

NEWSPAPER

PHILIPPINE STAR

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**SOCIAL SECURITY SYSTEM
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. 359-2020 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 nationwide:

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.

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 SSER 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/online, 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 **DROPOXES** 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

(Sgd.) **AURORA C. IGNACIO**
President and CEO

22 July 2020

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

	SSS BRANCH			
NCR				
NCR North	1. Dasitani Hills	6. Eastwood	11. North Calocan	
	2. Congressional	7. Fairview	12. Novales	
	3. Cubao	8. Kalookan	13. Paso De Blas	
	4. Deparo	9. Malabon	14. San Francisco Del Monte	
	5. Diliman	10. Navotas	15. Valenzuela	
NCR East	16. Antipolo	21. Mesina	26. Pasig-Malini	
	17. Calint	22. New Paraderos	27. San Juan	
	18. Mandaluyong-Shaw	23. Origas	28. San Mateo	
	19. Marikina	24. Pasig-Flores	29. Tanay	
	20. Marikina-Maizanday	25. Pasig-Rosario		
NCR West	30. Binondo	34. Pasay-Roxas Blvd.	37. Sta. Mesa	
	31. Binondo-Reina Regente	35. Pasay-Taft	38. Torco	
	32. Legarda	36. Recto	39. Wacko	
	33. Marikina			
NCR South	40. Alabang-Muntinlupa	44. Makati-Chino Roces	48. Parañaque	
	41. Alabang-Zapote	45. Makati-Oil Puyal	49. Parañaque-Tambo	
	42. Bicutan-Sun Valley	46. Makati-Quevedo	50. Taguig	
	43. Las Piñas	47. Makati-JP Rizal	51. Taguig Gate 3	
LUZON	52. Baguio	54. Bacor		
	53. Dagupan	55. Bifan		
VISAYAS	56. Cebu	58. Bacolod		
	57. Lapu-Lapu	59. Iloilo-Central		
MINDANAO	60. Cagayan De Oro			
	61. Davao			

SSS - RASD
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