

How can I schedule an appointment for a Social Security customer information service?

The customer information service with prior scheduling allows the provision of information services to citizens on a previously defined date and time.

With this service, citizens may be attended on a previously scheduled date and time, according to their convenience, without having to wait in queues.

The scheduling of appointments for Social Security customer information services may be done online or by phone.

Please note that:

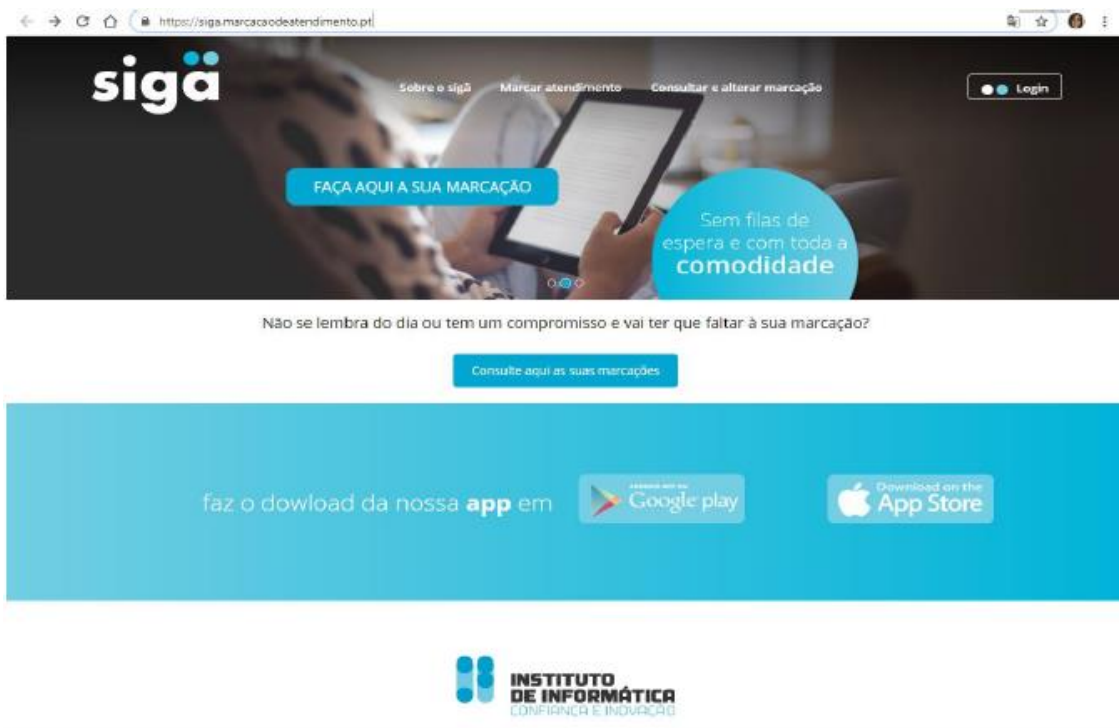
- You must be at the Social Security customer information services 15 minutes before the scheduled time so that you may be attended on time.
- You must save the Dialling Code you received in the confirmation message and show it to the customer information services' personnel.
- Customer information services are provided according to the previously scheduled time and not by order of arrival.

A customer information service provided at the right time!

1 – To schedule your appointment online, click on the following link:

<https://siga.marcaodeatendimento.pt/>

If you select the **Marcar atendimento** (schedule appointment) tab, you will be redirected to the Social Security Online Service.



The screenshot shows the Siga website interface. At the top, there is a navigation bar with the Siga logo on the left and three menu items: 'Sobre o sigã', 'Marcar atendimento', and 'Consultar e alterar marcação'. A 'Login' button is located on the right side of the navigation bar. Below the navigation bar, there is a large banner with a background image of a person using a tablet. The banner contains the text 'FAÇA AQUI A SUA MARCAÇÃO' in a blue button, and a circular graphic with the text 'Sem filas de espera e com toda a comodidade'. Below the banner, there is a text prompt: 'Não se lembra do dia ou tem um compromisso e vai ter que faltar à sua marcação?' followed by a blue button that says 'Consulte aqui as suas marcações'. At the bottom of the page, there is a blue bar with the text 'faz o download da nossa app em' followed by two buttons: 'Google play' and 'Download on the App Store'. At the very bottom, there is the logo of the 'INSTITUTO DE INFORMÁTICA CONFIANÇA E INOVAÇÃO'.

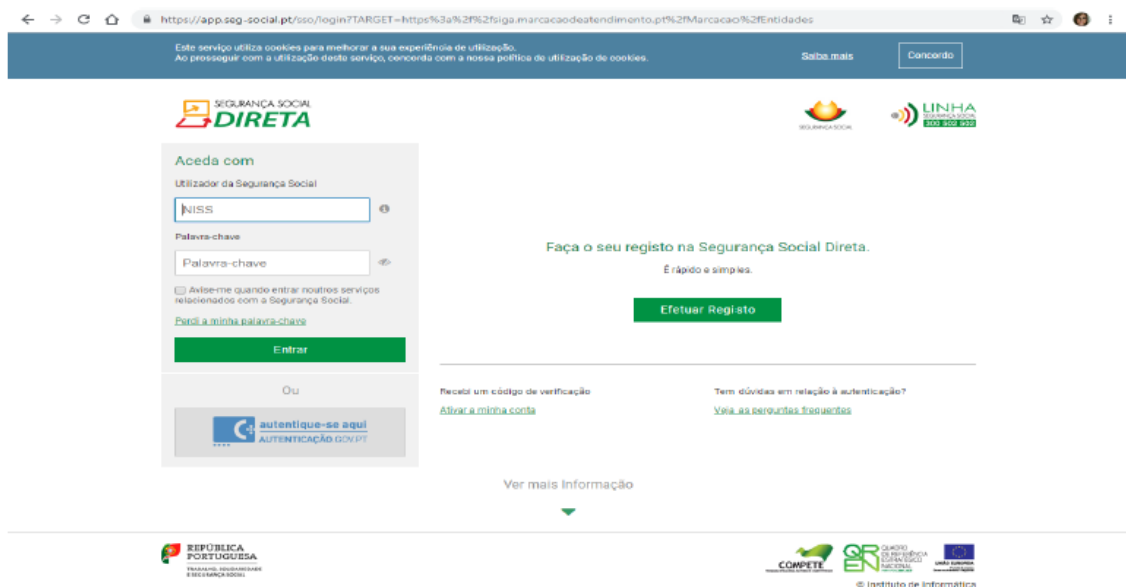
Notes:

This system only allows the scheduling of appointments for the general issues dealt in the customer information services and not for issues concerning treasury or social action customer information services.

You must schedule an appointment for each issue that needs to be dealt with the Social Security customer information services.

To schedule an appointment you need:

your Social Security Identification Number (NISS) and your access password to the Social Security Online Service



2 – To schedule your appointment by phone:

Social Security Line - Call 300 502 502, working days from 9:00 a.m. to 6:00 p.m.

(The call cost is the same as a fixed-line telephone call, according to the tariff plan).

When you schedule an appointment by phone, you must choose the option according to the issue that needs to be dealt with the Social Security customer information services:

Option 1 - Allowances and Benefits

Option 2 - Employees, Employers, European Health Insurance Card (EHIC) and Public Capitalization Scheme

Option 3 - Pensions and supplements

Option 4 - Self-employed workers

Option 5 - IT support in the Social Security Online service

In case you need to cancel an appointment, please inform us of that fact by calling to the Social Security Line number.

This way, it is possible to provide an effective service to you and all citizens.

Useful Link: <http://www.seg-social.pt/inicio>