

<b>CATEGORY</b>	:	Innovation Recognition Award
<b>ORGANISATION</b>	:	<b>Social Security System Philippines</b>
<b>CONTACT PERSON</b>	:	<p><b>NORMITA M. DOCTOR</b> Vice President Member Relations and Support Division and Concurrent Acting SVP, Member Services, and Support Group Social Security System Email: <a href="mailto:doctorm@sss.gov.ph">doctorm@sss.gov.ph</a></p> <p><b>COLETTE H. CORDIAL</b> Department Manager III Corporate Policy and Planning Department Social Security System Email: <a href="mailto:cordialch@sss.gov.ph">cordialch@sss.gov.ph</a></p>
<b>NAME OF PROJECT</b>	:	Social Security System (SSS) Mobile App
<b>OBJECTIVE AND NATURE OF PROJECT</b>	:	<p>The SSS Mobile App is one of the innovations introduced in 2018, and continuously being enhanced responsive to the changing technology requirements and members' needs. It is free for all smartphone users and can be downloaded from the Google Play Store, Apple App Store, and Huawei AppGallery.</p> <p>This project has the following objectives:</p> <ol style="list-style-type: none"> <li>1. Provide 24/7 <ol style="list-style-type: none"> <li>a. access to SSS' services and programs; and</li> <li>b. members' service and support</li> </ol> </li> <li>2. Increase members' engagement</li> <li>3. Improve organizational branding</li> </ol> <p>The following services for employers and members have been made available in the said mobile app to achieve the project objectives:</p> <p><b>A. Employers</b></p> <ol style="list-style-type: none"> <li>1. Employer Information <ol style="list-style-type: none"> <li>a. Basic Information</li> <li>b. Enrolled Bank Information</li> <li>c. Contact Information</li> <li>d. Update Contact information (e-mail address, telephone, and mobile numbers)</li> </ol> </li> <li>2. Contributions – Status of <ol style="list-style-type: none"> <li>a. Payment Reference Number (PRN)</li> <li>b. SSS actual premium amount</li> <li>c. EC premium amount</li> <li>d. Payment date</li> </ol> </li> </ol>

	<ol style="list-style-type: none"> <li>3. Loans <ol style="list-style-type: none"> <li>a. Loan payments</li> <li>b. Posted amount</li> <li>c. Special bank receipt/Transaction number</li> </ol> </li> <li>4. Benefits <ol style="list-style-type: none"> <li>a. Sickness and maternity claims reimbursement</li> <li>b. Medical evaluation and verification system</li> </ol> </li> <li>5. Other Services <ol style="list-style-type: none"> <li>a. Documentary requirements</li> <li>b. SSS branches with location map</li> <li>c. Feedback</li> </ol> </li> </ol> <p><b>B. Members</b></p> <ol style="list-style-type: none"> <li>1. My Information <ol style="list-style-type: none"> <li>a. Basic Personal Information</li> <li>b. Update contact information</li> </ol> </li> <li>2. My Contributions <ol style="list-style-type: none"> <li>a. Total number of contributions posted and amount of contributions</li> </ol> </li> <li>3. My Loans <ol style="list-style-type: none"> <li>a. Salary loan status and balance</li> </ol> </li> <li>4. My Benefits <ol style="list-style-type: none"> <li>a. Sickness, maternity, retirement, disability claims information</li> <li>b. EC medical status</li> </ol> </li> <li>5. Payment Reference Number (PRN) Contribution <ol style="list-style-type: none"> <li>a. List of generated PRNs</li> <li>b. Generate PRN</li> <li>c. Online payment via Paymaya and BPI</li> </ol> </li> <li>6. Other Services <ol style="list-style-type: none"> <li>a. Documentary requirements</li> <li>b. SSS Branches with location Map</li> <li>c. My.SSS registration</li> <li>d. Feedback</li> <li>e. Forgot password</li> <li>f. Application for Salary Loan</li> <li>g. Maternity notification (individual members)</li> </ol> </li> <li>7. Electronic SS Number Issuance with My.SSS registration</li> </ol>
<p><b>WHY IT SHOULD BE RECOGNISED</b></p>	<p>:</p> <p>The SSS Mobile should be recognized based on the following information stating the achievement of the project's objectives and corresponding figures as evidence:</p> <ol style="list-style-type: none"> <li>1. As of January 2021, there were 152.4 million mobile connections in the Philippines, equivalent to 138.2% of the country's total population. <i>(Note: an individual may have two or more mobile devices)</i></li> <li>2. Given the data above, 80% of the 38 million covered members use the SSS mobile app. The percentage represents generation X, millennials, and generation Z, of which the age range is from 22 to 54 years old. These generations are most likely to adapt to changing technology like digital payments and online transactions.</li> <li>3. The SSS recorded nearly 60 million SSS Mobile App transactions for the entire 2020. Interestingly, this figure is five times more than the almost 12 million transactions recorded in the preceding year.</li> </ol>

	<p>4. Application downloads in the entire 2020 reached about 7.38 million, which is a 221 percent increase from the nearly 2.30 million downloads recorded in 2019.</p> <p>5. SSS Mobile app ranked between 1 and 4 in various apps store:</p> <table border="1" data-bbox="520 322 1406 555"> <thead> <tr> <th>APP Store</th> <th>No. of Downloads</th> <th>Satisfaction Rating</th> <th>Rank</th> <th>Category</th> </tr> </thead> <tbody> <tr> <td>Google Playstore</td> <td>4,537,872</td> <td>4.0</td> <td>1</td> <td>Free Productivity</td> </tr> <tr> <td>iOs Apple</td> <td>604,921</td> <td>2.5</td> <td>4</td> <td>Free Utilities</td> </tr> <tr> <td>Huawei App</td> <td>2,235,834</td> <td>4.7</td> <td>4</td> <td>Free Finance</td> </tr> </tbody> </table>	APP Store	No. of Downloads	Satisfaction Rating	Rank	Category	Google Playstore	4,537,872	4.0	1	Free Productivity	iOs Apple	604,921	2.5	4	Free Utilities	Huawei App	2,235,834	4.7	4	Free Finance
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<p><b>SUMMARY OF THE PROJECT</b></p>	<p>: The SSS Mobile App is one of the innovations undertaken by the SSS even before the full blast of its digitalization initiatives in 2019. The design was to serve the members' needs in another platform adept to the changing technology and members' profile.</p> <p>Given the services available in the mobile app, figures for both transactions and downloads, and efficiency ranking, the SSS mobile app has achieved its objectives.</p> <p>Established to provide social protection, SSS will always strive to look for opportunities to serve its members in the best possible way.</p>																				