



# ASSA News

Volume 1

A monthly publication published by the ASEAN Social Security Association

December 1999

## ASEAN SSOs must unite on Pension Reforms - Arellano

**Philippine Social Security System (SSS) Chairman and President Carlos Arellano said Asian nations must solidify its position on issues raised by the International Monetary Fund (IMF) and the World Bank regarding a proposal to allow private fund managers to handle public pension funds.**

Arellano said the ASEAN of Social Security Association (ASSA), which convened a two-day meeting in Manila on Thursday, must unify their efforts to strengthen the pension fund position in the region.

"My immediate plan is to unify the eight member nations regarding the proposals of the IMF and the World Bank," he told reporters.

SSS, which has more than 20 million members nationwide, manages the biggest pension fund in the country.

It has a commendable investment track record in the past many years with earnings in the first six months of 1999 of P25.5 billion.

Under existing system in the Philippines, the funds are covered by a government



Members of the ASSA Board hold hands to show solidarity in their mission to promote regional cooperation in all areas of social security including training, consultation and dialogues in a special ASSA board meeting in Singapore on July 30, 1999.

guarantee, which could be withdrawn if handled by private managers.

Arellano, who has been elected as the ASSA chairman, said the Association supports the IMF and the World Bank in their call to improve the pension fund position in the Asia-Pacific region but various contentious issues needed to be resolved.

Federico Pascual, president of the Government Service Insurance System (GSIS) which co-hosted the ASSA meeting, said there is no guarantee that private fund managers would perform better than the in-house managers.

"I think there is anticipation, not only in the region, but particularly in the Philippines about pension reforms," Pascual said.

But he posed the question: "If the (GSIS) fund is to be managed by private fund managers... what will be the position of the government in so far as the private fund managers' performance will be?"

## Highlights of the 4th ASSA Board Meeting

**Some 25 delegates and officials from 17 security organizations in eight ASEAN countries converged in Manila from September 9 - 11, 1999 for the Board Meeting of the ASEAN Social Security Association (ASSA).**

It was the Association's fourth time to meet since its formal establishment and initial meeting in Bangkok, Thailand on February 13, 1999.

The ASSA has held its first three executive board meetings in Chengmai, Thailand on February 14, 1998, Kuala Lumpur (Malaysia) on September 12, 1998 and in Hanoi (Vietnam) on May 14, 1999. A special meeting was held in Singapore on July 30, 1999 to seek the board members consensus on the proposed amendments to the ASSA memorandum of agreement in time for the Manila Board meeting.

SSS Chairman and President Carlos Arellano was chosen as the ASSA Chairman during the Association's meeting in Singapore last July. The meeting was preceded by a seminar on the investment of pension funds.

Arellano designated lawyer Leopoldo Veroy, the executive vice president for operations of the SSS, as Secretary General. Veroy has 37 years of corporate experience and played a major role in the decentralization and computerization of the SSS. He succeeded Wong Chen Cheong of the Employees Provident Fund of Malaysia

To end the two-day meeting, Arellano, who served as host together with the Government Service Insurance System, formally presented a coffee table book "Visions of the Possible: Legacies of Philippine Freedom" to the various member-countries

### In This Issue

*Profile of the 1st ASSA Chairman*

*Profile of ASSA member institutions*

*Country News*

*Vietnam Social Security officials visit*

*RP's SSS for study program*

*SSO senior executives on*

*study visit to SOCO*

*From the Album*

## From the Chairman's Desk



**F**our years ago, the ASEAN Social Security Association (ASSA) took the first bold steps and gathered together the best minds on social security protection in Southeast Asia. It aspired to harness and maximize all efforts to achieve a progressive and sustainable social security protection within the region. Today, the ASSA has begun to move with greater strides and with higher aspirations towards globalization in the Third Millennium.

With the birth of the ASSA, the many small countries in Asia-Pacific gained a voice. United, we can now foster understanding and interdependence, and create a forum whereby we can study, discuss and apply the most suitable social security schemes tailored fit to our culture, our people and our times.

Indeed, we live in exciting times as we have the best people, the latest technology and widest range of information available at our fingertips. However, the litmus test of ASSA is how to render social security as ever more relevant and understandable to the peoples of the region who will live with it. This we are committed to vigorously pursue.

## Profile of the 1st ASSA Chairman

When the Asean Social Security Association was established in 1997, its members elected as chairperson, Dr. Awaloedin Djamin, president of Indonesia's National Social Security Association.

Djamin's credentials are enormous, among them, he held cabinet posts— he was Indonesia's minister of manpower from 1966 to 1968; ambassador to Bonn, West Germany from 1976 to 1978; chief of the Indonesian National Police from 1978 to 1982; and chairman of the advisory board to the chief of Indonesian National Police, a position he still holds at present, but small wonder if this field looks remote from social security as the former ASSA chief also holds a degree in police science.



Dr. Djamin

The association agreed to use the Philippine agreement as the working draft and appointed a drafting committee tasked to finalize the MOA.

On the same occasion, the association allowed Brunei, Myanmar, Vietnam, and Laos to be observer-countries to the group's proceedings pending their official membership.

The final version of the MOA was initialed on November 24, 1997 in Manila, during the XXVth International Social Security Association's Regional Conference for Asia and the Pacific.

He obtained his master's degree in public and international affairs at the University of Pittsburgh and his doctor of philosophy at the University of Southern California.

He was also an academician. He was professor of public administration at the University of Indonesia from 1982 up to present and president of Pancasila University from 1983 to 1985.

The memorandum of agreement (MOA) on the formation of ASSA was drafted and discussed during his term by the member-countries in their meeting in Manila, Philippines on November 22,



### ASSA News

ASSA News is published quarterly by the ASSA Secretariat in cooperation with the Corporate Communications and Media Affairs Department of the Social Security System, SSS Bldg., East Avenue, Quezon City.

## PROFILE OF ASSA MEMBER INSTITUTIONS

### SINGAPORE

#### CENTRAL PROVIDENT FUND (CPF) BOARD

The Central Provident Fund (CPF) Board was established on July 1, 1955, pursuant to the Central Provident Fund Act of Singapore.

#### Source of Funds

Both the employer and the employee contribute to the fund. Currently, the total CPF contribution rate for workers up to 55 years of age is 30 percent of their income (subject to a ceiling of S\$6,000), 10 percent of which is being shouldered by the employer and 20 percent coming from employees.

#### Mission

Its mission is to help Singaporeans save for their old age, permanent disability, healthcare and housing.

#### Coverage

For Old age, Disability and Death Benefits: its membership coverage extends to employed persons earning more than S\$50 a month and excludes those who are members of approved equivalent private plans and special pension system for public employees. For Sickness and Maternity Benefits: coverage is for the employed and the self-employed that are covered by the Central Provident Fund. For Work Injury: coverage extends to all manual labor, except domestic servants, casual employees, and family labor, salaried employees earning less than S\$1,500 a month. There is a special program available for the police.

#### Social Security Benefits

Basically, the CPF Board of Singapore offers social security protection against contingencies such as:

##### Old-age Benefit

Members who are 55 years old and over can receive a lump sum equal to the total employee and employer contributions, plus at least 2.5 percent compound interest (actual rate is linked to average commercial savings and fixed deposit rates adjusted every January 1 and July 10), less

amount set aside for medical contingencies provided for under Medical Care. In addition, under the Minimum Sum Scheme initiated on January 1, 1987, S\$35,400 (S\$40,000 as of July 1995) must be left in the account to ensure continued income from age 60.

##### Permanent Disability Benefits:

Members who are permanently incapacitated for work can receive a lump sum equal to the total employee and employer contributions, plus at least 2.5 percent compound interest (actual rate is linked to average commercial savings and fixed deposit rates, adjusted every January 1 and July 1), less the amount set aside for medical contingencies provided for under Medical Care.

##### Survivor Benefits:

Qualified members can receive a lump sum equal to the total employee and employer contributions, plus at least 2.5 percent compound interest (actual rate is linked to average commercial savings and fixed deposit rates, adjusted every January 1 and July 1), less the amount set aside for medical contingencies provided for under the Medical Care. It is payable to nominated survivors or legal heirs.

##### Sickness Benefits:

The 1985 Employment Act requires employers to provide 14 days of paid sick leave a year, or up to 60 days if worker is hospitalized. This is only applicable if the employee has worked for at least one year.

##### Maternity Benefits:

The same Act also requires employers to pay full wages for up to four weeks before and four weeks after confinement to women with at least 180 days of employment in the preceding year. This benefit is limited to the first two children.

##### Workers' Medical Benefits:

This benefit program includes outpatient treatment and in-patient hospital care, day-surgery treatment, in government hospitals, and



prescribed medicines. Costs are deducted from their balance in their Medisave Account.

##### Work Injury Benefits:

This include Temporary Disability Benefits - up to 100 percent of earnings during the first 14 days (60 days if hospitalized); two-thirds of monthly earnings thereafter and is payable from the first day of incapacity for a maximum of one year; and the Permanent Disability Benefit - a lump sum amount of six to twelve years' earnings (according to age) in proportion to the degree of incapacity, or according to schedule in law for specified injuries.

#### Administration

The CPF Board holds its main office at Robinson Road, within the Central Business District. It has four other offices that are located in the satellite town of Bishan, Bukit Timah, Jurong and Pampines. Members can also obtain information or transact their business using CPF Board's electronic services such as auto-phone, self-service machines and the Internet.

## PROFILE OF ASSA MEMBER INSTITUTIONS

### **SOCIALIST REPUBLIC OF VIETNAM VIETNAM SOCIAL SECURITY**

The Vietnam Social Security was established on February 16, 1995 based on Vietnam's Government Decree No. 19/CP of 16 February 1995.

#### **Sources of Funds**

Sources of its Fund can be accounted for as follows: 15 percent of the total wage fund of employers; 5 percent of employees' wages; the subsidies of the State and other resources.

#### **Mission**

Its mission is "to assist the Prime Minister of the Government in the direction and administration of the Social Security Fund and the implementation of policies and schemes of social security according to the laws."

#### **Vision**

Its three-fold vision include:

- \* To meet the needs of the economic reform, transition from centralized planned economy to market economy;
- \* To form a centralized social security fund that is independent of the State Budget; and
- \* To ensure the social security benefits for employees in all sectors of economy.

#### **Coverage**

Membership coverage in the Vietnam Social Security is mandatory and includes: all employees at state-owned enterprises; employees in the private sector employing ten workers or more; employees in enterprises with directly invested foreign capital, in foreign agencies, etc; employees at enterprises or service organizations belonging to the armed forces; and employees in party organizations or peoples' organizations.

#### **Social Security Benefits**

Vietnam Social Security offers a package of benefits that include sickness, maternity, work injury; old-aged pension and survivors benefits.

#### *Sickness Benefits:*

Cash payment to individuals incapacitated due to general, not work-related causes (no minimum qualifying period specified). It is equal to 75 percent of wages payable up to 30 days in a calendar year if prolonged hospitalization due to specific illnesses. Sickness benefits payable to female employees caring for the first or second child is entitled to 75 percent of wages, up to 15 days for each child under 3 years old; 12 days for each child aged 3-6 years old. Also payable to fathers under special circumstances.



#### *Maternity Benefits:*

Cash payment worth 100 percent of wages for parental care and childbirth including one-day leave payable for three times (or two-day leave in special cases) for prenatal care and maternity leave of a total of 120 days before and after childbirth (150 days if in hazardous and arduous employment or if multiple births, an extra 30-day leave for each child counted from the second one); one 20-day leave for miscarriage in the first three months or 30-day leave if beyond three months. Maternity leave benefits are also granted to female employees adopting a newborn until the child reaches 120 days of age. Unpaid maternity leave benefits are granted at employer's discretion to female employees up to 180 days.

#### *Work Injury Benefits:*

This benefit package include: temporary disability benefits - 100 percent of earnings during treatment until disability is determined and permanent disability benefits - payable monthly or in lump sum amount depending on the category of disability. It also includes workers' medical benefits - inpatient and outpatient treatment, surgery and medicines; survivor benefits - same as survivors of deaths of general causes, plus lump-sum grant equal to twelve months' average wage of state employees.

#### *Old-age Benefits:*

\* Old-age pension: For men aged 60 or women aged 55 and above with 20 years of covered employment; Men aged 55 years or women aged 50 with 20 years of employment in hazardous or arduous work; those with 10 years of work in South Vietnam, in Laos and Kampuchea before May 1975; or whose employment started since the resistance war against the French colonial government. Covered employment in the State sector includes employment up to the enactment of current regulations. Qualified individuals are given a maximum of 75 percent average wage in the last 10 years before retirement; and a minimum equal to the minimum wage in state employment.

\* Old-age grant: Men aged 60 years or women aged 55 years with less than 20 years of contribution are given a lump sum amount that still needs to be stipulated.

#### *Survivor Benefits:*

A lump sum amount not to exceed 12 months' wage of the recipient and a funeral grant equivalent to a lump sum amount of 7 months' minimum wage in state employment. This is provided that the deceased had less than 15 years of covered employment, or has no eligible dependent survivors.

#### **Investments**

Its investment portfolio includes government and treasury bonds; government financial institutions and corporations; loans to the State Budget and to the National Fund of Investment Development; and major projects allowed by the Vietnam government.

## PROFILE OF ASSA MEMBER INSTITUTIONS

### **MALAYSIA EMPLOYEES PROVIDENT FUND (EPF) BOARD**

The EPF Board of Malaysia is a national compulsory savings scheme that provides retirement benefits for the private sector and non-pensionable public sector employees.

It was established on October 1, 1951 under the EPF Ordinance 1951. The EPF Act 1951 has since been replaced by the EPF Act 1991. It is the oldest national provident fund in the world.

#### **Sources of Funds**

The employees and their employers pay monthly contributions to the Fund, which are then credited to the individual member's account and to which dividend is added annually. When members attain the retirement age of 55 years, they are allowed to withdraw all their savings. However, early withdrawal is also allowed in the event of death, incapacitation and emigration. Although, providing retirement benefit is its main concern, the EPF has also introduced other withdrawal schemes to provide for home ownership and health care.

The EPF is one of the two retirement schemes in the country. The other is the Public Service Pension Scheme for the pensionable employees of the public sector.

In addition to the retirement schemes, the Social Security Organization (SOCO) administers the Employment Injury and the Invalidity Pension schemes.

#### **Coverage**

Membership coverage in the EPF include: all employees of the private sector; employees of the non-pensionable public sector and foreign workers (except house maids, expatriates earning more than RM2 500 per month, seafarers and seasonal workers of sugar plantations in Perlis using border pass working permit). However, the following can opt to contribute: self-employed; domestic helpers; pensionable public sector employees; and some categories of foreign workers

#### **Contribution Rates**

At its inception in 1952, the contribution rate was 10 percent (5 percent employees and 5 percent employers) and this rate has since been revised four times over the years. The last revision was in 1996 and the current contribution rate is 23 percent (11 percent employees and 12 percent employers). As for foreign workers, employees contribute 11 percent and employees contribute a flat amount of RM 5.00.

#### **Benefit and Withdrawal Schemes**

**Retirement Withdrawals:** When a member attains the retirement age of 55 years, the member can choose to do any of the following:

- \* Withdraw total savings in lump sum;
- \* Withdraw total savings in installments monthly or part of his savings in lump sum and the balance in installments;
- \* Withdraw the dividend on his savings annually.

#### **Other Withdrawals:**

- \* A member can withdraw all the savings when: the member is incapacitated; one member's death (withdrawal by nominee/text of kin); the member leaves Malaysia permanently.
- \* A member can withdraw part of the savings for housing; when the member attains the age of 50 years; or for health purposes.

#### **Additional Benefits:**

- \* Death benefits of a minimum of RM1,000 and maximum of RM30,000 are paid to the next of kin upon member's death.
- \* Incapacitation Benefit of a minimum of RM1,000 and maximum of RM 30,000 is paid



to a member upon the member's incapacitation.

#### **Administrative Organization**

The EPF Board is a statutory body under the Ministry of Finance. The Board comprises representatives of the government, employers, employees and professionals.

In addition to the Board, there is an Investment Panel, which is responsible for the investment of the funds. It comprises representatives from the Ministry of Finance, the Central Bank and experts in finance and investment. The Minister of Finance appoints both the Board and the Investment Panel members. Its headquarters is in Kuala Lumpur and has 14 state (regional) and 32 branch (district) offices throughout Malaysia.

## PROFILE OF ASSA MEMBER INSTITUTIONS

### PHILIPPINES SOCIAL SECURITY SYSTEM

The Social Security System of the Philippines is charged primarily with administering the Social Security program for workers in the private sector. It also administers the Employees' Compensation Program (State Insurance Fund) and until the end of 1996, the Medical Care Program (Health Insurance Fund) of private sector workers. The Social Security Law was created with the approval of Republic Act (RA) 1162 approved on June 18, 1954. Amendments to the Law followed until the approval of RA 8282 on May 1, 1997.

#### Source of Funds

An employee pays 3.36 percent of his average monthly compensation while a self-employed person pays 8.4 percent of his monthly earnings. The employer pays 5.04 percent based on his employee's average monthly compensation.

#### Vision

The Social Security System aims to develop and promote a viable, universal and equitable social security protection scheme through world-class service.

#### Coverage

All private employees, whether permanent, temporary or provisional, self-employed persons and non-working spouses, who are not over 60 years old.

#### Social Security Benefits

**Old-age Benefit:** The monthly pension or lump sum benefit paid to a retiree.

**Disability Benefit:** A monthly pension paid to a totally and permanently disabled member or a limited pension paid to a partially disabled member.

**Death Benefit:** A monthly pension or lump sum paid to the survivor of the member who dies.

**13th Month Pension:** The pensioner is also entitled to a 13th month pension payable every

December.

**Dependent's Pension:** The five minor, legitimate, legitimated, legally adopted and illegitimate children of a pensioner will receive the dependent's pension if they are not 21 years old, are unmarried and not gainfully employed.

**Funeral Grant:** A funeral grant, in cash or in kind, is given to whoever pays the burial expenses of the deceased member or pensioner.

**Sickness:** The member is entitled to a daily cash allowance.

**Maternity:** The Maternity benefit is a 60-day (for normal cases) or 78-day (for caesarian section cases) allowance paid to a female member who gives birth or has a miscarriage.

#### Investments

The SSS' highly diversified investments include companies in such areas as banking, telecommunications, manufacturing, public utilities and properties. SSS members do not only benefit from our investment earnings. Our country also gains from these earnings by way of helping the government and the private sector build schools and hospitals, attain growth in small-and-medium-scale enterprises, tourism and power-generation projects and other infrastructures and industries of social relevance.

#### Administrative Organization

The Social Security Commission has general supervision over the Social Security System. It is the policy-making body appointed by the President of the Philippines. Its office is located at the 12th Floor, SSS Building, Herrera Street corner Ayala Avenue, Makati City.

The Social Security System administers the social security program for workers in the private sector including the Employees' Compensation Program.

Collection of contributions, recording of contributions, and payment of benefits are carried out by decentralized network of branch offices in cooperation with accredited financial institutions. Its headquarters is located at the SSS Main Building, East Avenue, and Quezon City. It has 108 branches and 58 representative offices.



## PROFILE OF ASSA MEMBER INSTITUTIONS

### THAILAND

#### SOCIAL SECURITY SYSTEM IN THAILAND

The Social Security System in Thailand comprises both social insurance and social assistance schemes. Social insurance provides benefits in the case of sickness, maternity, invalidity, death, old age, and child allowance and work injury. The social insurance system was introduced in Thailand on September 3, 1990 under the Social Security Act, 1990 and revised in 1999 and the Workman's Compensation Act of 1994.

#### Vision 2000

To establish TRUST in Social Security Works; to be publicly acceptable as a guarantee to the Security of life by means of providing EXCELLENT SERVICES and encouraging the STABILITY of the Social Security Fund

#### Mission

- \* To provide protection and security for employees who are injured, sick, disabled or die from work-related causes, under the Workman's Compensation Act;
- \* To provide protection and security for insured persons, who are injured, sick, disabled or die from non-work related causes. The Act also covers maternity benefits, child allowance, old-age pension and unemployment benefits;
- \* To recommend social security policies in accordance with the Act;
- \* To provide information about social security to employees and insured persons, employers and the public;
- \* To collect contributions and pay compensation and benefits according to the Workman's Compensation Act and the Social Security Act;
- \* To inspect and monitor all activities to ensure compliance with the Workman's Compensation Act and the Social Security Act;
- \* To provide rehabilitation services to employees and insured persons with disabilities to help them find suitable jobs;
- \* To manage the fund investment of the Workman's Compensation Fund and the Social

Security Fund;

- \* To provide access to medical services for insured persons under the social security schemes; and
- \* To accomplish any other tasks assigned to the SSO under the Acts.

#### Sources of Funds

The financing of the social insurance system in Thailand is based on a tri-partite scheme in which employers, employees and the government contribute at the rate of 1.5 percent each of the employees wages for the first four benefits (sickness, maternity, invalidity and death). For the period of economic recession in 1998-2000,



contribution rate is reduced to 1 percent each. Contributions for old-age pension and child allowance introduced on December 31, 1998, are gradually increased at the rate of as follows:

- \* 1 percent of wage from government, employer and employee from 1998 to 1999.
- \* 2 percent of wages from employer and employee, government is 1 percent in the year 2000.
- \* 3 percent of wages from employer and employee, government at 1 percent in the year 2001.

#### Coverage

The existing system provides mandatory coverage for workers in the formal sector,

employed by enterprises with ten or more workers.

#### Social Security Benefits

**Sickness Benefits:** The insured persons have to pay contributions for not less than three months within the last 15 months, then they will receive medical care free of charge at the registered hospital and cash benefit of 50 percent of wages maximum 90 days each time and not more than 180 days each year.

**Invalidity Benefits:** The insured persons have to pay contributions for not less than three months within the last 15 months and they can reimburse medical fee up to 2,000 baht per month and receive cash benefits of 50 percent of wages for the whole lifetime.

**Maternity Benefits:** The insured persons have to pay contributions for not less than seven months within the last 15 days and they will receive 4,000 baht cash for each delivery and cash benefits of 50 percent of wages for 90 days or a minimum of two confinements.

**Death Benefits:** The insured persons have to pay contributions for not less than one month within the last six months and the person who arranged the funeral will receive a funeral grant of 30,000 baht plus a grant fund for the survivor.

**Child Allowance:** The insured persons have to pay contributions for not less than 12 months within 36 months and they will receive benefits of 150 baht per month per child who is under six years old for a maximum of two children.

**Old-age Pension:** The insured persons who have paid contributions for not less than 180 months will receive 15 percent of average wage of the last 60 months or 15 percent and one percent per additional 12 months of contributions above 180 months when they reach 55 years old and their insured status ceased.

**Old-age Lump Sum:** In case the insured persons have already paid contributions for more than 12 months, they will receive old-age lump sum benefit equal to the amount of contributions that they and their employers have paid to the Fund plus interest at the rate set up by the SSO. If the insured persons have paid contributions for less than 12 months, old-age lump sum benefit is equal to the amount of their own contributions.

## COUNTRY NEWS



### RP SSS Chief at the WB Pensions Conference in HK

Philippine Social Security System (SSS) President and CEO and ASEAN Social Security Association Chairman Carlos Arellano attended the World Bank Asia Pension Conference held last 12 October 1999 at the Mandarin Oriental in Hong Kong Special Administrative Region of China.

Invited as one of the presentors in the WB forum, Arellano shared the experiences of the SSS in administering its social security programs for the country's private sector workers, financing schemes and fund management policies. He focused his presentation on the efforts of the SSS to optimize its investment opportunities.

"SSS believes that its investment philosophy, objectives and management and legal frameworks have effectively supported its funding system and contributed largely to the excellent performance of its reserve fund," Arellano said in his speech.

The SSS chief explained that the System needs to constantly review its investment policies "to take advantage of new investment opportunities that come with the globalization of the financial markets."

The WB forum was attended by business and government leaders from social security, investment and financial institutions in various countries around the world.

### Vietnam Social Security officials visit RP's SSS for study program

The Philippine Social Security System (SSS) hosted a study program for officials of the Vietnam Social Security last 02-05 November 1999 at the SSS Headquarters in Quezon City.

SSS Executive Vice President and ASEAN Social Security Association Secretary General Leopoldo Veroy welcomed the delegation led by Nguyen Thanh Xuyen, Deputy Director General of the Vietnam Social Security and seven other officials during their courtesy call.

SSS conducted its study program for the Vietnamese social security officials, emphasizing on the experiences of the System in relation to computerization and decentralization, as well as its implementation of social security programs and projects.

As part of their study programs, the Vietnamese were guided at the SSS ID Card Center and the Members Assistance Center (MAC). The ID Center is one of the latest innovations of the System, responsible for the production of the biometrics social security identification card. On the other hand, the MAC serves as a one-stop facility that provides services on registration, members' assistance, loans and benefits, and counseling.

A day before the study program, the members of the delegation were treated to a cultural tour within Metropolitan Manila, reaching historic places and establishments such as the Pontifical and Royal University of Santo Tomas, Manila Cathedral, San Agustin Church, Sto. Domingo Church, Philippine International Convention Center, Quezon City Circle, Robinsons Galleria and the SM Megamall in Ortigas Center.

Vietnam is a member of the ASSA, a pan-Asia organization of 17 social security institutions in ASEAN member-nations established to promote the development of social security in the region. ASSA's current head is SSS Chairman and President Carlos Arellano.



## CPF Board's Computer Services Department obtains ISO 9001 certification

The Central Provident Fund Board of Singapore has obtained the ISO 9001 Certification for the Quality Management System (QMS) used in the development and maintenance of its application systems. The ISO 9001 certification was awarded by the Productivity and Standards Board (PSB) under the ISO 9000 Certification Scheme.

The certification confirms that the Board is on the right track in the development and maintenance of its information systems. It recognizes that the Board has adopted a systematic approach to IT development, and has built quality assurance into its system and services to ensure they conform to international standards.

## SSO of Thailand has new Secretary General



*Mr. Rungsarit Chantararat of Thailand*

Thailand's Ministry of Labour and Social Welfare appointed Mr. Rungsarit Chantararat as its New Social Security Office (SSO) Secretary General, replacing Mr. Chamlong Sriprasart who has been promoted as Deputy Permanent Secretary to the Ministry of Labour and Social Welfare since October 1, 1999.

Mr. Chantararat was Deputy Permanent Secretary of the Ministry of Labour and Social Welfare, Director-General of the Department of Labour Protection and Welfare Director of Legal Affairs of the Department of Labour. He was also Chairman of the Committee considering draft legislation of the Ministry of Labour and Social Welfare and Chairman of Central Wages Committee.

## CPF Board wins Teleperformance Award

The Central Provident Fund (CPF) Board has won the Public Service Sector Award for the 1999 Teleperformance Grand Prix contest.

The aim of this annual worldwide contest is to measure the quality of service delivered by businesses over the telephone. 43,000 "mystery" calls were made to 2,000 business across 22 countries for the contest.

In Singapore, 1,780 calls were made to 88 companies across 11 industry sectors. Each call was evaluated in the following 10 criteria: waiting time, greeting, warmth of welcome, quality of listening, control of call, product knowledge, sales awareness, conclusion of call, overall attitude and overall efficiency.

CPF Board's one-stop Call Centre, which handles calls from members of the public, was able to score above the world average for the Public Service Sector, thus, clinching this award.

## SSO senior executives on study visit to SOCSO

Six Social Security Office (SSO) officials led by Mrs. Orrapin Nutsara, Deputy Secretary General, visited the Employees Social Security Scheme of Malaysia (SOCSO) on October 18-20, 1999 to study its status as an independent agency, its advantage/disadvantage of being one, its personnel benefits, organizational structure and mechanisms of governance.

The SSO officials were warmly accommodated by SOCSO's Director-General, Y.B. Dato' Wan Abdul Wahab Abdullah and his colleagues. The visit sparked a harmonious cooperation between the two ASSA member-nations, building closer ties and setting the trend of interdependence for other ASSA members to follow.

## SSO shares electronic services expertise at the 9th IT Conference of ISSA

Thailand's Social Security Office presented its expertise in the field of electronic services and development at the 9th International Conference on Information Technology held from September 27-30 in Montreal, Canada.

SSO's Chief Information Officer and Secretary General Dr. Somkiat Chayasiwong and Pamee Sriyuthsak, Director of Data Processing Division, presented on the topic: "Electronic services for eligibility validation for medical services of Thailand Social Security Scheme". They focused on aspects such as infrastructure, human and financial resource management, information technology development and the compliance of information technology system with Y2K.

# FROM THE ALBUM



**TOGETHER AS ONE VOICE.** Twenty five delegates from different nations in the Asian Pacific region convened at the Manila Hotel, September 9-11 for the 4th ASEAN Social Security Association conference.



**FACING THE 2000 CHALLENGE WITH CONFIDENCE.** High-level ASSA delegates discussing the ratification of a pan-Asia agreement on social security and the challenges of the next millennium.



**LEARNING FROM EACH OTHER.** ASSA members include social security organizations from Indonesia, Malaysia, Singapore, Thailand, Vietnam and the Philippines, promoting regional cooperation in all areas of social security, including training, consultation and dialogues.

**THE ASSA AGENDA:** To gather our energies and focus our discussions on how we can make our association become an effective and potent force that will promote social security in the Asia-Pacific region.



**A TASTE OF FILIPINO HOSPITALITY.** "Visions of the Possible: Legacies of Philippine Freedom", a coffee table book was presented to the ASSA delegates during the welcome luncheon.



**"TO DIVERSIFY OR NOT".** Experts on global investments contribute to the richness of the discussions.

**"GLOBAL PENSION REFORM".** High caliber management consultants provide a well-spring of information that greatly benefited the ASSA delegates.





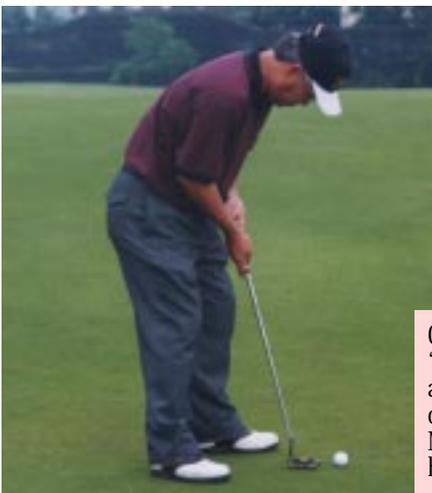
**ASSA BROTHERS.** United in one common vision to become a vibrant, dynamic and respected regional body of social security proponents.



**A COMMON PLATFORM.** The ASSA provides a common platform for each member nation to share their know-how on social security in the light of their respectively unique culture, people and social setting.



**BREAKING BREAD TOGETHER.** ASSA is conducive setting for mutual exchange of experiences and fostering greater cooperation among member institutions.



**HIGH TECHNOLOGY AT OUR FINGERTIPS.** Sharing the use of latest technology as applied in the Philippines' SSS ID Card Production Center provides other ASSA members first-hand learning experience.

**CHECKING OUT THE LOCAL "GREENS".** ASSA delegates take a breather to check out the golf course at Club Intramuros, Manila and each other's handicap.



**TIME OUT FOR ART APPRECIATION.** The delegates tour the Museo ng Sining, an art museum of the Government Service Insurance System (GSIS).



**OF NEW BEGINNINGS AND FAREWELLS.** Delegates and conference organizers pose for posterity during the farewell dinner.

# ASSA DIRECTORY

Name	: <b>Mr. Carlos A. Arellano</b>	Name	: <b>Tan Sri Sallehuddin Mohamed</b>	Tel. No	: 844-9344153
Position	: Chairman & President	Position	: Executive Chairman	Fax No	: 844-9344169
Organization	: Social Security System	Organization	: Employees Provident Fund	Status	: Board Member
Address	: 6th floor, SSS Bldg., East Ave. 1101 Quezon City, Philippines	Address	: 26th floor, EPF Bldg., Jalan Raja Laut 50350 Kuala Lumpur, Malaysia	Name	: <b>Ms. Hajah Noriah Mohammad Abbas</b>
Tel. No	: 632-9222995	Tel. No	: 603-2931470	Position	: Deputy Managing Director
Fax No	: 632-9248470	Fax No	: 603-2933121	Organization	: Employees Trust Fund
Status	: Board Member	E-mail address	: kwsp@po.jaring.my	Address	: 5th floor, IBB Bldg. Jalan Pemancha, Bandar Seri Begawan BS 8710 Negara Brunei Darussalam
Name	: <b>Mr. Lim Han Soon</b>	Status	: Board Member	Tel. No	: 673-2-235321
Position	: General Manager	Name	: <b>Justice Hermogenes D. Concepcion Jr.</b>	Fax No	: 673-2-235322
Organization	: Central Provident Fund Board	Position	: Chairman of the Board	Status	: Observer
Address	: 79, Robinson road, CPF Bldg., Singapore 068897	Organization	: Government Service Insurance System	Name	: <b>Mr. Duangchanh Mouksavanh</b>
Tel. No	: 02-2293211	Address	: GSIS Financial Center (Reclamation Area) Pasay City, Metro Manila 1308 Philippines	Position	: Director
Fax No	: 02-2245869	Tel. No	: 632-8916347	Organization	: Social Security Department, Ministry of Labour and Social Welfare
E-mail address	: cpfboard@signet.com.sg	Fax No	: 632-8916390	Address	: P.O. Box 345, Vientiane LAO PDR
Status	: Vice Chairman	Status	: Board Member	Tel. No	: 856-21 213013
Name	: <b>Prof. Dr. Awaleodin Djamin</b>	Name	: <b>Mr. Federico C. Pascual</b>	Fax No	: 856- 21 213-681
Position	: Chairman	Position	: President & General Manager	E-mail address	: socsec@laonet.net
Organization	: Indonesian National Social Security	Organization	: Government Service Insurance System	Status	: Observer
Address	: Jl. Gatot Subroto No. 79 Jakarta 12040, Indonesia	Address	: GSIS Bldg., Financial Center Pasay City, Metro Manila 1308 Philippines	Name	: <b>Mr. Hector Inductivo</b>
Tel. No	: 6221-5225339	Tel. No	: 632-8916003	Position	: Director
Fax No	: 6221-5255433	Fax No	: 632-8916017	Organization	: ISSA Regional Office for Asia and the Pacific
Status	: Board Member	E-mail address	: fcpascual@gsis.gov.ph	Address	: 11th floor, SSS Makati Bldg., Ayala Ave. cor Herrera St., Makati City Philippines
Name	: <b>Dato' Wan Abdul Wahab Abdullah (Not updated)</b>	Status	: Board Member	Tel. No	: 632-8134311/ 8134304
Position	: Director General	Name	: <b>Mr. Rungsarit Chantararat</b>	Fax No	: 632-8134315
Organization	: Social Security Organization	Position	: Secretary General	E-mail address	: issaro@mozcom.com
Address	: Menara PERKESO 281 Jalan Ampang 50538 Kuala Lumpur Malaysia	Organization	: Social Security Office	Status	: Observer
Tel. No	: 603-4535320	Address	: 88/28 Moo 4, Tivanond Road, A. Muang Nonthaburi 11000, Thailand	Name	: <b>Atty. Leopoldo S. Veroy</b>
Fax No	: 603-4564987	Tel. No	: 662-5261811/ 9689770	Position	: Executive Vice President for Operations
E-mail address	: perkeso@pop0.jaring.my	Fax No	: 662-5252814	Organization	: Social Security System
Status	: Board Member	E-mail address	: rungsarite@sso.molsw.go.th	Address	: 7th floor, SSS Bldg., East Ave. 1101 Quezon City, Philippines
Name	: <b>Mr. Wong Chen Choeng</b>	Status	: Board Member	Tel. No	: 632-9222954
Position	: General Manager, Corporate Services Dept.	Name	: <b>Dr. Nguyen Huy Ban</b>	Fax No	: 632-9247827
Organization	: Employees Provident Fund	Position	: Director General	E-mail address	: veroyls@ibm.net
Address	: 11th floor, EPF Bldg., Jalan Raja Laut 50350 Kuala Lumpur, Malaysia	Organization	: Vietnam Social Security	Status	: Secretary General
Tel. No	: 603-294-5101	Address	: 7 Trang Thi St., Hoan Kiem Hanoi, Vietnam		
Fax No	: 603-2912618				
E-mail address	: kwsp@po.jaring.my				
Status	: Board Member				