社會保障基金
FUNDO DE SEGURANÇA SOCIAL

Performance Pledge

Application / Service	Promised Processing Time	Preset Achievement Target
Certificate of Employer's Contribution	The certificate will be completed within 3 working days from the next day after the application and the required documents are submitted.	100%
Certificate of Beneficiary's Contribution		
Old-age pension (including early old-age pension)	The vetting outcome will be communicated to the applicant within 14 working days from the next day after the applicant meets all eligibility requirements and submits all the required documents.[1,3]	100%
Unemployment / Sickness / Birth / Marriage / Funeral allowance		
Contributions of the Arbitrary System (Enrollment)	The vetting outcome will be communicated to the applicant via an official letter, within 14 working days from the next day after the applicant meets all eligibility requirements and submits all the required documents.[1]	100%
Subsidy for hiring unemployed persons		
Subsidy for hiring youth seeking employment for the first time		
Application for withdrawal of funds from the Non-Mandatory Central Provident Fund (Withdrawal by the heir)		95%
Compensation for occupational respiratory disease	After receiving the notice of transcript of occupational disease from the Labour Affairs Bureau, the notice of mediation time from the Public Prosecutions Office, and the clinical forensic medicine opinion, the agent of the FSS will participate in the mediation. The vetting outcome will be communicated to the applicant via an official letter, within 30 days after the FSS receives the mediation report with the compensation amount from its agent.	100%
Subsidy for unemployed persons participating in training	The vetting outcome will be communicated to the trainee via an official letter, within 14 working days from the next day after the training entity submits the attendance list of trainees.[1]	100%
Payment of employment fee for non-resident workers (Online enquiry on the number of non-resident workers required to pay employment fee)	Starting two working days before the payment month, the number of non-resident workers required to pay employment fee can be checked from the FSS's website.	100%
Objection statement of the Non-Mandatory Central Provident Fund (declare that the reason for not being in Macao is "resided in mainland China and attained 65 years of age" / "hospitalized" / "performed official duties, performed duties for the Macao SAR, or discharged other official duties" / "stayed in the Macao SAR for at least 183 days")	The vetting outcome will be communicated to the declarant within 25 working days from the next day after all the required documents are submitted.[2,3]	95%
Joint Provident Fund Scheme (Fund management entity to register investment instrument(s) for the first time / add investment instrument(s) / change information)	The vetting outcome will be communicated to the fund management entity via an official letter, within 14 working days from the next day after it meets all eligibility requirements and submits all the required documents. [4]	95%
Contributions of the Obligatory System (Electronic Filing Service – Add and cancel a master account holder)	It will be completed within 10 working days from the next day after submitting all the required documents.	90%
Contributions of the Obligatory System (File a complaint against an employer for non-payment of contributions)	The complainant will be notified via an official letter of the status of the case, within 15 working days from the next day after submitting the complaint.	90%
Contributions of the Obligatory System (Registration of employer / Early registration of employer)	The registration will be completed within 2 working days at the latest from the date all the required documents are submitted.	85%
Disability pension (The date to have a health assessment by the FSS's medical board)	The applicant will be scheduled to have a health assessment by the FSS's medical board, within 40 working days from the next day after the application and all the required documents are submitted. [5]	80%

NOTE:
1. In some special cases where the vetting process cannot be completed on time, the applicant will be notified within 10 working days from the next day after submitting the application.
2. In some special cases where the vetting process cannot be completed on time, the declarant will be notified within 15 working days from the next day after submitting the application.
3. Offline application: the vetting outcome will be communicated via a text message or an official letter; online application: the vetting outcome will be communicated via a push message from the Macao One Account or an official letter.
4. In some special cases where the vetting process cannot be completed on time, the fund management entity will be notified within 5 working days from the next day after submitting the application.
5. Except for some cases where the applicant requests a postponement and a medical home visit.

Vision

Together, we build a quality social security system to ensure the quality of life of residents.

Mission

1. Implement a two-tier social security system in order to provide better protection for the living of residents.
2. Implement a social security system that meets the economic development of society, improve the related policies and measures and extend social security coverage.
3. Master the development of technology, continuously enhance the quality of professional service and optimize the administrative procedures.
4. Promote the education of career planning and raise the self-awareness of providing for retirement.

Values

The spirit of Social Security Fund (FSS) is to serve the public with courtesy.
We are in one mind to deliver innovative services.

Suggestions or Complaints

Members of the public can express their opinions or file a complaint through the following channels:

1. **Opinion box:**
   Placed at the service points of FSS
2. **Mail:**
   President of the FSS Administrative Committee, Alameda Dr. Carlos d'Assumpção, n.os 249-263, Edf. China Civil Plaza, 18.º andar, Macau
3. **Telephone:** 8599 7139
4. **Fax:** 2856 8208
5. **E-Mail:** at@fss.gov.mo

Supervisory Mechanism

Internal Supervision

Besides the routine supervision provided by each unit head, we also oversee all our services and regularly review the service quality in order to implement the FSS commitment of serving the public with courtesy.

Public Supervision

Members of the public are welcome to give their opinions or complaints about the services of Social Security Fund. We promise to respond to the public within 10 working days from the next day after the receipt of opinion or complaint. If the case is complicated, we will reply within 45 days in accordance with Article 21(3) of Decree-Law No.5/98/M of 2 February. If it needs to exceed the deadline, we will explain the reason to the citizen concerned and inform him or her of the expected response date.

Service Enquiry

Telephone

2853 2850

24-hour interactive voice response hotline

"Social Security System" **2823 8238**

"Non-Mandatory Central Provident Fund System" **2823 0230**

Service Points of FSS

St. Lazarus Parish Field Office
Rua Eduardo Marques, n.os 2 a 6, Macau

Macao Government Services Centre (Social Security Affairs)
Avenida de Venceslau de Morais, n.º 222, R/C, Zona E, Macau

Macao Government Services Centre in Islands (Social Security Affairs)
Rua de Coimbra, n.º 225, 3.º andar, Zona G ,Taipa

www.fss.gov.mo

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