



CIRCULAR NO. 2020-005

TO : ALL SSS PENSIONERS

SUBJECT : TEMPORARY SUSPENSION OF RULES ON THE COMPLIANCE TO THE ANNUAL CONFIRMATION OF PENSIONERS (ACOP) PROGRAM REQUIREMENT FOR THOSE WHO ARE REQUIRED TO VISIT THE BRANCHES AND FOR PENSIONERS RESIDING ABROAD

Pursuant to Social Security Commission (SSC) Resolution No. 200-s.2020 dated 18 March 2020, the following guidelines on the temporary suspension of rules on the compliance to the Annual Confirmation of Pensioners (ACOP) Program in line with the Memorandum of the Executive Secretary dated 13 March 2020 re “*Stringent Social Distancing Measures and Further Guidelines for the Management of the Coronavirus Disease 2019 (COVID-19) Situation*”, are hereby issued:

A. For survivor and total disability pensioners residing in the Philippines and total disability pensioners residing abroad

1. Compliance with the ACOP program shall be temporarily suspended for the duration of the emergency from March 2020 to April 2020 or until further notice.
2. Payment of pension benefit to affected pensioners who have not complied with birth month starting January 2020 shall be continued for the said period.
3. Other verification process (data matching of pensioner’s records) shall still be implemented.

B. For retirement and survivor pensioners residing abroad

1. Personal compliance or thru representative shall be temporarily suspended for the duration of the emergency from March 2020 up to April 2020 or until further notice.
2. Pensioners may comply thru any of the following:
 - a. Thru E-Mail
 - Addressed to ofw.relations@sss.gov.ph

b. Thru Video Conference (Microsoft Teams)

- Request an appointment through email at ofw.relations@sss.gov.ph or member_relations@sss.gov.ph

Please be guided accordingly.

Original Signed
AURORA C. IGNACIO
President and CEO

28 MAR 2020

Date

(Policy – ACOP)

Prepared by: Pensions Administration Department