

## Enquiry and application methods for Social Security Fund's services in response to novel coronavirus

**NOTE: Services not listed in the table below must be applied in person, and are only provided at the Macao Government Services Centre (Area of Social Security and Employment) (can only make an appointment online)**

Service type	Service	Online <sup>1</sup>	By post <sup>2</sup>	Self-service machine <sup>3</sup>
Services relating to contributions	Application for enrollment in the arbitrary system	✓ ( with at least 183 days )	✓	
	Start the payment of contributions of the arbitrary system	✓ ( for the quarter )	✓	✓ ( for the quarter )
	Suspend the payment of contributions of the arbitrary system	✓ ( for the quarter )	✓	✓ ( for the quarter )
	Payment of contributions of the obligatory system	✓ ( via Electronic Filing Service )		
	Apply to rectify the default contributions of the obligatory system		✓	
	Payment of contributions of the arbitrary system (the fourth quarter of 2019)			✓
	Application for a Certificate of Beneficiary's Contribution	✓	✓	✓
	Check beneficiary's contribution records	✓		✓
	Application for a Certificate of Employer's Contribution	✓ ( via Electronic Filing	✓	

<sup>1</sup> <http://www.fss.gov.mo>;

<sup>2</sup> Social Security Fund's head office at Alameda Dr. Carlos d'Assumpção, Nos. 249-263, Edf. China Civil Plaza, 18.º andar, Macau;

<sup>3</sup> <http://www.fss.gov.mo/en/sites/kiosk/id/163>;

Service type	Service	Online <sup>1</sup>	By post <sup>2</sup>	Self-service machine <sup>3</sup>
		Service )		
	Change of employer information		✓	
	Complaint against employer for non-payment/ overpayment of contributions		✓	
	Application for Electronic Filing Service		✓	
	Other incoming letters		✓	
Services relating to benefit payments	Old-age pension <sup>4</sup>		✓	
	Disability pension <sup>5</sup>		✓	
	Unemployment allowance, sickness allowance		✓	
	Birth allowance, marriage allowance, funeral allowance	✓	✓	
	Provision of proof of life ( Provide by the end of March )		✓	✓
	Printing and checking the benefit payment records			✓
Services relating to general affairs of provident fund system	Check the name list of fund allocation of 2019	✓		✓
	Check the name list of fund allocation of other years	✓		
	Check the incentive basic fund	✓		
	Check the government-managed sub-account balance	✓		✓

<sup>4</sup> Old-age pension: For beneficiaries residing in Macao, the FSS can arrange to meet them or confirm their identity (provision of the proof of life). For beneficiaries not residing in Macao, they can submit documents issued by the locality (please refer to the Documents Submitted by Beneficiaries Residing Outside Macao);

<sup>5</sup> Disability pension: After receiving the application, the proof of illness will be confirmed, and a health assessment will be arranged by telephone.

Service type	Service	Online <sup>1</sup>	By post <sup>2</sup>	Self-service machine <sup>3</sup>
	Withdrawal of funds from government-managed sub-account (account owners attaining age 65, currently receiving old-age or disability pension from the Social Security Fund, or subsidy for senior citizens or special disability subsidy from the Social Welfare Bureau)			✓
	Filing of objection statement		✓	
	Withdrawal of funds		✓	
Services relating to management of accounts of provident fund system	Employer apply to make online enquiry about Central Provident Fund's contribution balance		✓	
	Employer change identity/communication information		✓	
	Transfer funds out of the government-managed sub-account		✓	
	Transfer funds to the government-managed sub-account		✓	
	Employer to establish the joint provident fund scheme for the first time (Fund management entity)		✓	
	Employer to add a joint provident fund scheme (Fund management entity)		✓	
	Employer to amend the information of the joint provident fund scheme (Fund management entity)		✓	
	Employer to switch the fund management entity (Fund management entity)		✓	

Service type	Service	Online <sup>1</sup>	By post <sup>2</sup>	Self-service machine <sup>3</sup>
	Individual provident fund scheme (Fund management entity)		✓	

For more information, residents can call the 24-hour interactive voice response hotline at 2823 8238 (Social Security System) or 2823 0230 (Non-Mandatory Central Provident Fund System), call 2853 2850 during office hours, or visit the Social Security Fund's website at [www.fss.gov.mo](http://www.fss.gov.mo).