



Republic of the Philippines  
**SOCIAL SECURITY SYSTEM**

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**CIRCULAR NO. 2020-014**

**TO : ALL COVERED EMPLOYEES, KASAMBAHAYs AND OFWs**

**SUBJECT : ONLINE FILING OF UNEMPLOYMENT BENEFIT CLAIM THROUGH THE SSS WEBSITE**

Pursuant to Social Security Commission Resolution No. 240-s.2020 dated 19 May 2020, and to provide our members with safer, faster, more convenient, and economical means of filing their unemployment benefit claim and to hasten the digitalization of benefit processes to comply with the requirements of the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 or Republic Act No. 11032, through streamlining, simplification, and automation of benefit processes, the following guidelines for the online filing of unemployment benefit are hereby issued:

**A. Coverage**

All covered employees, including *Kasambahays* and Overseas Filipino Workers (OFWs), who are involuntarily separated from employment and satisfied the qualifying conditions per Circular No. 2019-011 dated 08 July 2019 on the Guidelines on the Payment of Unemployment Benefit.

**B. Pre-requisites for Online Application**

1. Member must be registered in the SSS Website to be able to apply for unemployment benefit through the My.SSS Service Portal.
2. Member must have a disbursement account enrolled with the SSS through the Bank Enrollment Module (BEM) of the SSS Website since the benefit will be credited to his/her disbursement account in the following payment channels:
  - SSS Unified Multi-Purpose Identification (UMID) card enrolled as ATM;
  - Bank Account in PESONet participating banks;
  - Union Bank of the Philippines (UBP) Quick Card;
  - Electronic wallet such as Paymaya; and
  - Pick-up arrangement with remittance transfer companies (RTCs).

**C. Features of the Online Filing of Unemployment Benefit**


In this facility, the member can:

1. Conveniently apply online for unemployment benefit claim through the E-Services menu of the My.SSS Service Portal of the SSS Website.

2. Enroll bank account or e-wallet details with SSS through the BEM under the E-Services menu of the My.SSS Service Portal.
  - 2.1 For members with no SSS-registered bank accounts, the member must first enroll his/her bank account or e-wallet details with SSS via BEM; and
  - 2.2 For members with no existing bank or e-wallet account, benefit shall be disbursed through cash pick-up arrangement in RTCs through an SSS-authorized government depository bank. In order to avail of this option, the member must first enroll his/her mobile number with the SSS via the member's My.SSS account.
3. Submit documentary requirements electronically by replying to the email notification from the SSS, which will be sent to the member's registered email address upon confirmation of member's eligibility to the benefit and certification.
4. View the submitted benefit claim through the SSS Web Inquiry System (WINS).
5. Receive an electronic notification on the status (approved/denied) of benefit claim submitted online.

**D. How to Apply for Unemployment Benefit Online** *(please refer to Annex A)*

Please be guided accordingly.

  
**AURORA C. IGNACIO**  
President and CEO

19 JUN 2020

Date

ATTACHMENT: Annex A - How to Apply for Unemployment Benefit Online

*(Policy – Unemployment Benefit)*  
Prepared by: RDF Benefits Administration Department

## Annex A

### How to Apply for Unemployment Benefit Online

1. Log-in to your **My.SSS Account**
  2. Click **APPLY FOR UNEMPLOYMENT BENEFIT CLAIM** under the **E-SERVICES Tab**
  3. Provide the following information:
    - a. Savings account, *if with multiple savings account enrolled through the Bank Enrollment Module (BEM) and without UMID card enrolled as ATM;*
    - b. Employment Category;
    - c. Date of Involuntary Separation;
    - d. Reason for Involuntary Separation; and
    - e. Employer where member was separated.
- Note:
- Member should have an enrolled savings account thorough the BEM for the disbursement of the unemployment benefit.
  - If with registered UMID card enrolled as ATM, the system will automatically credit the benefit to the UMID card enrolled as ATM.
4. Read the **Certification** carefully and click the "Submit" box to agree and proceed.
  5. Reply to the notification from the SSS received through email by attaching the scanned or image file of the Certification issued by the Department of Labor and Employment (DOLE) or by the Philippine Overseas Labor Office (POLO) together with any of the following attachments, whichever is applicable:
    - Notice of Termination from Employer; or
    - Affidavit of Termination from Employment.
  6. Check your email for the unemployment benefit claim application notice from the SSS.