

**Republic of the Philippines  
SOCIAL SECURITY SYSTEM  
East Avenue, Diliman, Quezon City**

**REQUEST FOR QUOTATION**

**2021-0025**

**SEALED QUOTATION FORM**

April 26, 2021  
Date

PHILGEPS REF. NO.: 7647178  
DATE POSTED : 04/26/21  
POSTED BY : AMY

Sir / Madam:

Please furnish us with your quotation on or before **April 30, 2021 @ 4:00PM** for the following items:

No.	Quantity	PARTICULARS	Unit Cost	Total Cost
1	1 Lot	<p><b>PRINTING OF VARIOUS POSTERS / STREAMERS FOR DISTRIBUTION TO MAIN OFFICE &amp; NCR BRANCHES WITH THE FOLLOWING REQUIREMENTS:</b></p> <p>I.MATERIAL : 13 oz. Tarpaulin ABC = P 15.00 / Square Foot</p> <p>II.MATERIAL : 13 oz., 3ft. x 6ft. Tarpaulin with X-type banner stand ABC = P 520.00 / Set</p> <p>III.MATERIAL : 18 oz. Tarpaulin ABC = P 25.00 / Square Foot</p> <p>IV. INSTALLATION COST (when applicable) ABC = P 2,200.00 / Lot</p> <p><b>TERMS OF REFERENCE:</b></p> <p>1. <b>SPECIFICATIONS:</b> Item : TARPAULIN POSTER/STREAMER Finishing : minimum 2 inches bleed all around and/or eyelet all around or 4 corners Printing : full color (glossy/ matte) Delivery Address: SSS Main Office and NCR Branches Others : Supplier shall submit sample of tarpaulin materials and/or banner stand together with the quotation. Failure to provide will mean automatic disqualification.</p> <p>2. <b>CONTRACT DURATION</b> Contract duration is from the receipt of the Approved Purchase Order (PO) by the winning bidder up to November 2021 or until the Contract amount is consumed whichever comes first.</p> <p>3. <b>PRICE VALIDITY: NO PRICE ESCALATION DURING THE CONTRACT DURATION.</b></p> <p>4. <b>DELIVERY</b> SSS shall issue a Letter/Delivery Order to Deliver with the following details (based on the request/need by the proponent/end-user) a. Description of item/goods to be delivered b. Quantity and Size c. Delivery/Installation schedule d. Place of Delivery/Installation</p> <p>5. <b>AWARDING OF PROJECT</b> a. Award shall be "ALL OR NOTHING" b. Any bid exceeding the ABC shall be automatically disqualified</p> <p>6. <b>PAYMENT</b> a. Payment shall be based on the actual items/goods delivered and upon submission of the complete billing documents b. Payment shall be subject to appropriate withholding taxes deducted from the amount payable</p> <p align="center"><i>(Please see attached Sample Images)</i></p> <p><b>GRAND TOTAL ABC = P 463,675.80</b></p> <p>PPMD - Consolidated Requests via E-mail received by PPMD on 4-20-2021 with Request # 2021-0078 [APP, 2021, Original] - #241, Printing-Others [APP, 2021, Original] - #242, Printing-Others: Printing of Tarpaulin, ARTA Compliant Materials or EE IDs, Other Printing Materials</p>	<p>P _____/sq. ft</p> <p>P _____/Set</p> <p>P _____/sq. ft</p> <p>P _____/Lot</p>	<p>P _____</p> <p>P _____</p> <p>P _____</p> <p>P _____</p>

**Payment Terms: Government Terms (Payment is upon delivery of items / services and submission of billing documents.)**

**Price validity : Three (3) Months**

**NOTE/S:** 1.) **For canvass with an ABC of P 100,000.00 and above**, the winning bidder is required to post a Performance Bond from receipt of Notice of Award equivalent to 5% Cash (Goods & Consulting Services) & 10% Cash (Infrastructure), Cashier's / Manager's Check, Bank Guarantee / Draft or 30% Surety Bond callable upon demand, of the contract price.

2.) **Supplier is required to indicate his PhilGeps Registration Number on the canvass form.**

3.) SSS shall withhold the applicable taxes from the amount payable in accordance with the BIR regulations.

4.) **Alternative offer is not allowed.**

5.) **Awarding is a per LOT basis.**

6.) **Sealed Quotations may be submitted through the following:**

1. **SEALED ENVELOPE to be dropped at the drop box located at Procurement Planning & Management Dept., 2nd flr. SSS Main Bldg., East Ave., Diliman, Quezon City. The sealed envelope shall be addressed to Ms. VIOLETA V. JAVAR – Acting Head, indicate the RFQ Form number, company name, name of company representative, business address and contact details.**

2. **VIA ELECTRONIC MAIL at bacsealedquotations@sss.gov.ph with the following requirements:**

a. **Quotations and attachments should be in portable document format (pdf) and a compressed/zipped and protected by a password (see attached Guide in Creating password protected zip file folder).**

b. **Name the zip file folder by RFQ number and the Project Title**

c. **The Supplier who timely submitted its Sealed Quotation but who fails to provide its password on the date and time of opening shall be disqualified.**

d. **Passwords shall be made available only (not earlier and not beyond the prescribed schedule) thru email (bacsealedquotations@sss.gov.ph) or SMS (09062603807) during opening of bids which is scheduled on:**

**Date: May 3, 2021 Time: 1:30PM - 2:00PM**

7.) **For clarification of details, please reach Mr. Orlando Marcos or Mr. Reneil Soliven / PPMMD via e-mail: marcosot@sss.gov.ph & solivenro@sss.gov.ph respectively.**

#### **ELIGIBILITY REQUIREMENTS:**

**Please submit the below-listed documents together with your quotation.**

**For previous/regular suppliers, submission of required documents is once a year only (for updating purposes).**

**Copies of the following documents are required to be submitted prior to recommendation of award (evaluation of offer).**

\* 1. Valid Mayor's / Business Permit

2. PhilGEPs Registration Number (Red Membership) or PhilGEPs Certificate (Platinum Membership)

3. Certificate of Registration whichever may be appropriate under existing laws of the Philippines;

a. Bureau of Domestic Trade & Industry (DTI) – Sole Proprietorship

b. Incorporation Papers registered and approved by the Securities & Exchange Commission (SEC) – Partnership/Corporation

c. Philippine Contractors Accreditation Board License (PCAB) - Contractors/Civil Works

d. Cooperative Development Authority (CDA) – Cooperatives

4. Latest Annual Income / Business Tax Return (for ABCs above P500K)

5. BIR Certificate of Registration Form 2303

6. SSS ID Number (Employer/Self-Employed)

\* 7. Notarized Omnibus Sworn Statement (for ABCs above P50K)

**\* Per GPPB Resolution No. 09-2020, dated 7 May 2020, Expired Business or Mayor's permit with Official Receipt of renewal application and Unnotarized Omnibus Sworn Statement may be submitted for procurement activities during a State of Calamity, or implementation of community quarantine or similar restrictions subject to compliance therewith after award of contract but before payment.**

#### **GENERAL CONDITIONS OF THE CONTRACT:**

1. The Supplier shall deliver the goods in accordance with the description and quantity specifications of the Purchase Order/Job Order.

2. The Supplier shall deliver the goods within the period indicated in the Purchase Order. A penalty of 1/10 of 1% of the total amount of the items shall be imposed for every day of delay in delivery.

3. The Supplier shall deliver Goods/Services which must all be fresh stock, brand-new, unused, properly sealed, and which are not set to expire within two (2) years from date of delivery to SSS, if applicable.

4. The Supplier warrants that all the Goods/Services have no defect arising from design, materials, or workmanship or from any act or omission of the Supplier or the manufacturer that may develop under normal use of consumables, if applicable.

5. For Goods, the Supplier shall replace any defective item within twenty-four (24) hours from the time that it was notified by SSS of the defect. Defects detected only after the item is installed and used is covered by the replacement warranty which will be in effect for every item until its expiry date. Replacement of defective item shall have no cost to the SSS, if applicable.

6. In order to assure that manufacturing defects shall be corrected by the Supplier, a warranty security shall be required from the Supplier for a period of one (1) year. The obligation for the warranty shall be covered, at the Supplier's option, by either retention money in an amount equivalent to five percent (5%) of total purchase price, or a special bank guarantee equivalent to five percent (5%) of the total purchase price with validity period starting from the date of acceptance. The said amounts shall only be released after the lapse of the warranty period.

7. If the Supplier, having been notified, fails to remedy the defect(s) within the specified period, the SSS may proceed to take such remedial action as may be necessary, at the Supplier's risk and expense and without prejudice to any other rights which the SSS may have against the Supplier under these Terms and Conditions and under the applicable law.

8. The pricing of the Goods/Services shall be in Peso and inclusive of Twelve Percent (12%) Value-Added Tax (VAT).

**SPECIAL CONDITIONS OF THE CONTRACT:**

- 1. CONFIDENTIALITY.** Neither party shall, without the prior written consent of the other, disclose or make available to any person, make public, or use The obligation of confidentiality by both parties, as provided herein, shall survive the termination of the contract.
- 2. MERGER AND CONSOLIDATION.** In case of merger, consolidation or change of ownership of the Winning Bidder with other company, it is the responsibility of the surviving company/consolidated company/acquiring entity to inform SSS of the change in corporate structure/ownership. Failure to do so shall translate in such company assuming all liabilities of the acquired/merged company under the contract.
- 3. FORCE MAJEURE.** Neither party shall be liable for any delay or failure to perform its obligations pursuant to the Contract if such delay is due to force majeure.  
Force Majeure shall mean events beyond the control of and affecting either party which cannot be foreseen or if foreseeable cannot be either prevented
- 4. NON-ASSIGNMENT.** Neither party may assign the Contract in whole or in part without the consent of the other party.  
The Winning Bidder shall not subcontract in whole or in part the project and deliverables subject of the Contract without the written consent of SSS.
- 5. WAIVER.** Failure by either party to insist upon the other strict performance of any of the terms and conditions hereof shall not be deemed a relinquishment or waiver of any subsequent breach or default of the terms and conditions hereof, which can only be deemed made if expressed in writing and signed by its duly authorized representative. No such waiver shall be construed as modification of any of the provisions of the Agreement or as a waiver of any past or future default or breach hereof, except as expressly stated in such waiver.
- 6. CUMULATIVE REMEDIES.** Any and all remedies granted to the parties under the applicable laws and the Contract shall be deemed cumulative and may therefore, at the sole option and discretion, be availed of by the aggrieved party simultaneously, successively, or independently.
- 7. NO EMPLOYER-EMPLOYEE RELATIONSHIP.** It is expressly and manifestly understood and agreed upon that the employees of Winning Bidder assigned to perform the project are not employees of SSS. Neither is there an employer-employee relationship between SSS and Winning Bidder.  
The Contract does not create an employer-employee relationship between SSS and the Winning Bidder including its personnel; that the services
- 8. PARTNERSHIP.** Nothing in the contract shall constitute a partnership between the parties. No party or its agents or employees shall be deemed to be
- 9. COMPLIANCE WITH SS LAW.** The Winning Bidder shall report all its employees to SSS for coverage and their contributions, as well as, all amortizations for salary/education/calamity and other SSS loans shall be updated.  
Should Winning Bidder fail to comply with its obligations under the provisions of the SS Law and Employees' Compensation Act, SSS shall have the authority to deduct any unpaid SS and EC contributions, salary, educational, emergency and/or calamity loan amortizations, employer's liability for damages, including interests and penalties from Winning Bidder's receivables under this Agreement.  
Further, prescription does not run against SSS for its failure to demand SS contributions or payments from Winning Bidder. Moreover, Winning Bidder shall forever hold in trust SS contributions or payments of its employees until the same is fully remitted to SSS.
- 10. COMPLIANCE WITH LABOR LAWS.** The Winning Bidder, as employer of the personnel assigned to undertake the project, shall comply with all its obligations under existing laws and their implementing rules and regulations on the payment of minimum wage, overtime pay, and other labor-related benefits as well as remittances or payment of the appropriate amount or contributions/payment (SSS, EC, Pag-IBIG, PhilHealth and taxes) with concerned government agencies/offices. It is agreed further that prior to the release of any payment by SSS to Winning Bidder, its President, or its duly authorized representative, shall submit a sworn statement that all moneys due to all its employees assigned to the project as well as benefits by law and other related labor legislation have been paid by Winning Bidder and that he/she assumed full responsibility thereof.
- 11. COMPLIANCE WITH TAX LAWS.** The Winning Bidder shall, in compliance with tax laws, pay the applicable taxes in full and on time and shall regularly present to SSS within the duration of the Contract, tax clearance from the Bureau of Internal Revenue (BIR) as well as copy of its income and business tax returns duly stamped by the BIR and duly validated with the tax payments made thereon. Failure by Winning Bidder to comply with the foregoing shall entitle SSS to suspend payment of the Contract Price.
- 12. SETTLEMENT OF DISPUTES.** All actions and controversies that may arise from the Contract involving but not limited to demands for specific performance of the obligations as specified herein and/or in the interpretation of any provisions or clauses contained herein, shall, in the first instance, be settled within thirty (30) calendar days through amicable means, such as, but not limited to mutual discussion. Should the dispute remain unresolved by the end of the aforementioned period, the dispute shall be settled in accordance with applicable provisions of Republic Act No. 9285, otherwise known as the Alternative Dispute Resolution Act of 2004.
- 13. GOVERNING LAW.** The contract shall be governed by and interpreted according to the laws of the Republic of the Philippines.
- 14. AMENDMENTS.** The contract may be amended only in writing and executed by the parties or their duly authorized representatives.
- 15. SEPARABILITY.** If any one or more of the provisions contained in the contract or any document executed in connection herewith shall be invalid, illegal or unenforceable in any respect under any applicable law, then: (i) the validity, legality and enforceability of the remaining provisions contained herein or therein shall not in any way be affected or impaired and shall remain in full force and effect; and (ii) the invalid, illegal or unenforceable provision shall be replaced by the parties immediately with a term or provision that is valid, legal and enforceable and that comes closest to expressing the intention of such invalid illegal or unenforceable term of provision.
- 16. VENUE OF ACTION.** Any suit or proceeding arising out of relating to the contract shall be instituted in the appropriate court in Quezon City, parties hereto waiving any other venue.
- 17. BINDING EFFECT.** The contract shall be binding upon the parties hereto, their assignee/s and successor/s-in-interest.
- 18. NON-PUBLICITY.** No press release in oral, written or electronic form shall be issued covering this transaction without prior written approval of SSS. Inclusion in any reference lit shall also be undertaken only upon prior written approval of SSS.

This is to certify that my Company is updated in the payment of contributions and loans to SSS, and conformed with the above terms & conditions, and the data / quotation indicated are valid.

\_\_\_\_\_  
Owner/Company Representative  
(Sign over Printed Name)

Reminder : Price quotation should be made with extra care taking into account the specification and unit of quantity to avoid errors. The offeror binds himself to this quotation.

**Please indicate below your Business Name, Address and Telephone Number and Date Received.**

Your Business SSS No. \_\_\_\_\_  
PhilGeps Registration No. \_\_\_\_\_  
T I N no. \_\_\_\_\_  
Date Received : \_\_\_\_\_

\_\_\_\_\_  
(Business Name)

\_\_\_\_\_  
(Address & Telephone No.)

\_\_\_\_\_  
(E-mail Address)

Very Truly Yours,

  
**VIOLETA V. JAVAR**  
Acting Head

Procurement, Planning & Management Department  
**Tel No. 920-6401 loc 5504-5507**  
**Fax No. 435-9861**

**E-mail Address: [bansilea@sss.gov.ph](mailto:bansilea@sss.gov.ph); [ppmd@sss.gov.ph](mailto:ppmd@sss.gov.ph)**

## DISTRIBUTION OF VARIOUS TARPAULIN

Department	Description	Equivalent Sq. Ft. / Set
Kalookan Branch	Tarpaulin, Citizen Charter, 1 Piece (Size: 9.1 ft. X 6.2 ft.)	57 Sq. Ft.
Batasan Hills Branch	Tarpaulin, Citizen Charter, 1 Piece (Size: 16 ft. X 6.7 ft.)	108 Sq. Ft.
Congressional Branch	Tarpaulin, 1 Piece (Size: 2.2 ft. x 25 ft.)	55 Sq. Ft.
Valenzuela Branch	Tarpaulin, Citizen Charter, 1 Piece (Size: 5 ft. x 11 ft.)	55 Sq. Ft.
CCD	Various w/ X-type banner, 184 Sets	184 Sets
	Tarpaulin, Disbursement Acct. Enrollment Module, 184 Pieces (Size: 3 ft. x 30 ft.)	3,312 Sq. Ft.
	Tarpaulin, Online Filing of Retirement, 2 Pieces (Size: 30 ft. x 50 ft.)	3,000 Sq. Ft.
	Tarpaulin, Mission Vision Values, 800 Pieces (1.25 ft. x 1.75 ft.)	2,000 Sq. Ft.
	Tarpaulin, Various Programs (Undefined)	
Diliman Branch	Tarpaulin, Parking Area, 1 Piece (Size: 2 ft. x 10 ft.)	20 Sq. Ft.
	Tarpaulin, QR Code, 3 Pieces (Size: 2 ft. x 3 ft.)	6 Sq. Ft.
	Tarpaulin, Number Coding, 2 Pieces (Size 4 ft. x 6 ft.)	24 Sq. Ft.
	Tarpaulin, Contribution Schedule, 15 Pieces (Size: 2 ft. x 2.5 ft.)	75 Sq. Ft.
Antipolo Branch	Tarpaulin, 1 Piece (6 ft. x 9 ft.)	54 Sq. Ft.
SFDM Branch	Tarpaulin, Quinticentennial, 4 Pieces (Size: 3 ft. x 6 ft.)	24 Sq. Ft.
Taguig Gate 3	Tarpaulin, Citizen Charter, 3 Pieces (Size: 7.2 ft. x 2.75 ft.)	180 Sq. Ft.
Paranaque	Tarpaulin, Accounts Management Section, 1 Piece (Size: 4 ft. x 2 ft.)	8 Sq. Ft.
Libis Eastwood	Advisory, 20 Pieces (Size: 1.25 ft. x 1.75 ft.)	50 Sq. Ft.
HAAMD	Tarpaulin Poster, 180 Pieces (Size: 3 ft. x 2 ft.)	1,080 Sq. Ft.



## SSS ADVISORY

ATTENTION! MEMBERS & BENEFICIARIES,  
EMPLOYERS AND PENSIONERS

# YOUR SAFETY IS OUR TOP PRIORITY

PLEASE BE REMINDED OF THE FOLLOWING GUIDELINES BEFORE YOU PROCEED TO ANY SSS BRANCH OR OFFICE FOR YOUR TRANSACTIONS.

**A BRANCH CLOSING NOTICE** is strictly being implemented in all SSS branches in the National Capital Region (NCR) and selected branches in Luzon, Visayas, and Mindanao.

Last Day of SSS Office Closure	Day of Closure
11.2	MONDAY
11.4	TUESDAY
11.6	WEDNESDAY
11.8	THURSDAY
11.9	FRIDAY

Only the following walk-in transactions will be entertained:

- Payment of contributions and loan
- Complaint to SSS for application through the SSS line
- Filing of SSS-act
- Presentation of original document to support claim application
- Issuance of loan
- Other walk-in issues

Members who cannot find documents through the Self-Service kiosk of the SSS branch or they may get in touch with the branch nearest their residence modes of work through email or text.

These days are mentioned above will not be entertained. Please refer to the <https://www.sss.gov.ph> for the branches that implement the branch-closing system.

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**The ANNUAL CONFIRMATION OF PENSIONERS OR ACOF REMAINS SUSPENDED.** SSS pensioners are advised NOT to come to the branches for ACOF compliance.

**There will be no suspension of pensioners until the last day of Community Quarantine (CQ).** Once the CQ is lifted, pensioners will be given 60 days from the date of CQ lifting to comply with the ACOF requirements. Failure to abide by this requirement will result in suspension of pension benefit.

**Use of REMITTANCE ONLINE SERVICE OR TRANSACTION** through the Individual My SSS accounts for faster and safer submission of applications for benefits and loans is highly encouraged.

Members and employers may contact online for the following:

- Filing of Salary and Gratuity Loans
- Filing of Sickleave Cash Reimbursement for Employer (For Employed Members)
- Application for SS Number
- Filing of Employment Report (S-FR)
- Submission of Business Notification
- Submission of Maternity Notification
- Filing of Retirement Benefit Claim
- Filing of Unemployment Benefit
- Filing of Funeral Benefit


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Members and employers must strictly follow health and safety protocols while inside SSS branches and offices. These include:

- Wearing of face masks and face shields
- Checking of temperature and filing of Health Declaration Forms
- Following social distancing rules while waiting in line
- No companions allowed, especially children and senior citizens

**LIST OF PESONAS-PARTICIPATING BANKS**  
(as of December 31, 2020)

Commercial Banks (Local Banks)		Foreign Banks	
Bank of the Philippine Islands	Bank of Commerce in Manila	Bank of America	Bank of China
Bank of East Asia	Bank of the South Seas	Bank of Communications	Bank of India
Bank of San Francisco	Bank of the Orient	Bank of East Asia	Bank of Korea
Bank of Soerabaya	Bank of the East Asia	Bank of Indonesia	Bank of Japan
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 <p><b>SOCIAL SECURITY SYSTEM BATASAN HILLS BRANCH</b></p> <p><b>CITIZEN'S CHARTER 2020 (1<sup>st</sup> Edition)</b></p>	<p><b>I. INTRODUCTION</b></p> <p>The Social Security System (SSS) is a government-owned and government-controlled agency that provides social security benefits to its members. The SSS is committed to providing quality service to its members and to ensure that its services are accessible, efficient, and effective. This Citizen's Charter outlines the SSS's commitment to its members and the standards of service that it expects to provide.</p> <p><b>II. SCOPE</b></p> <p>This Citizen's Charter applies to all members and beneficiaries of the SSS, regardless of their location or the type of service they require.</p> <p><b>III. MISSION</b></p> <p>The SSS's mission is to provide social security benefits to its members and beneficiaries, to ensure that they are able to meet their basic needs and to improve their quality of life.</p> <p><b>IV. VISION</b></p> <p>To be a leading social security provider in the Philippines, recognized for its commitment to excellence in service and its dedication to the well-being of its members and beneficiaries.</p>	<p><b>1. Provision of Long-Term Care Services to Members with Disabilities</b></p> <table border="1"> <thead> <tr> <th>SL. NO.</th> <th>DESCRIPTION OF SERVICE</th> <th>STANDARD</th> <th>ACTUAL</th> <th>PERCENTAGE</th> <th>REMARKS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1.1. Provision of Long-Term Care Services to Members with Disabilities</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><b>TOTAL</b></td> </tr> </tbody> </table>	SL. NO.	DESCRIPTION OF SERVICE	STANDARD	ACTUAL	PERCENTAGE	REMARKS	1	1.1. Provision of Long-Term Care Services to Members with Disabilities	100%	100%	100%		<b>TOTAL</b>						<p><b>2. Provision of Long-Term Care Services to Members with Disabilities</b></p> <table border="1"> <thead> <tr> <th>SL. NO.</th> <th>DESCRIPTION OF SERVICE</th> <th>STANDARD</th> <th>ACTUAL</th> <th>PERCENTAGE</th> <th>REMARKS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>2.1. Provision of Long-Term Care Services to Members with Disabilities</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><b>TOTAL</b></td> </tr> </tbody> </table>	SL. NO.	DESCRIPTION OF SERVICE	STANDARD	ACTUAL	PERCENTAGE	REMARKS	1	2.1. Provision of Long-Term Care Services to Members with Disabilities	100%	100%	100%		<b>TOTAL</b>						<p><b>3. Provision of Long-Term Care Services to Members with Disabilities</b></p> <table border="1"> <thead> <tr> <th>SL. NO.</th> <th>DESCRIPTION OF SERVICE</th> <th>STANDARD</th> <th>ACTUAL</th> <th>PERCENTAGE</th> <th>REMARKS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>3.1. Provision of Long-Term Care Services to Members with Disabilities</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><b>TOTAL</b></td> </tr> </tbody> </table>	SL. NO.	DESCRIPTION OF SERVICE	STANDARD	ACTUAL	PERCENTAGE	REMARKS	1	3.1. Provision of Long-Term Care Services to Members with Disabilities	100%	100%	100%		<b>TOTAL</b>						<p><b>4. Provision of Long-Term Care Services to Members with Disabilities</b></p> <table border="1"> <thead> <tr> <th>SL. NO.</th> <th>DESCRIPTION OF SERVICE</th> <th>STANDARD</th> <th>ACTUAL</th> <th>PERCENTAGE</th> <th>REMARKS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>4.1. Provision of Long-Term Care Services to Members with Disabilities</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><b>TOTAL</b></td> </tr> </tbody> </table>	SL. NO.	DESCRIPTION OF SERVICE	STANDARD	ACTUAL	PERCENTAGE	REMARKS	1	4.1. Provision of Long-Term Care Services to Members with Disabilities	100%	100%	100%		<b>TOTAL</b>						<p><b>5. Provision of Long-Term Care Services to Members with Disabilities</b></p> <table border="1"> <thead> <tr> <th>SL. NO.</th> <th>DESCRIPTION OF SERVICE</th> <th>STANDARD</th> <th>ACTUAL</th> <th>PERCENTAGE</th> <th>REMARKS</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5.1. Provision of Long-Term Care Services to Members with Disabilities</td> <td>100%</td> <td>100%</td> <td>100%</td> <td></td> </tr> <tr> <td colspan="6" style="text-align: center;"><b>TOTAL</b></td> </tr> </tbody> </table>	SL. NO.	DESCRIPTION OF SERVICE	STANDARD	ACTUAL	PERCENTAGE	REMARKS	1	5.1. Provision of Long-Term Care Services to Members with Disabilities	100%	100%	100%		<b>TOTAL</b>																																									
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(Please see pdf attachment for clearer images.)

ER EE Health Declaration 2x3ft KASAMBAHAY Number Coding 4x6ft OFW Parking 2x10ft SE VM

# Please park facing the wall or tent.

Thank you and keep safe.

TO : ALL EMPLOYERS AND EMPLOYEES  
SUBJECT : REVISED SCHEDULE OF SSS CONTRIBUTIONS EFFECTIVE JANUARY 2021

Pursuant to the enactment of Republic Act No. 11198, otherwise known as the Social Security Act of 2018, which includes a provision that increases the Social Security (SS) contribution rate to 13%, the maximum Monthly Salary Credit (MSC) to ₱25,000 effective year 2021, the revised schedule of contributions of employers (ER) and employees (EE) is hereby issued, and shall be effective for the applicable month of January 2021 as per Social Security Commission (SSC) Resolution No. 578-6-2020 dated 24 November 2020. Please note that the table below reflects the contributions for Regular Social Security (RSS), the Employer's Compensation (EC), and the Mandatory Provident Fund (MPF) Program that are administered by SSS.

SCHEDULE OF REGULAR SOCIAL SECURITY, EMPLOYERS' COMPENSATION, AND MANDATORY PROVIDENT FUND CONTRIBUTIONS EMPLOYERS AND EMPLOYEES Effective January 2021

RANGE OF CONTRIBUTION	MONTHLY SALARY CREDIT			AMOUNT OF CONTRIBUTIONS										
	REGULAR SOCIAL SECURITY (RSS)	EMPLOYER'S COMPENSATION (EC)	MANDATORY PROVIDENT FUND (MPF)	REGULAR SOCIAL SECURITY (RSS)			EMPLOYER'S COMPENSATION (EC)			MANDATORY PROVIDENT FUND (MPF)				
				ER	EE	TOTAL	ER	EE	TOTAL	ER	EE	TOTAL		
1,200 - 1,500.00	2,880.00	2,880.00	2,880.00	2,880.00	2,880.00	432.00	432.00	864.00	432.00	432.00	864.00	864.00	864.00	1,728.00

REPUBLIC OF THE PHILIPPINES SOCIAL SECURITY SYSTEM DILIMAN BRANCH

## HEALTH DECLARATION FORM VIA QR CODE



- Gamit ang smartphone o tablet, kumonekta sa mobile data o sa public Wi-Fi (SSS eCenter).
- Sagutan ang HEALTH DECLARATION FORM gamit ang:
  - QR Code: Buksan ang camera o QR Code Scanner app at i-click ang link na lalabas.
  - Link: I-type sa google ang <https://tinyurl.com/DilimanHealthDecForm>
- Pagdating sa counter o sa loob ng opisina, ipakita ang screenshot o proof na nasagutan ang form.
- Kung walang smartphone o data, maaaring humingi sa guard ng form ngunit hinihikayat ang mga miyembro na gamitin ang online form upang malimita ang direct contact.

This Circular shall supersede schedule of regular Social Security, Employer's Compensation and Mandatory Provident Fund contributions for Employers and Employees under Circular No. 2020-033 dated 27 December 2020.

Please be guided accordingly.

(Rpt): AURORA C. IGNACIO  
President and CEO

22 December 2020

SSS @ YOUR FINGERTIPS: WE CONNECT & PROTECT

TO : ALL HOUSEHOLD EMPLOYERS AND KASAMBAHAY MEMBERS  
SUBJECT : NEW SCHEDULE OF SSS CONTRIBUTIONS EFFECTIVE JANUARY 2021

Pursuant to the enactment of Republic Act No. 11198, otherwise known as the Social Security Act of 2018, which includes a provision that increases the Social Security (SS) contribution rate to 13% and the maximum Monthly Salary Credit (MSC) to ₱25,000 effective year 2021, the new schedule of contributions of Household Employers (ER) and Kasambahay (EE) members is hereby issued, and shall be effective for the applicable month of January 2021 as per Social Security Commission (SSC) Resolution No. 579-6-2020 dated 24 November 2020. Please note that the table below reflects the contributions for the Regular Social Security (RSS), the Employer's Compensation (EC), and the Mandatory Provident Fund (MPF) Programs that are administered by SSS.

SCHEDULE OF REGULAR SOCIAL SECURITY, EMPLOYERS' COMPENSATION, AND MANDATORY PROVIDENT FUND CONTRIBUTIONS HOUSEHOLD EMPLOYERS AND KASAMBAHAY MEMBERS Effective January 2021

RANGE OF CONTRIBUTION	MONTHLY SALARY CREDIT			AMOUNT OF CONTRIBUTIONS										
	REGULAR SOCIAL SECURITY (RSS)	EMPLOYER'S COMPENSATION (EC)	MANDATORY PROVIDENT FUND (MPF)	REGULAR SOCIAL SECURITY (RSS)			EMPLOYER'S COMPENSATION (EC)			MANDATORY PROVIDENT FUND (MPF)				
				ER	EE	TOTAL	ER	EE	TOTAL	ER	EE	TOTAL		
1,200 - 1,500.00	1,440.00	1,440.00	1,440.00	1,440.00	1,440.00	216.00	216.00	432.00	216.00	216.00	432.00	432.00	432.00	864.00

REPUBLIC OF THE PHILIPPINES SOCIAL SECURITY SYSTEM DILIMAN BRANCH

## PAALALA SA PUBLIKO

Mahigpit pong ipinatutupad ang Appointment System at Number Coding Scheme, GAMIT ANG HULING NUMERO NG INYONG SS O ER NUMBER:

**LUNES** 1 at 2

**MARTES** 3 at 4

**MIYERKULES** 5 at 6

**HUWEBES** 7 at 8

**BIYERNES** 9 at 0



Pinakikiusapan ang mga miyembro, lalo na ang ating mga senior citizen, na sundin ang mga health protocol na ipinatutupad ng IATF, tulad ng social distancing at pagsuot ng face mask at face shield.

Kung ang miyembro ay wala pang appointment o hindi kasama sa number coding, pakihulog po ang mga application sa DROPBOX sa harap ng opisina.

MAAARI RING GAMITIN ANG online facilities MULA SA INYONG MGA TAHANAN:

SSS Email  
diliman@sss.gov.ph  
prnhelp@sss.gov.ph  
member\_relations@sss.gov.ph  
ofw\_relations@sss.gov.ph  
online\_service\_assistance@sss.gov.ph

Text SSS

SSS Call Center  
Branch: (02) 8924-7901  
Toll-free: (052) 8920-6403  
Call Center: (032) 8920-6446 to 55  
IVRS: (032) 7997-7777  
Toll-Free No.: 1-800-10-2255777

Facebook  
www.facebook.com/SSSPH

Twitter  
@SPH\_SSS

YouTube  
MySSSPHippines

MySSS  
Batihin ang [www.sss.gov.ph](http://www.sss.gov.ph)  
(Branch Appointment System)

Mobile App  
i-Download mula sa Play Store o App Store

Please be guided accordingly.

(Rpt): AURORA C. IGNACIO  
President and CEO

SSS @ YOUR FINGERTIPS: WE CONNECT & PROTECT









# SSS ADVISORY

## EXTENSION OF TEMPORARY SUSPENSION OF THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM

PER SSS CIRCULAR NO. 2020-005-b

### ATTENTION: ALL SSS PENSIONERS WHO ARE NOT RECEIVING THEIR PENSION BENEFIT DUE TO NON-COMPLIANCE WITH THE ACOP PROGRAM

Payment of pension benefit shall resume upon submission of a duly accomplished ACOP Form and identification cards/documents, as follows:

For pensioners residing abroad

Through email  
• ofw.relations@sss.gov.ph; or  
• corporate email of the SSS Foreign Office

For pensioners residing in the Philippines

Through email  
• member\_relations@sss.gov.ph; or  
• corporate email of the SSS Branch  
Dropbox of the SSS Branch

## EXTENSION OF TEMPORARY SUSPENSION OF THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM

PER SSS CIRCULAR NO. 2020-005-b

### ATTENTION: ALL SSS PENSIONERS WHO ARE CONTINUOUSLY RECEIVING THEIR PENSION BENEFIT

- Compliance with the ACOP Program remains suspended until the last day of Community Quarantine (CQ).
- Pension benefit shall still be granted to those with birth months from January 2020 until end of CQ. Verification process/activities will still be implemented.
- Once the CQ is lifted, pensioners are given a 60-day period of compliance with ACOP Program from the last day of CQ. Failure to comply will result to suspension of pension benefit.



**SSS ADVISORY**  
PABA SA MGA MIYEMBRO NG MA-BENEFIT ANG BENEFIT CLAIM DABIL SA MALUM DETALYS SA DISBURSEMENT ACCOUNT

#### Gamitin ang BENEFIT RE-DISBURSEMENT MODULE (BRM)

para itama sa pilitan ang naka-enroll na disbursement account sa Disbursement Account Enrollment Module (DAEM), o ang

#### ONLINE RTC/CPO REFERENCE NUMBER INQUIRY

para makita ang reference number para sa M. Lhuillier cash payout

Pagkatapos matanggap mula sa SSS ang test notification tungkol sa unsuccessful crediting ng benepisyo dahil sa maling impormasyon sa naka-enroll na disbursement account, kailangang gawin ng miyembro ang mga sumusunod:

- Map-tag sa sa inyong My SSS account sa SSS website.
- I-click ang Benefit Re-disbursement Module (BRM) sa ilalim ng SERVICES tab.
- I-click ang UPDATE BANK DETAILS para i-confirm/enroll/ re-activate ang inyong disbursement account.

**Palatandaan:** Kung walang tala-arral na active disbursement account sa DAEM ng inyong My SSS account, kailangan maging re-enroll ang inyong preferred disbursement account bago i-click ang BRM sa ilalim ng SERVICES tab para mag-update.

Para sa non-SSS member claimants na nakatanggap ng SSS modification na malifilipinablasyon account ang tinatawag na disbursement account, garito ang gagawin:

Mag-salot ng photocopy at ipakita ang orihinal na dokumentong nagpapatay na inyong pagpapalagay-ari ang nandilig disbursement account. Maaari itong ipakita via email o ipakita over-the-counter kung pagpapa sa SSS Branch sa tabang araw ng inyong binabangyan.

Para sa non-SSS member claimants na hindi nakatanggap o nanataguhara ang test reference number mula sa SSS para ma-claim ang benepisyo sa M.Lhuillier, garito ang gagawin:

Mag-salot ng photocopy at ipakita ang orihinal na 3D Card even-the-counter sa branch kung saan mag file ng claim sa mga modula mula sa test reference number. Ang benepisyo ay kailangang ma-claim mula sa M.Lhuillier sa loob ng 30 araw.

4. I-click ang CONFIRM RE-DISBURSEMENT sa inyong enrolled/updated disbursement account sa DAEM, o pabalik ang "click here" kung naka-garante ng being disbursement account.



**Palatandaan:** Kung may high sa being active account na naka-enroll sa DAEM, kailangang pambili ng sa mga sa inyong modula ang screen sa step No. 4.



5. I-confirm ang mga detalye ng nandilig disbursement account para sa re-crediting ng inyong benepisyo.



6. Pagkatapos ma-confirm, makikita sa screen na matatagpuan na sa-update ang account details para sa re-disbursement ng inyong benepisyo. Makikita rin ang transaction Reference Number, para sa araw ng transaksyon.



Makatatagpuan ang email notification mula sa SSS na matatagpuan na nakatutala ang re-disbursement ng inyong benepisyo.



Kung matatagpuan ang pagpapalagay sa orihinal BRM, ang benepisyo ay maaari mag-credit sa inyong disbursement account sa loob ng (3) banking days. Kung ito ay hindi natanggap sa loob ng nakanggit na panahon, makipag-ugnayan sa inyong bangko o mag-email sa GEP sa [memberrelations@sss.gov.ph](mailto:memberrelations@sss.gov.ph) para matataman ang status nito.

**FOR INQUIRIES:**  
• [onlineserviceassistance@sss.gov.ph](mailto:onlineserviceassistance@sss.gov.ph)  
• SSS Call Center: 8-920-6446 to 55  
• IVRS : 7977-7777



## NAG-FILE NG CLAIM PERO HANGGANG NGAYON 'DI PA NATATANGAP ANG BENEFISYO? Maaaring may mali sa disbursement account mo.

Below are the most common reasons for rejected disbursement accounts in the Disbursement Account Enrollment Module (DAEM) or non-crediting of benefit payment to a member's enrolled account:

● Closed account	● Time deposit settlement account
● Dormant account	● Dollar/foreign currency account
● Frozen account	● Account name is different from member employer/ payee name in SSS records
● Joint account with another person	● Restricted accounts (e.g., special savings account, payroll account, PayMaya is not an upgraded account)
● No existing account	● Account is in a non-PESONet participating bank or institution
● Prepaid account/cash card account	● Typographical errors in encoding the account number/name

If you have enrolled an account included in the list above, you may change or update your disbursement account through the **Benefit Re-Disbursement Module** in your MySSS account in the SSS website.

Also, please note that benefit payments through M.Lhuillier that remain unclaimed after 30 days shall be refunded/reverted to SSS.

Ensure that your Disbursement Account is an active, single savings account in a PESONet participating bank, without any restrictions.

If you choose to receive payment through cash payout outlets (M.Lhuillier) or e-wallets (PayMaya), ensure that your mobile number registered with SSS is updated to receive the Claim Reference Number sent via text.



[f SSSPH](https://www.sss.gov.ph) [PHLSSS](https://www.facebook.com/PHLSSS) [@MYSSSPH](https://www.instagram.com/PHLSSS) [MySSSPHippines](https://www.youtube.com/channel/UC...) [MYSSSPH Updates](https://www.tiktok.com/@myssspippines)

## SOCIAL SECURITY SYSTEM SSS EASTWOOD BRANCH

# PAUNAWA

Bilang pagsunod sa direktiba ng Inter-Agency Task Force (ITF) dahil sa COVID-19, pansamantalang **SUSPENDIDO** ang mga sumusunod na aplikasyon:

1. Unified Multi-Purpose Identification (UMID) Card



2. Annual Confirmation of Pensioner (ACOP)



Maraming Salamat sa inyong pang-unawa.

[www.sss.gov.ph](https://www.sss.gov.ph) [f SSSPH](https://www.facebook.com/PHLSSS) [PHLSSS](https://www.instagram.com/PHLSSS) [MySSSPHippines](https://www.youtube.com/channel/UC...) [MYSSSPH Updates](https://www.tiktok.com/@myssspippines)

A NUMBER CODING SYSTEM is strictly being implemented in all SSS branches in the National Capital Region (NCR) and selected branches in Luzon, Visayas and Mindanao.

Last Digit of SS/ER Number	Day of Transaction
1 & 2	MONDAY
3 & 4	TUESDAY
5 & 6	WEDNESDAY
7 & 8	THURSDAY
9 & 0	FRIDAY

Only the following walk-in transactions will be entertained:

- Compliance to SS Number application through SSS Web
- Pick-up of UMID Card
- Presentation of original document/s to support claim application
- Use of e-Center Facility
- Other justifiable reasons

Members may also submit their documents through the designated dropbox of the SSS branch or they may get in touch with the branch nearest their residence or place of work through call, email or text.

Transactions not mentioned above will not be entertained.

Thank you for your understanding and cooperation.

## ADVISORY

Sa gitna ng Community Quarantine dahil sa Covid-19, pinapayuhan ang mga miyembro na gamitin ang mga sumusunod na SSS E-Services para sa mga katanungan at mga Online Transactions:

### 1. SSS Website – My.SSS

- Pagkuha ng SS Number
- Pagsumite ng Employment Report (R-1A)
- Pagsumite ng Sickness Notification
- Pagsumite ng Maternity Notification
- Aplikasyon para sa Sickness Reimbursement ng mga Employer (Employed Members)
- Aplikasyon para sa Salary at Calamity Loan
- Aplikasyon para sa Unemployment Benefit
- Aplikasyon para sa Retirement Claim
- Aplikasyon para sa Funeral Benefit
- Disbursement Account Enrollment Module
- Verification ng Contribution at Loan

### 2. Text SSS (2600)

### 3. SSS Mobile App

### 4. SSS IVRS (7917-7777)

### 5. SSS Email (member\_relations@sss.gov.ph)

Maraming salamat sa inyong pang-unawa at kooperasyon

**SSS ADVISORY**  
TO ALL SSS MEMBERS AND EMPLOYERS

Please be advised that **ONLY** the following services/transactions will be accepted through the **BRANCH DROPBOX SYSTEM:**

<b>Registration/Membership</b>	<ul style="list-style-type: none"> <li>Member Data Change Request</li> <li>Request for Employer Certificate of Registration</li> <li>Submission of Employment Report on initial/terminated/separated Employee thru RIA</li> <li>Submission of ACRIL-SDI</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>Submission of ADOP-Compliance</li> <li>Application for the following benefits:                             <ul style="list-style-type: none"> <li>Sickness and Maternity (for SE/VA/OPW/Retired Member)</li> <li>Maternity Benefit Reimbursement (For Employed Member)</li> <li>Employees' Compensation (EC)</li> <li>Disability</li> <li>Death</li> <li>Funeral (for claimants without UMID card)</li> <li>Retirement - only if:                                     <ul style="list-style-type: none"> <li>Self-employed below 65 years old</li> <li>Underground/Surface Miner/worker</li> <li>Racehorse Jockey</li> <li>Member with dependent children</li> <li>Member with outstanding SILP, privatization loan, EALP, Voc-tech Loan</li> </ul> </li> </ul> </li> </ul>
<b>Other Requests/Transactions</b>	<ul style="list-style-type: none"> <li>Verification of SS Number</li> <li>Manual Verification/Consolidation of Contributions</li> <li>Correction/Refund/Posting/Adjustment of Contributions</li> <li>Correction/Refund/Posting/Adjustment of Loan Payments</li> <li>Deletion/Correction of entry in the Employment History</li> <li>Cancellation of Multiple SS Number</li> <li>Cancellation/Replacement of Check</li> <li>Rescission of Certification of Membership/ Non-membership/Transfer</li> </ul>

**IMPORTANT:** All documents must be submitted in a sealed envelope with your name, contact information and transaction details written outside. The SSS branch shall schedule your appointment, if needed, to process your transaction.

Submission of transactions not included in the list above shall be in the following manner:

- Transactions that are already available online, MUST be submitted through the My.SSS account of the employer or member/beneficiary, or through other online/triable channels.
- For Other Transactions/Justifiable Reasons, these may be submitted through **WALA-INUMBER CODING SYSTEM** (specified transaction day in the branch under SSS Circular No. 2020-07)

**ExpresSS**  
SASS (SALARY AND MATERNITY) SERVICE

SSSPH | PHLSS | MYSSSPH | MySSSPHilippines | MYSSSPH Updates

**SOCIAL SECURITY SYSTEM**  
**SSS EASTWOOD BRANCH**

Use of **MANDATORY ONLINE SERVICES OR TRANSACTIONS** through the individual My.SSS accounts for faster and safer submission of applications to benefits and loans is highly encouraged.

Members and employers may transact online for the following:

- Filing of Salary and Calamity Loans
- Filing of Sickness Claim Reimbursement for Employer (For Employed Member)
- Application for SS Number
- Filing of Employment Report (R-1A)
- Submission of Sickness Notification
- Submission of Maternity Notification
- Filing of Retirement Benefit Claim
- Filing of Unemployment Benefit
- Filing of Funeral Benefit

Thank you for your understanding and cooperation.

SSSPH | PHLSS | MySSSPHilippines | MYSSSPH Updates

**SOCIAL SECURITY SYSTEM**  
**SSS EASTWOOD BRANCH**

## ADVISORY

Sa gitna ng Community Quarantine dahil sa Covid-19, pinapayuhan ang mga miyembro na gamitin ang mga sumusunod na **SSS E-Services** para sa mga katanungan at mga Online Transactions:

- SSS Website – My.SSS**
  - Pagkuha ng SS Number
  - Pagsumite ng Employment Report (R-1A)
  - Pagsumite ng Sickness Notification
  - Pagsumite ng Maternity Notification
  - Aplikasyon para sa Sickness Reimbursement ng mga Employer (Employed Members)
  - Aplikasyon para sa Salary at Calamity Loan
  - Aplikasyon para sa Unemployment Benefit
  - Aplikasyon para sa Retirement Claim
  - Aplikasyon para sa Funeral Benefit
  - Disbursement Account Enrollment Module
  - Verification ng Contribution at Loan
- Text SSS (2600)**
- SSS Mobile App**
- SSS IVRS (7917-7777)**
- SSS Email (member\_relations@sss.gov.ph)**

Maraming salamat sa inyong pang-unawa at kooperasyon

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**SOCIAL SECURITY SYSTEM**  
**SSS EASTWOOD BRANCH**

**SSS ADVISORY**  
ATTENTION: MEMBERS & BENEFICIARIES, EMPLOYERS AND PENSIONERS

**YOUR SAFETY IS OUR TOP PRIORITY**

PLEASE BE REMINDED OF THE FOLLOWING GUIDELINES BEFORE YOU PROCEED TO ANY SSS BRANCH OR OFFICE FOR YOUR TRANSACTIONS...

Thank you for your understanding and cooperation.

SSSPH | PHLSS | MySSSPHilippines | MYSSSPH Updates

# ACCOUNTS MANAGEMENT SECTION

We collect to protect.

## TEAM 1



RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.




RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.




RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.


## TEAM 2



RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.




RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.




RP  
IP  
CONVERSION  
DEL. COLL.  
TOTAL COLL.




**Social Security System**  
joins the nation in the

**500**

**Quincentennial  
Commemorations  
in the Philippines**  
Victory and Humanity • 1521-2021

#VictoryAndHumanity #PH500  
www.facebook.com/nqc2021 www.nqc.gov.ph

Logos of the Philippine Department of Social Security, the Philippine Department of Health, and the Social Security System (SSS) are displayed in the bottom right corner.



**SOCIAL SECURITY SYSTEM  
TAGUIG GATE 3 BRANCH**

**Email: taguig-gate3@sss.gov.ph**

**CITIZEN'S CHARTER**

**VISION**

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

**MISSION**

To Manage a financially stable social security system which shall promote social justice through savings and provide meaningful protection and exemplary service to members and their families.

**SERVICE PLEDGE**

SSS is committed to provide prompt, convenient, reliable, and meaningful social security protection services to its current and future members and their beneficiaries.

As such, the SSS shall continue to improve its systems and processes to enhance its performance and ensure customer satisfaction in conformity with customer, internal and applicable statutory and regulatory requirements in relation to the context of the organization.

FRONTLINE SERVICES		COMMITMENT (In Minutes)
1	Forms and Queuing Number Issuance	5
2	General Information (Recorded Info and SSS Bulletin Board)	
Public Assistance and Complaints Desk (PACD):		
3	Receiving of Feedbacks, Complaints, Suggestions & Requests; Attending to Branch Appointment/ MIS Appointment	10 to 15
4	Electronic Services for Issuance of SSS ID, Registration/ Amendment/Resetting of Online Account of Employer/Member; PAY Generation; Online Submission of eMIS/eR3 & Employment Report; Online Filing of Salary Loan Application, Sickness/ Maternity Notification; Data Change; Appointment System; Unemployment Benefit; DDBM Enrollment & uploading; Funeral Claim Application/ Retirement Claim Application (online filing)	Self-Service
5	Sickness Benefit for Voluntary/Self-employed/ Separated from Employment; Maternity (Miscarriage) and Disability Claim Applications	10
6	Receiving of Contribution Collection List Manual & Electronic RI (eRI) Posting of Contributions; Unpostable Records/ Correction of Payments	10 to 15
7	Receiving of Salary Loan Repayment Collection List (Manual & Electronic ML-2); Loan Repayments - Posting of Unpostable Records/ Correction of Payments	15
8	Authorized Company Representative Card	5
9	Receiving and Processing of Retiree-Pensioner's Loan Application	5
10	Receiving and Processing of Death, Retirement, and Funeral Claim Application	20 to 30
11	Receiving of Sickness or Maternity Reimbursement	5
12	Receiving of Educational Loan Application; Request for Check Replacement/ Cancellation and Specimen Signature Card (JLMS)	10
13	Receiving of Member Employer SSS Change Request (MDCR/ER), Employment Report, Request for Adjustment of Contribution of Individual Paper	5 to 10
14	SSS UMID Card Screening & Enrollment (Suspended)	
15	Release of SSS UMID Card	5
16	NCDP - Annual Confirmation of Pensioner (Suspended)	
17	Receipt of Payment through SSS Telering Facility	2