



Republic of the Philippines
SOCIAL SECURITY SYSTEM

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CIRCULAR NO. 2020-017

TO : ALL SSS MEMBERS, CLAIMANTS, AND EMPLOYERS

SUBJECT : NUMBER CODING SYSTEM AND BRANCH SERVICING GUIDELINES

In line with the government's directive for stringent social distancing measures amidst the Coronavirus Disease 2019 (CoViD-19) situation, and in the interest of public health and safety, the Social Security Commission (SSC) under its Resolution No. 359-s.2020 dated 08 July 2020, approved the Number Coding System and Branch Servicing Guidelines that will regulate the number of customers/visitors transacting in SSS branches.

In this regard, the following branch service procedures in handling transactions are hereby implemented in SSS branches nationwide:

I. Number Coding System

- A. Walk-in transactions shall be available **only** for the following transactions:
1. Payment of contributions and loans;
 2. Compliance to SS Number Application through the SSS Web (i.e., Personal appearance, etc.);
 3. Pick-up of UMID Card;
 4. Presentation of original document/s to support claim application;
 5. Use of E-Center Facility (for those who have no computer/internet at home); and
 6. Other justifiable reasons.
- B. The following guidelines on the implementation of the Number Coding System are hereby issued:
1. The Number Coding System shall be implemented in all NCR Branches and in selected branches in Luzon, Visayas, and Mindanao.

However, implementation may be suspended in these branches or imposed on additional branches, for justifiable reasons, subject to further announcement.

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2. Number Coding/Prescribed Transaction Day

Customers/visitors shall transact with the SSS and shall be attended to on their prescribed transaction day, which shall be based on the last digit of their SS Number/Employer (ER) ID Number, as follows:



Last Digit of SS/ER ID Number	Prescribed Transaction Day
1 & 2	Monday
3 & 4	Tuesday
5 & 6	Wednesday
7 & 8	Thursday
9 & 0	Friday

Provided that, for Funeral/Death Benefit Claim, the SS number of the deceased member shall be the basis for number coding.

3. Exception Cases

- a. In case a holiday is declared on the prescribed transaction day, the member/ER may transact and shall be accommodated on the next working day, or the member/ER may opt to wait for their prescribed transaction day in the following week.
 - b. In case of system downtime/offline, the branch shall set an appointment with members/ERs who are waiting in line, or at the option of the member/ER: (i) wait until system is operational/online; or (ii) come back the following week on their prescribed transaction day.
- II. For transactions other than those listed above, members/ERs shall be required to either submit their documents through the designated **DROBOXES** or **CALL/TEXT/EMAIL** through the contact number/email address of the branch nearest their residence or place of work (Please refer to the advisory posted at the entrance of the branch).

Please be guided accordingly.


AURORA C. IGNACIO
President and CEO.


22 JUL 2020

Date

ATTACHMENT: List of SSS Branches that will Implement the Mandatory Number Coding System

(Policy – Others)
Prepared by: Branch Systems and Procedures Department

LIST OF SSS BRANCHES THAT WILL IMPLEMENT THE MANDATORY NUMBER CODING SYSTEM

	SSS BRANCH	
NCR		
NCR North	1. Batasan Hills 2. Congressional 3. Cubao 4. Deparo 5. Diliman 6. Eastwood 7. Fairview 8. Kalookan	9. Malabon 10. Navotas 11. North Caloocan 12. Novaliches 13. Paso De Blas 14. San Francisco Del Monte 15. Valenzuela
NCR East	16. Antipolo 17. Cainta 18. Mandaluyong-Shaw 19. Marikina 20. Marikina-Malanday 21. Masinag 22. New Panaderos	23. Ortigas 24. Pasig-Pioneer 25. Pasig-Rosario 26. Pasig-Mabini 27. San Juan 28. San Mateo 29. Tanay
NCR West	30. Binondo 31. Binondo-Reina Regente 32. Legarda 33. Manila 34. Pasay-Roxas Blvd.	35. Pasay-Taft 36. Recto 37. Sta. Mesa 38. Tondo 39. Welcome
NCR South	40. Alabang-Muntinlupa 41. Alabang-Zapote 42. Bicutan-Sun Valley 43. Las Piñas 44. Makati-Chino Roces 45. Makati-Gil Puyat	46. Makati-Guadalupe 47. Makati-JP Rizal 48. Parañaque 49. Parañaque-Tambo 50. Taguig 51. Taguig-Gate 3
LUZON	52. Baguio 53. Dagupan 54. Bacoor 55. Biñan	
VISAYAS	56. Cebu 57. Lapu-Lapu 58. Bacolod 59. Iloilo-Central	
MINDANAO	60. Cagayan De Oro 61. Davao	

24