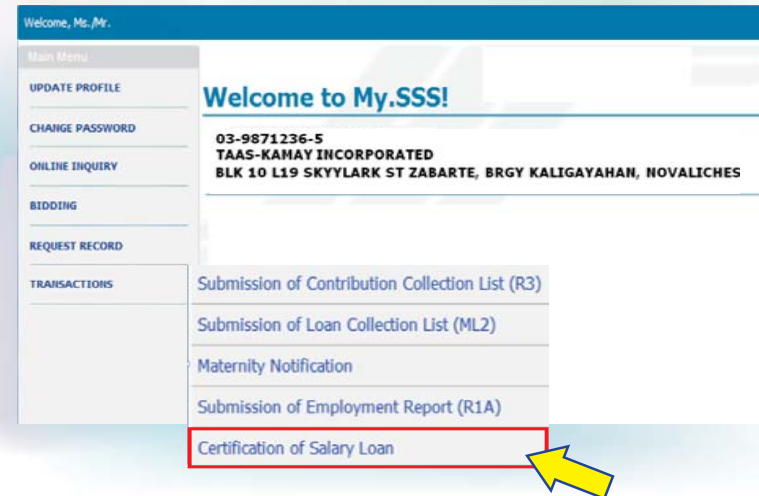
#### 5. How can an employer submit the list of new/additional employees online?

After logging-in to the Employer account, select from the Main Menu the Transactions tab and click the link Submission of Employment Report (R-1A) to display the R-1A Encoding Module. Fill-in the required information and click the corresponding button to either add, clear or cancel the transaction.



#### 6. How can an employer certify the salary loan applications of its employees?

After logging-in to the Employer account, select from the Main Menu the Transactions tab and click the link Certification of Salary Loan to display the list of employees who filed their salary loan applications online. Select the option to either certify or not certify the salary loan applications. Click the corresponding button to either print or submit the transaction.



#### 7. Why is there a need for an employer to certify the salary loan applications of its employees?

By certifying the salary loan application, the employer confirms the employees' status of employment and agrees to the terms and conditions of the loan. The employer shall be responsible for the collection and remittance to the SSS of the amortizations due on the member-borrower's salary loan through payroll deduction.

#### 8. How will an employer know if there are pending salary loan applications submitted by its employees online?

The employer will be notified through email and will be prompted upon log-in to the SSS website that there are pending salary loan applications to be certified.

#### 9. Will the employer receive any proof of the transaction submitted online?

Yes. A transaction number will be issued as proof of the transaction submitted online. The employer may copy the number, print the acknowledgment page itself or refer to the email sent to them.

IN CASE YOU ENCOUNTER A PROBLEM, YOU MAY CALL US AT TELEPHONE # 920-6446 TO 55 OR FIND US ON FACEBOOK ON THE PHILIPPINE SOCIAL SECURITY SYSTEM FACEBOOK PAGE.

**1. What shall I do if I cannot submit my registration information and instead see an error message that says, “SSS ID already registered?”**

If you have supplied all the fields required, you should be able to successfully submit your registration. If you cannot submit your registration, it is either due to a previously approved registration or a pending registration on queue for system validation by SSS.

To verify the status of your registration, call the SSS Hotline at 920-6446 to 55, Monday to Friday (except during holidays) from 8:00 a.m. to 5:00 p.m. You may also seek the assistance of the nearest SSS branch office or email us at [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) or find us on the Philippine Social Security System Facebook Page.

**2. What shall I do in case of failed registration?**

In case of failed registration and the member would like to repeat the registration process to ensure correct data entry, he/she may just proceed by clicking the link given in the email validation. Otherwise, the member may seek assistance from SSS.

**3. What shall I do if I cannot submit my registration information and instead see an error message that says, “User ID already exists”?**

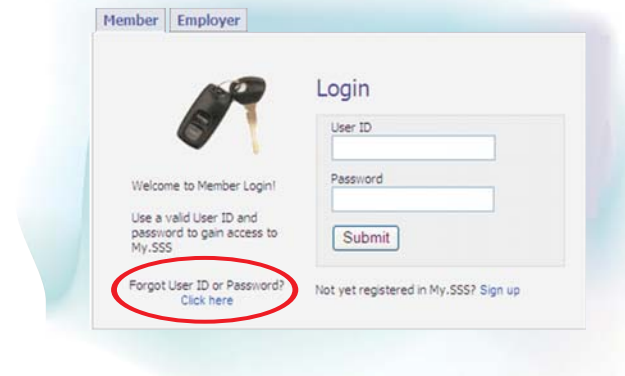
Registration at My.SSS requires designation of a unique user ID, hence, you need to select a different user ID in case the one you are submitting already exists or has already been taken.

**4. What will I do if I don't receive any reply from SSS after submitting the registration information?**

You may get in touch with the nearest SSS branch office or call the SSS Hotline at 920-6446 to 55 (Mondays to Fridays, 8:00 a.m. -5:00 p.m.) or email us at [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) or find us on the Philippine Social Security System Facebook Page.

**5. What will I do if I forgot my password or user ID?**

- You may retrieve the same provided your account is not blocked and your registered email is still active. To retrieve your password or your user ID, click the link below “Forgot User ID or Password?” This is found in the Member/Employer Log-in box. To retrieve your password, enter your user ID or to retrieve your user ID, input your registered email address.



- If the email that you registered is no longer active, but if you can still log-in to your account, you may use the Update Profile tab under the Main Menu to input a new and valid email address. If you can no longer access your registered email address, then you should create a new email account and seek online assistance by getting in touch with the nearest SSS branch office or calling the SSS Hotline at 920-6446 to 55 (Mondays to Fridays [except holidays] from 8:00 a.m. - 5:00 p.m.) or email us at [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) or find us on the Philippine Social Security System Facebook Page.



- In case of blocked access due to five (5) consecutive incorrect password entry, receipt of an invalid password or password expiration, you may request for a password reset by calling the SSS Hotline at 926-6446 to 55 (Mondays to Fridays [except holidays] from 8:00 a.m. to 5:00 p.m.) or email us at [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) or find us on the Philippine Social Security System Facebook Page.

**6. What will I do if I need to change my designated user ID?**

Once your registration is approved, your designated user ID becomes your permanent log-in identification in the SSS website. If you deemed it extremely necessary to change your designated user ID, you will need to submit a formal letter to the nearest branch or via email to [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) stating the reason for change.

## 7. What will the employer do if the designated authorized signatory gets separated from the company and its My.SSS account can no longer be accessed?

The employer may seek the assistance of the nearest SSS branch office or email us at [member\\_relations@sss.gov.ph](mailto:member_relations@sss.gov.ph) or find us on the Philippine Social Security System Facebook Page.

## SECURITY AND PRIVACY CONCERNS

### 1. How secure is my access to My.SSS?

The process of user registration ensures that access to SS records are given to rightful members. In addition, once the member has successfully logged in to the SSS website, communication link is protected through a secure http communications protocol. You can also click on the padlock symbol at the right side of the address bar or the status bar to verify the website.

### 2. Can anybody else access my account through My. SSS?

No. Unless you give your user ID and password. The user ID and password allow us to identify you as the valid owner of the web account.

**Register at My.SSS to enjoy the full benefits!**

## TEXT SSS

### Frequently Asked Questions (FAQs)

#### 1. What is “Text-SSS” facility?

“Text-SSS” facility is an information service that allows SSS members to inquire on their contribution record, loan application status and loan balance, status of benefits claim, document requirement on membership and change in membership record, documents required in filing benefit claim, nearest SSS branch location and feedback on SSS concerns through text messages using their cellular phones.

#### 2. How can I register?

To register, simply key-in: SSS REG <SS NO><DATE OF BIRTH MM/DD/YY> and SEND to 2600

**EX. SSS REG 0132456789 01/02/86 and send to 2600**

Upon successful registration, the system will send you a text message informing you of your unique system-generated Personal Identification Number (PIN) code which will be required in SMS transactions.

### 3. How can I inquire on my contributions, loan status and loan balance?

You can check your contributions, loan status and loan balance by using the following keywords:

#### For Contribution:

Key-in: SSS CONTRIB <SSNO> <PIN> and send to 2600  
**EX. SSS CONTRIB 0132456789 1234 and send to 2600**

#### For Loan Status:

Key-in: SSS LOANSTAT <SSNO> <PIN> and send to 2600  
**EX. SSS LOANSTAT 0132456789 1234 and send to 2600**

#### For Loan Balance:

Key-in: SSS LOANBAL <SSNO> <PIN> and send to 2600  
**EX. SSS LOANBAL 0132456789 1234 and send to 2600**

### 4. How can I retrieve my PIN?

Key-in: SSS RESET <SSNO> <DATE OF BIRTH MM/DD/YY> and send to 2600  
**EX. SSS RESET 0132456789 01/02/86 and send to 2600**

### 5. What shall I do if I need help on different commands?

To get help on different SSS commands:  
**Key-in: SSS HELP send to 2600**

### 6. How much is the service fee?

The service fee is P2.50 for Globe and Smart subscribers and P2.00 for Sun Cellular subscribers.

#### Additional Text SSS Services are now available !!!

#### 1. To send FEEDBACK:

Text: SSS FEEDBACK <SS No> <concerns/inquiries/complaints> and send to 2600  
**EX. SSS FEEDBACK 0132456789 contribution not posted and send to 2600**

#### 2. To know the nearest SSS Branch:

Text: SSS BRANCH <City> and SEND to 2600 or  
**SSS BRANCH <Postal Code> and send to 2600**



EX. SSS BRANCH Manila and send to 2600 or  
SSS BRANCH 1100 and send to 2600

3. To get the document requirements on **UMID (ID), Overseas Filipino Workers (OFW), Voluntary Member (VOL), Self-employed (SELF), or change in membership record:**

Text: SSS ID  
SSS OFW  
SSS VOL  
SSS SELF  
SSS CHANGE

and SEND to 2600

4. To inquire about **documents required in filing benefit claim:**

**For Sickness**

Text: SSS DOC Sickness

**For ECMed**

Text: SSS DOC ECMed

**For Maternity**

Text: SSS DOC Maternity

**For Disability**

Text: SSS DOC Disability

**For Retirement (less than 65 years old)**

Text: SSS DOC Retirement

**For Retirement (with minor dependents)**

Text: SSS DOC Retirement Minor

**For Death Claim**

Text: SSS DOC Death

**For Funeral**

Text: SSS DOC Funeral

and SEND to 2600

5. To **check the status of claim:**

Text: SSS STATUS Sickness <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Sickness 0337500398 1234 and SEND to 2600  
Text: SSS STATUS Maternity <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Maternity 0337500398 1234 and SEND to 2600  
Text: SSS STATUS ECMed <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS ECMed 0337500398 1234 and SEND to 2600  
Text: SSS STATUS Disability <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Disability 0337500398 1234 and SEND to 2600  
Text: SSS STATUS Retirement <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Retirement 0337500398 1234 and SEND to 2600

Text: SSS STATUS Death <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Death 0337500398 1234 and SEND to 2600  
Text: SSS STATUS Funeral <SS Number> <PIN> and SEND to 2600  
Example: SSS STATUS Funeral 0337500398 1234 and SEND to 2600

**New SSS Payment Deadline for Contributions and Member Loans  
For All Employers, Household Employers, Self-Employed  
and Voluntary Members**

**Quarterly Payments**

Applicable quarter (quarter na binabayaran)	Takdang Buwan ng Pagbabayad	Payment Deadline ( <i>araw ng deadline</i> )				
		If 10th digit of SS number is:				
		1 or 2	3 or 4	5 or 6	7 or 8	9 or 0
January } February } March }	April	10	15	20	25	last day
April } May } June }	July	10	15	20	25	last day
July } August } September }	October	10	15	20	25	last day
October } November } December }	January (ff. year)	10	15	20	25	last day

A quarter covers three (3) consecutive calendar months ending on the last day of March, June, September and December. Any payment for one, two or all months of a quarter may be made.

