



Online Booking Service

To be in line with the development of electronic governance of the Macao SAR and to improve the quality of services, the Pension Fund provides, starting from 26th September 2019, the **“Online Booking Service”** through the mobile application “Common Access to Public Services of the Macao SAR” and through the “General reservation and waiting platform”, both of which offered by the Public Administration and Civil Service Bureau (SAFP).

In addition to coming to wait at the Pension Fund in person for the service, members of the Retirement and Survivor’s Pensions Scheme and those of the Provident Fund Scheme for Workers in the Public Services, or other relevant persons can now book online for service appointments at the Pension Fund or at the service centres of the Municipal Affairs Bureau (the Macao Government Services Centre, the Macao Government Services Centre in Islands, the Public Services Centres and their substations).



Mobile application
“Common Access to
Public Services of the
Macao SAR”

“General reservation and
waiting platform”
<https://booking.gov.mo>

The mobile application “Common Access to Public Services of the Macao SAR” can be downloaded at the Macao SAR Government website:



<https://www.gov.mo/en/app/download/>

or

by scanning the QR code as shown below:



Mobile application
“Common Access to Public
Services of the Macao SAR”
(iOS user)



Mobile application
“Common Access to Public
Services of the Macao SAR”
(Android user)



[Please click here for the "Operation Procedures and Important Notes" for online booking](#)



The Pension Fund Hotline: 2835 6556

The Online Booking Service covers a total of 24 services of the Pension Fund, including 21 for the Retirement and Survivor's Pensions Scheme and 3 for the Provident Fund Scheme for Workers in the Public Services.


Meanwhile, the Pension Fund has enhanced the service-progress enquiry function. The number of services, for the progress of which can be enquired, has been increased to 8. You can also check the progress of the related services through the mobile application "Common Access to Public Services of the Macao SAR".

Services available for online booking

The Retirement and Survivor's Pensions Scheme

- Pensão de sobrevivência - 1º pagamento *(Available for appointment booking to the Pension Fund only)*
- Emissão de declaração de rendimentos
- Pagamento de subsídio de casamento
- Pagamento de subsídio de nascimento
- Subsídio de família - 1º pagamento
- Pagamento de passagens aéreas para descendentes que frequentem cursos no exterior
- Auxílio no tratamento dos pedidos de empréstimo à CEP
- Auxílio no tratamento dos pedidos de empréstimo ao MGM
- Pagamento de subsídio de funeral
- Pagamento de subsídio por morte
- Pagamento de subsídios de Natal e do 14º mês deixados por titulares de pensões
- Pagamento de despesas de trasladação de restos mortais dos subscritores aposentados
- Re-emissão e actualização do cartão de identificação do subscritor / cartão de acesso aos cuidados de saúde
- Fixação do débito para a compensação da pensão de sobrevivência
- Reprodução ou emissão de declaração autenticada de documentos do processo individual do subscritor
- Consulta do processo individual do subscritor
- Devolução de descontos - pessoal em regime de contrato administrativo de provimento
- Restituição de descontos por incapacidade ou por limite de faltas por doença do subscritor
- Restituição de descontos por incapacidade e falecimento do subscritor
- Restituição de descontos efectuados para sobrevivência por falecimento do subscritor
- Entrega de Declaração do Subsídio de Residência

The Provident Fund Scheme for Workers in the Public Services

- Payment of Accrued Benefits
- Emission of Declaration of Accrued Benefits for the Purpose of "Inventário Judicial" 
- Issuance of Medical Services Card to former Provident Fund Scheme members

 For enquiry about the service-progress (Chinese or Portuguese version only)