THE REPUBLIC OF TÜRKİYE

MINISTRY OF LABOUR AND SOCIAL SECURITY

THE EUROPEAN CODE OF SOCIAL SECURITY

(Article 74)

44th COUNTRY REPORT

(01/07/2024 – 30/06/2025)

July 2025

I – OVERVIEW

Pursuant to Law No. 5502 on Certain Regulations Concerning the Social Security Institution, which entered into force subsequent to its publication in the Official Gazette dated 20/05/2006, the various social security institutions responsible for separate legal provisions for different employment groups in Türkiye were incorporated into a single organisinstitutional structure, and the Social Security Institution (SSI) was established.

Within the framework of Social Security Reform, and in line with the principles of sustainability and the aim to ensure the unfication of norms and standards across the merged insurance branches and their implementation, the Social Insurance and Universal Health Insurance Law No. 5510 was enacted by the Grand National Assembly of Türkiye and entered into force on 01/10/2008.

As envisaged by Law No. 5510, instead of the previously fragmented provisions applied to different categories of workers, a unified social security system was established, eliminating disparities in the rights and obligations of insured persons previously subject to different institutions. The new system ensures equality in entitlements and responsibilities across all insured individuals. Taking into account both the challenges of the former system in Türkiye and the anticipated demographic changes, the reform aims to establish a fair, easily accessible, more effective and financially sustainable social security system that provides stronger protection against poverty in the medium and long term. In addition, the reform has ensured the unification of norms in pension and healthcare systems.

In accordance with the Law, the insurance statuses of individuals entering the workforce for the first time as of October 2008 were redefined as follows:

- Persons employed by one or more employers under a service contract (4/1-a),
- Persons working independently on their own account and are not bound by a service contract (4/1-b),
- Persons employed in public administrations as civil servants (4/1-c).

Furthermore; as of October 2008, the insured persons previously covered by the following laws were reclassified under the new structure pursuant to Law No. 5510:

- Individuals covered by the Social Insurance Law No. 506 and Agricultural Workers Social Insuramce Law No: 2925 were included under Article 4/1-a.
- Those covered by the Law on Tradesmen and Craftsmen and Other Self-Employed Persons No. 1479 and Social Insurance Law for Self-Employed Agricultural Workers No. 2926 were included under Article 4/1-b,
- Individuals covered by the Republic of Türkiye Retirement Fund Law No. 5434 were included under Article 4/1-c.

The social security of those working on the basis of contribution scheme in our country covers the benefits provided in the insurance branches of sickness, maternity, work accidents and occupational diseases (short term insurance branches), incapacity, old-age and survivor (long term insurance branches) as well as benefits stemming from universal health insurance. Social benefits and services rendered to the groups excluded from social security contribution scheme and subject to indigence criteria are guaranteed by the State.

The contribution-based social security system in Türkiye covers benefits under the short-term insurance branches (sickness, maternity, work accidents and occupational diseases), long-term insurance branches (invalidity, old-age and survivors), as well as benefits provided through universal health insurance. Meanwhile, social benefits and services provided to individuals who are not covered by the contribution-based system and are subject to means-testing are guaranteed by the State.

ADMINISTRATION / ORGANISATION

As a public legal entity vested with administrative and financial autonomy, the Social Security Institution (SSI) is subject to the provisions of private law in cases where there is no relevant provision in Law No. 5502 on Certain Regulations Concerning the Social Security Institution, or in Presidential Decree No.4 on the Organisation ofInstitutions and Organisations Affiliated with, Related to or Associated with Ministries, and Other Institutions and Organisations. The SSI operates as a related institution of the Ministry of Labour and Social Security and is subject to the audit of the Court of Accounts.

The objectives and duties of the SSI are set forth in Presidential Decree No.4. The primary objective of the SSI is to operate a social security system based on the principles of social insurance, which is effective, equitable, easily accessible, actuarially sound, financially sustainable, and aligned with contemporary standards.

1. Administrative Structure/ Practices

The administrative bodies of the SSI are the General Assembly, the Executive Board, and the Presidency. The Executive Board is the decision-making body and holds the highest level of decision-making authority, powers, and responsibilities. The Presidency comprises the central and provincial organisations. The President, as the highest ranking official of the SSI, is accountable to the Executive Board for the actions of the Presidency and for the activities and procedures carried out by subordinate personnel.

Central Organisation: The central organisation of the SSI consists of service units, which are as follows:

a) Directorate General for Pension Services
b) Directorate General for Insurance Premiums
c) Directorate General for Universal Health Insurance
d) Directorate General for Information Technologies
e) Directorate for Guidance and Inspection
f) Department of Actuary and Fund Management
g) Directorate for Strategy Development
h) Department of Human Resources
i) Department of Support Services
j) Department of Construction and Real Estate
k) Department of Training, Research and Development
l) Office of Legal Counsellor
m) Office of Press and Public Relations Counsellor

By resolution of the Executive Board, a maximum of 11 departments may be established witihn each Directorate General.

Provincial Organisation: The provincial organisation of the SSI consists of social security Provincial Directorates established in each province, along with ”Social Security Centres” affiliated to provincial directorates.

By decision of the Executive Board, a total of 602 Social Security Centres were established:

- 451 Social Security Centres,
- 34 Guidance Social Security Centres,
- 35 Health Social Security Centres,
- 82 Financial Services Social Security Centres.

As of 18 June 2025, a total of 557 Social Security Centres are operational, comprising:

- 412 Social Security Centres,
- 29 Guidance Social Security Centres,
- 34 Health Social Security Centres,
- 82 Financial Services Social Security Centres.

Status of Personnel: In the central and provincial organisations of the SSI, personnel are employed under the statuses provided in Article 4 of Law No. 657 (civil servants, contract office personnel, and workers). In addition, IT specialists employed under contract pursuant to Article 28 of Law No. 5502, and other IT personnel are employed pursuant to Additional Article 6 of the Decree Law No. 375.

SOCIAL SECURITY INSTITUTION
Distribution of Personnel Employed in Central and Provincial Organisation
(*21 May 2025*)

ORGANISATION	REGULAR OFFICER *(657-4/A)*	CONTRACT OFFICER *(657-4/B)*	IT SPECIALIST (CONTRACT) *(5502/28)*	IT PERSONNEL (CONTRACT) *(375/6)*	WORKER *(657-4/D)*	TOTAL
CENTRAL	3,354	152	54	37	823	4,420
PROVINCIAL	21,985	1,282	0	0	4,770	28,037
TOTAL	25,339	1,434	54	37	5,593	32,457

2. Developments

a. Changes in the Reference Period:

Incentive (Minimum Wage Support)

The “Minimum Wage Support” scheme was introduced to reduce the social security cost borne by employers arising from the increase in the minimum wages. In Türkiye, this support was first implemented in 2016 (pursuant to Provisional Article 68 appended to Law No. 5510 under Law No. 6661). Employers were provided with a daily support of 3.33 TL per insured person and 100 TL per month. This measure continued to be implemented between 2017 to 2024. As in the previous years, employers of insured persons subject to the provisions of long-term insurance branches under subparagraph (a) of the first paragraph of Article 4 of Law No. 5510 are eligible to benefit from this support.

The minimum wage support is applied in the form of a deduction of a certain amount from the social security contributions paid by employers on behalf oftheir insured workers. The cost of this measure was borne by the Treasury in 2016 and 2017, and by the Unemployment Insurance Fund between the years 2018 and 2024. The support implemented in 2025 is likewise financed by the Unemployment Insurance Fund.

For the year 2024, the amount obtained by multiplying 23.33 Turkish lira by the total number of premium payment days declared for the insured persons from eligible workplaces for the months/period from January to December was deducted from the social security contributions payable to the Institution by these employers, and this amount was covered by the Unemployment Insurance Fund. Employers of private sector workplaces registered for the first time in 2024, as well as employers of insured persons whose daily earnings subject to contribution in 2023 were below 671 TL, 1,341 TL in workplaces where collective labour agreements were applied, and 1.789 TL in lignite and hard coal workplaces, benefited from this incentive.

Through Article 5 of Law No. 7539, published in the Official Gazetta No: 32803 dated 4 February 2025, Provisional Article 109 was appended to the Social Insurance and Universal Health Insurance Law No. 5510. Pursuant to this provision, the amount of 23.33 Turkish lira used in the calculation was updated to 33.33 Turkish lira. For the year 2025, minimum wage support shall be calculated on the basis of total number of premium payment days of insured persons declared for the respective month of 2025, provided that this total number does not exceed the total number of premium payment days of insured persons reported as having daily earnings subject to contribution of 1,000 TL or below in the monthly premium and service documents, or in the combined tax withholding and premium service declarations submitted to the Institution for the same month of 2024. This threshold shall be taken as 2,000 TL for workplaces where collective labour agreements are applied, and 2,677 TL for lignite and hard coal workplaces.

Five-Point Reduction in Employers’ Share of Social Security Premium

Pursuant to the Provisional Article 95 appended to the Social Insurance and Universal Health Insurance Law No. 5510, as of 03.03.2023; insured persons registered before 08.09.1999 (inclusive), who retired upon request due to old age or retired for the first time after the enforcement date of the relevant article, benefited from the coverage of an amount corresponding to five points of the employers’ share of the social security support premium by the Treasury, provided that they continue to work as subject to social security support premium by being employed in the same workplace within 30 days. The objective of this premium reduction is to prevent labour market fluctuations and, by supporting registered employment subject to social security support premium, to reduce the cost of such premium for private sector employers employing these insured persons. The implementation of five-point premium reduction in the employers’ share of social security premium ended as from September 2024.

Four-Point Reduction in Employers’ Share of Invalidity, Old Age and Survivors Insurance

An amendment was introduced in subparagraph (ı) of the first paragraph of Article 81 of the Law No. 5510 in accordance with Articles 10 and 17 the Law on the Amendment of Social Insurance and Universal Health Insurance Law and Certain Laws No. 7538, published in the Official Gazette No. 32783 dated 15.01.2025, and this amendment took effect as of 01.02.2025. Pursuant to the aforementioned legislation; four points of the employers' share of invalidity, old-age and survivors insurance contributions concerning insured persons employed by private sector employers as of February 2025 are covered by the Ministry of Treasury and Finance. The four-point reduction is applied at five points for insurance holders employed by private sector employers in the manufacturing sector.

Furthermore; within the reference period concerning 43rd Country Report, due to the earthquake which occurred on 06.02.2023, a series of postponements were introduced regarding deadlines for submission of documents and payment of premium debts. Postponement dates in respect thereof correspond with the reference period of this report. The details of the most recent postponement are as follows:

As regards workplaces in service in Adıyaman, Hatay, Kahramanmaraş and Malatya provinces and the districts of İslahiye and Nurdağı of Gaziantep province and insurance holders in these provinces and districts:

- The deadline for submittal of information, documents and statements has been postponed to 16.06.2025.
- The deadline for submittal of Withheld Statements and Premium Service Statements/Monthly Premium and Service Declarations has been postponed to 31.07.2025,
- The final payment period of the existing premium debts whose payment period expired before 06.02.2023 has been postponed to 30.06.2025,
- The deadline for the final payment of premium debts for the months 2023/January to 2025/April has been postponed to 31.12.2025.

An informative text including several questions and answers has been issued with the aim of raising awareness and ensuring that insured persons working on their own account within the scope of Article 4/1-(b) of the Law No. 5510 (Pension Fund for the Self-Employed – repealed) are duly informed and encouraged to pay their insurance premiums regularly, thereby improving premium collection rates of the Institution A text has been sent to related NGOs and institutions/organisations, briefing them on the transmittal of the drafted text to relevant occupational federations/unions/chambers, as well as its announcement to their members by means of e-mail and similar ways if possible, and its publication in web pages of institutions/organisations as an announcement.

The periods of refund concerning Active Service Rise (FHZ) premiums improperly paid to the Institution on behalf of insured persons within the scope of 4/1-(c) have been transferred to the electronic system.

Pursuant to Additional Article 19 appended to the Law No. 5510 in accordance with the Law No. 7161, the lower limit of 1,000 TL introduced for old age, invalidity and survivor pensions has been raised to 1,500 TL by the Law No. 7226 dated 25/3/2020; to 2,500 TL by the Law No. 7351 dated 19/1/2022; 3,500 TL by the Law No. 7417 dated 01/07/2022; 5,500 TL by the Law No. 7431 dated 12.01.2023; 7,500 TL by the Law No. 7447 dated 30.03.2023; 10,000 TL by the Law No. 7495 dated 25/1/2024; 12,500 TL by the Law No. 7524 dated 28/7/2024 and to 14,469 TL by the Law No. 7539 dated 31/1/2025. Within the scope of this article, as regards each transaction, the total amount of pensions and payments under invalidity and old age insurance, together with the additional payment to be made pursuant to Article 1 of the Law No. 5454 dated 8/2/2006, shall not be less than 14.469 TL.. As for the sum of payments rendered within the scope of survivors insurance, it shall not be less than the amount of this total to be calculated on the basis of the ratio of shares of right holders.

For each person entitled, the holiday bonus paid to pensioners under Law No. 5510 has been raised from 3,000 TL to 4,000 TL per person, pursuant to Article 8 of the Law No. 7546 dated 27/3/2025.

A report has been issued on the decisions rendered by the Institution's Health Board on the procedures relating to the identification of the rate of the incapacity to work, upon their comparison according to the provisions of the previous and recent regulations.

The legislation on determination procedures such as invalidity and loss of earning capacity in the profession has been consolidated under a single circular.

Postponement of Obligations, Restructuring and Incentive:

In line with the Decision No. 2023/24 dated 09/02/2023 of the Institution's Executive Board, the recording and notification of debts arising from overpayments or improper payments for pensioners and right holders within the scope of subparagraph (c) of the first paragraph of Article 4 of the Law No. 5510, residing in Adana, Adıyaman, Diyarbakır, Elazığ, Gaziantep, Hatay, Kahramanmaraş, Kilis, Malatya, Osmaniye and Şanlıurfa provinces, as well as Gürün District of Sivas province, were suspended pursuant to Article 96 of the Law No. 5510.

The force majeure, which was to expire at the end of 30/11/2024 in the provinces of Adıyaman, Hatay, Kahramanmaraş and Malatya, as well as the districts of İslahiye and Nurdağı of Gaziantep province, was extended to 31/01/2025 by the Ministry of Treasury and Finance.

In line with Decision No. 2025-53 dated 16/01/2025 of the Institution's Executive Board, restructuring and instalment procedures concerning overpayments, improper payments and receivables of the Institution arising from public losses were not deemed to have been annulled as from 06/02/2023. It was decided under the relevant legislation that the deadline for payment of the existing receivables whose due date had expired, and receivables to accrue until 31/05/2025, shall be postponed to 30/11/2025 (inclusive) without imposing any late fee.

In line with Decision No. 2025-332 dated 30/05/2025 of the Institution's Executive Board, restructuring and instalment procedures concerning overpayments, improper payments and receivables of the Institution arising from public losses were not deemed to have been annulled as from 06/02/2023. It was decided under the relevant legislation that the deadline for payment of the existing receivables whose date of payment expired, and receivables to accrue until 30/11/2025, shall be postponed to 31/12/2025 (inclusive) without imposing any late fee.

b. Changes Agreed, Planned or Proposed for the Next Term:

Efforts will be exerted to implement inspection programs launched within the scope of combating unregistered employment through risk-focused inspections nationwide, widespread and intensive inspections, and focusing on underreporting of payments rendered.

Endeavours for the harmonisation of electronic infrastructure will be made with institutions and organisations with which data are shared, with the aim of increasing cross-checks. Within the scope of data-sharing, necessary efforts will be in progress to ensure that the data obtained after the protocols signed with institutions/organisations enter into force are reflected on cross-check screens.

Various information and awareness-raising activities on social security rights and obligations will be carried out throughout the country.

Work has been initiated to enable provincial units to conduct service crediting transactions of persons subject to the Law No. 5510 among those insured under 4/1-(c) as of 2026, which are currently carried out by the central unit.

Work on the Draft “Regulation on the Procedures for the Determination of the Rate of Loss of Earning Capacity due to Work Accidents and Occupational Diseases” is ongoing.

It is planned to match the codes of profession of insured persons with the profession group numbers utilized in the determination of the rate of loss of earning capacity due to work accidents and occupational diseases. Thus, it is aimed to ensure standardization in determining profession group numbers.

c. Completed or Initiated Research (Including Evaluations):

Widespread and intensive inspections in the form of screenings will be carried out for a total of 54,774 workplaces operating in sectors with high unregistered employment rates to be identified by Provincial Directorates of Social Security.

Workplaces belonging to foreign nationals, where unregistered work has been quite common in recent years, and the sectors and workplaces where these people densely work will be identified, and widespread and intensive inspections in the form of screenings will be carried out in a total of 5,460 workplaces.

Workplaces that were previously notified by correspondence on underreporting will be analysed, and inspections will be carried out for approximately 1,689 workplaces bearing the risk of underreporting.

The procedure of sending SMS messages for informing insured persons whose earnings based on premium have decreased by 20% or above started in January 2018. So far, more than 2 million SMS messages have been sent to inform the insured. Between July 2024 and May 2025, a total of nearly 600,000 informative SMS messages were sent.

In 2024, for the purpose of preventing the underreporting of wages, informative letters were sent to 3,658 employers who were detected to be reporting their employees from qualified occupational groups (medical doctors, engineers, lawyers, sportspersons, teachers etc.) at or nearly at the minimum wage level.

The number of documents examined across Türkiye between 01.07.2024-30.05.2025 is 1,423,508, from those whose protocols were signed and whose data were transferred to our Provincial Directorates' Services for Combating Unregistered Employment. As a result of the documents examined, 14,821 unregistered workplaces and 123,713 persons working without registered insurance were identified.

Various information and awareness-raising activities were carried out nationwide on social security rights and obligations. Guidance and Information Programme for 2024 has been prepared in order to inform and raise awareness about social security rights and obligations among relevant stakeholders by using socio-cultural channels, and the SSI Provincial Directorates have been instructed to publicize and expand the program. Under this programme, to promote registered employment, representatives of prominent sectors in each province (professional organisations, non-governmental organisations and relevant associations) were informed about the importance of registered employment and social security rights and obligations.

All Provincial Directorates of the Institution utilized local media such as television, radio and newspaper; held meetings, interviews, television and radio programs with authorized persons in order to create a communication network with a citizen-oriented approach in combating unregistered employment,providing information on social security rights and obligations, as well as on the social security rights and work permits of foreign employees.

In this regard, the information guide prepared by the Provincial Directorates of Social Security was utilized for informative activities, and the brochures issued within this context were electronically distributed. Within the scope of this work, 2,729 activities were conducted across the country. 44,230 persons were informed in this respect. In addition, a total of 1,789,905 electronic materials on social security rights and obligations were distributed.

"The Project for Supporting Registered Employment of Women (WOMEN-UP)", which was co-financed by the Institution together with the EU with the aim of protecting women entrepreneurs against unfair competition, boosting their resilience to competition, and raising Türkiye to higher levels in terms of women entrepreneurs and women registered in employment, was completed as of 16 September 2024.

Financed by the EU and the Republic of Türkiye and implemented by Directorate General for Insurance Premiums, "The Project for Supporting Registered Employment of Women (WOMEN-UP II)" was re-launched again in four provinces as of 19 August 2024. Within the scope of the project, a grant aid amounting up to the net sum of minimum wage will be provided for additional women insured to be employed in the workplaces owned by 500 women employers in Ankara, 800 in İstanbul, 400 in Aydın and 400 in Samsun. A total of 2,100 women employers and 2,100 women workers to be employed in their workplaces will benefit from this grant.

The activities carried out and/or initiated within the scope of WOMEN-UP ve WOMEN-UP II projects during the period July 2024-May 2025 are listed below:

- Entrepreneurship Camp was organised in Ankara on 5-6 July 2024 and the 6th Steering Board Meeting was held on 17 July 2024.
- An Entrepreneurship Workshop was held for university students on 14-15 December 2024.
- A training on reporting and archiving was delivered for project personnel on 24-26 January 2025.
- The Academic Advisory Committee Meeting was held on 22-23 February 2025.

Within the scope of the project, payments of financial support for employers are in progress, a total of 3,022 pre-applications were received and 2,334 final registrations were conducted by 30 May 2025. In the second phase, 13,316 women employers were paid 6,191,106.45 Euros for 7 months, amounting to a financial support of approximately

241,854,540.00 TL. Within this scope, 2,700 women employers and 2,991 women employees benefited from grants.

3. Payment Methods

The “Financial Automation System Project (MOSIP)”, which has been in use by the Social Security Institution since 2009, is a financial automation system under which payments are rendered, all financial management of the SSI is organised, financial processes are carried out, necessary controls and inspections are conducted, enabling analysis and reporting, and aligning with new information technologies in a short time.

a) Changes in the Reference Period:

- **Project on the Digitalisation of Health-Related Payments:** Transfer of documents relating to healthcare in physical media was eliminated through the transfer of substantiating documents concerning health-related payments to digital media through the integration of MOSIP-MEDULA. Thus, the workload of personnel in expenditure units and central directorates of financial services was reduced; furthermore, expenses arising from stationery, transfer and archiving were ended.

- **Project on the Automation of Temporary Incapacity Payments and Breastfeeding Allowance:** Temporary incapacity payments and breastfeeding allowance payment orders go through a six-stage signature process which includes: Expenditure Unit User, Realisation Officer, Expenditure Officer, Accountancy User, Accountant, and Payment Accounting Office. This led to delays in receival of citizens’ pensions and to an increase in the workload. Following the earthquakes on 6-7 February 2023, the project was initiated for three provinces (Kahramanmaraş, Adıyaman, Hatay) affected by the earthquake, and thus, temporary incapacity payments and breastfeeding allowances in these provinces were accounted by the system only once and pension transactions were successfully carried out. Consequently, incapacity payments and breastfeeding allowances were more swiftly rendered to individuals on a daily basis and accounting transactions were automatically carried out by the system. The implementation was extended nationwide as of April 2025.

As regards the transfer of daily payments to the bank accounts of beneficiaries; the work conducted with public banks Halkbank and Ziraat Bank, and with private banks QNB Finansbank, Denizbank, Türkiye Finans Katılım Bank, Albaraka Turk Katılım Bank, İş Bankası, Yapı & Kredi Bank, T. Vakıflar Bank, İNG Bank and Kuveyt Turk Katılım Bank (11 banks in total) was successfully concluded and pensions were directly rendered to bank accounts on a daily basis.

Efforts for rendering daily payments directly to bank accounts continue with seven banks,comprising both public and private banks: public banks Ziraat Katılım Bank and Vakıf Katılım Bank, and private banks Garanti Bank, Akbank, Türkiye Ekonomi Bank, Şekerbank and Burganbank. Negotiations with PTT were scheduled to start on 28.05.2025.

b) Changes Agreed, Planned or Proposed for the Next Term:

- **Project on the Oversight of Financial Documents (MEKOP):** It was determined that the documents attached to the payment orders, as stipulated by the Regulation on Expenditure Documents, could be uploaded incomplete or incorrectly by expenditure units. Through this project, system-based oversight shall be ensured with regard to attaching the documents laid down in legislation, in line with types of payment, to the payment order in the system.
- **Financial Automation System Project 2.0 (MOSIP 2.0):** The objective of the project is to transform the current mechanism into a more user-friendly system, simplify menu access and to eliminate duplications among the modules. Furthermore, the processes targeting groups of insured persons such as domestic workers, part-time workers, agricultural workers and forest labourers will be restructured to ensure a more effective system. In this regard, payment processed will be reviewed and made more expeditious and secure.
- **PTTBank-SSI Integration**: Individual payments (i.e.: underpads for patients, temporary incapacity, and celiac disease allowances etc.) are rendered to PTT via Republic of Türkiye Identity Number for persons lacking online account identification. The objective is to prevent pensioners and contributors from being physically present at PTT branches by ensuring that payments made via identity numbers are transferred to postal checking accounts, following the integration of PTT branch codes with the system.
- **Project on Digitalisation of Banking Transactions:** Considering the payment infrastructure of the Institution, it has been assessed that banking transactions increase bureaucracy. All payments made by the Institution are planned to be rendered completely online via the web by eliminating the banks, with a view to ensuring citizen satisfaction in line with current requirements.
- **Completion of efforts on rendering of all payment transactions of the Institution automatically via the system according to payment days and types:** In the Institution's current payment processes, the follow-up of more than one hundred different types of payments and various payment days is carried out manually. The main objective of this endeavour is to establish an infrastructure through which all payment transactions of the Institution will be executed automatically by the system, taking into account payment days and types. In this way, all payment transactions will be automated through scheduled tasks according to payment days and types, with the aim of ensuring that payments are made accurately and on time.

4. The Use of Information Processing Systems

a) Changes in the Reference Period:

Cobol/Java Transformation Project:

Within the scope of the Project on Cobol / Java Transformation of Employers' System, the applications in employers' system written in Cobol software language will be transformed into Java software language by means of new technologies and their integration with the other systems utilized in the Institution will be ensured. Service procurement was conducted within the scope of Cobol / Java Transformation Project and an agreement was signed with the contractor company on 23.02.2024. The period of service concerning the procurement is 18 months and the work is planned to be completed on 26.08.2025. The analysis and software development activities by the contractor company are ongoing.

Software Transformation Project on PL/1-Java Security System:

The software transformation of PL/1-Java Security System includes generating a novel data design based on accrual/collecting system and initiating data migration by transforming the security system into a new structure in java software language in the context of the integrity of the current structure of application with institutional standardization and software architecture. Service procurement was conducted within the Project on PL/1-Java Transformation Project and an agreement was signed with the contractor company on 23.02.2024. The period of service concerning the procurement is 18 months and the work is planned to be completed on 26.08.2025. The analysis and software development activities by the contractor company are ongoing.

Activities Conducted in the Field of Work Development:

Efforts for transition to container architecture have been initiated with the aim of enabling the Institution’s existing applications and those to be generated to be more flexible, transportable and scalable. Within this scope, work is being carried out to migrate applications running in the conventional application server architecture to the container architecture, and the migration processes of 20 applications have been successfully completed. Further migration of a greater greater number of applications is planned.

Studies on the Software for Healthcare Services:

The application named “Accessing Healthcare Data-MEDULA”, which enables citizens to view the information on those who access their health data, was made available through the e-Government gateway in 2024.

As regards medical device companies, the program concerning the online collection and monitoring of both annual contributions and barcode-matching fees was prepared in January 2025.

A software on reimbursement applications for medications was developed with the aim of transferring the manual procedures of applications concerning the medicine reimbursement list, their assessment and results to electronic media. The software project on medication reimbursement enabling the electronic follow-up of all procedures ranging from the initial application on the reimbursement of medicines to their exclusion from the scope was put into effect in November 2025.

EVRYSDI, which is used in the treatment of Spinal Muscular Atrophy (SMA) disease, has been included in the scope of reimbursement by the Institution. A new pharmacy code was opened for the drug in the MEDULA Pharmacy application, and arrangements were made to follow up the applications, prescription records and stock tracking transactions as of 06.05.2025, and to carry out e-Government applications in accordance with the operation by directing them to this pharmacy code.

In the MEDULA Pharmacy application, the software work for the electronic reconciliation processes between SSI and contracted pharmacies was completed in May 2025 and commissioned across Turkey.

New scope definitions were introduced in the Health Activation Provisioning System (SPAS) application, and as of May 2025, the following groups wee included: 60/15f National Education Academy Prospective Teachers, 60/15f Students within the scope of YTB (Presidency for Turks Abroad and Related Communities), and 60/c-2 Persons Recognized as International Protection Applicants/Status Holders. It was ensured that health entitlement queries of these persons are conducted through the application.

As of May 2025, informative SMS messages have also been sent for reports that do not require approval, as well as for the medication reports issued by physicians on behalf of the insured persons after the approval of the chief physician, provided that their phone numbers are registered in the system.

Operational Studies Conducted in the Field of Information Systems:

In order to maintain the operation of a faster, uninterrupted and secure service provision, preparatory studies were carried out regarding the improvement and enhancement of the current equipment used by personnel working in central and provincial units.

Software, hardware, firmware updates of the systems were monitored periodically. Stable version and patch updates of critical infrastructures (application servers, load distributors, application firewalls, virtualization infrastructure products, servers, clients, etc.) were carried out. In addition, strengthening measures were implemented across all information infrastructure systems against current cyber threats, ensuring uninterrupted service delivery.

The database server (Mainframe z/15) in which all health and insurance data are processed, was upgraded to the higher model z/16 server, achieving a capacity increase of 200 MSU. Additionally, the licenses of 21 software programmes running on the mainframe server and the database software of the financial automation system were updated and their maintained.

The required products were procured, and their installation, configuration and integration were completed. Taking into account both the needs of the Institution and recent technological developments, various PoC studies were carried out regarding the usability of these products within the institution.

In order to ensure the continued operability of a faster, uninterrupted and secure system infrastructure, preparatory studies were carried out for the license updates and hardware procurement included in the Information Systems Maintenance Project for 2024 and 2025.

Within the scope of physical and information security, operations were initiated to improve the data center hardware inventory (imaging systems, monitoring software and access systems, etc.) and to procure security operation center products for enhancing the security of the information infrastructure.

Studies in the Field of Data Management:

The transfer of data from operational systems to the data warehouse system has been ensured in coordination with the relevant units, and the processes of transmitting and updating instant data to the data warehouse system and the relevant institutions have continued. The one-year procurement process required for the CDC software for instant data transfer has been completed.

Within the scope of data sharing, reporting, statistical analysis and data mining, the software, hardware and firmware updates of the infrastructures of the data warehouse system — including database, business intelligence and data mining components — were monitored, the database infrastructure was upgraded to the most recent stable version, system maintenance and repair activities were carried out, and regular security patches were applied to ensure continuous and secure service delivery.

An annual average of 3500 data requests received from the Central and Provincial Organisation of the Institution, Public Institutions, Ministries, Courts and Prosecutor's Offices were met in accordance with Personal Data Protection Law (KVKK) and the institutional legislation of SSI. In addition, within the scope of the protocols realized by our legislative units with the institutions, automatic and routine data sharing activities between the institutions via electronic media continued.

Two new institutions were added to the existing 18 data-sharing automations, and modifications and updates have continued to be made in the data-sharing automations in order to meet institutional needs and to improve system resource utilisation over time.

The number of actively operating reports in the Corporate Reporting and Statistical System has reached a total of 220, comprising 47 in healthcare, 65 in pensions and 108 in insurance. The operation and development of these reports have continued, as well as the revision of existing reports and the preparation of new reports in line with demands. Upgrading work on the software components of the existing system infrastructure to higher versions is ongoing.

The licence update processes for one of the software applications running in the data mining infrastructure have been completed. End-user requests related to data mining and system management activities have also continued.

Feasibility studies have been conducted on artificial intelligence (AI) solutions in line with institutional resources, and assessments have been made regarding the infrastructure requirements needed for the implementation of institutional AI projects. To manage institutional AI activities and ensure coordination with internal stakeholders, the AI and Data Analytics Group was established.

The AI project, financed by TÜBİTAK’s Public Research Support Group (KAMAG) and TÜBİTAK BİLGEM Artificial Intelligence Institute (YZE), officially commenced on 01.09.2024 and will last for 16 months. Participation was also ensured in AI workshops and strategy development activities organised by other public institutions and organisations within the scope of the National Artificial Intelligence Strategy.

e-Government Activities

The Institution first started to providing services through the e-Government Gateway in November 2010 with three applications: 4/1-(a) and 4/1-(b) Temporary Incapacity Payment Inquiry, 4/1-(a) Service Statement, and 4/1-(a) Insured Registration Record Verification. As of 12/06/2025, 180 applications are available through e-Government and 167 through mobile platforms.

Work Life Contact Center "ALO170":

Through the Work Life Contact Centre ALO 170, call centre services are provided in a total of 12 locations — Karaman, Şanlıurfa, Sivas, Kütahya, Ankara, Trabzon, Bayburt, Muş, Elazığ, Zonguldak, Mardin and İzmir — with 1,870 employees.

ALO170 provides 7/24 uninterrupted service to the citizens residing both in Türkiye and abroad on legislation concerning the Ministry of Labour and Social Secuirty (MoLSS), the Social Security Institution (SSI), the Turkish Employment Agency (İŞKUR) amd the Vocational Qualifications Authority (MYK) Accessible from anywhere in Türkiye and worldwide, the centre responds to citizens' calls in approximately three seconds, handling an average of 80,000 calls per day (based on the period July 2022–May 2025). It is Türkiye's largest and most comprehensive communication centre. Since its establishment on 15 November 2010 until 31 May 2025, ALO 170 has received a total of 217,514,370 calls.

ALO170 is also one of Türkiye's largest social responsibility projects, employing persons with disabilities (30%), women (over 50%), veterans, relatives of veterans and martyrs, and workers injured in mining accients or their relatives.

Within the framework of preventing workplace psychological harassment (mobbing), Presidential Circular No. 2025/3 was published in the Official Gazette No. 32833 and dated 06/03/2025. ALO 170 is the first and only call centre in Türkiye providing support on mobbing. Between 19/03/2011 and 31/05/2025, a total of 157,450 mobbing–related calls were received. The number of applications was 12,182 in 2022, 8,845 in 2023, 10,332 in 2024, and 12,142 in 2025 (as of 31 May). In terms of sectoral distribution, the highest number of mobbing applications in the public sector were from the Ministry of Health (10.13%) and the Ministry of National Education (5.93%), while in the private sector, they were mostly from industrial enterprises (5.93%). Of the applicants, 57% were men and 43% women.

Approximately three million citizens with hearing impairments are provided with services via the number "0850 222 7 170" and also through video calls on WhatsApp using the same number. As of 31.05.2025, 41,660 calls have been made by the citizens with disabilities

The web chat service channel "http://www.alo170.gov.tr/" is available 24/7, enabling citizens to access ALO170 continuously. As of 31.05.2025, a total of 906,809 notifications have been processed. Social media monitoring (Facebook, Twitter, etc.) related to MoLSS, SSI and İŞKUR has also been carried out, and between 01.10.2013 and 31.05.2025, a total of 10,666,298 comments were reviewed by ALO 170 Social Media Experts.

ALO 170 also provides services to nearly 10 million of the citizens living abroad. As of the end of May 2025, 125,959 calls had been received from citizens abroad via the number +90 216 170 11 22. The top three countries from which the highest number of calls were received were Germany, the Netherlands and France.

ALO170 has been recognised by international experts as a model public project, with a high frist-call resolution rate of 92% and high levels of customer satisfaction.

Archive Scanning System (ATS)

Through the Archive Scanning System, insured persons' files and workplace payroll records kept in the Institution's physical archives have been digitised, backed up, and made accessible to authorised staff. These data now serve all institutional applications, providing savings in labour and time and accelerating services delivered to citizens.

As of May 2025, approximately 625,193,000 documents have been scanned within the scope of the ATS project. These documents are utilised in numerous processes such as old-age pensions, lump-sum old-age payments, survivors' pensions, secondary survivors' decisions, overpayment refunds and invalidity pensions.

SMS Information System

The SMS Information System was launched in 2012 in line with the citizen-oriented service approach of the Institution, to ensure the effective, high-quality and rapid delivery of services; to inform insured persons and employers regarding their premium debts and collections; to improve citizen satisfaction; to accelerate services; to prevent time and labour losses; and to reduce postal costs in non-mandatory notifications.

Between 01.01.2024 and 31.05.2025, a total of 771,117,901 SMS messages were sent by the Institution.

Other Legislative and Technical Developments

With the amendment to the Law No. 7524 on the Amendment of Tax Laws and Certain Laws and Decree Law No. 375 published in the Official Gazette No. 32620 dated 02.08.2024, the isurance contribution rate for short-term insurance branches was updated as 2.25% of the insured's insurable earnings ccordingly, software changes were made to ensure that, for periods after 09/2024, the additional premium calculated following the preliminary minimum labour cost assessment would be based on the 34.75% rate, and the system was launched on 01.09.2024.

On 07.10.2024, a programme was launched to record in the system the information of heirs who reject inheritance in cases where institutional debtors pass away, thereby preventing the pursuit of claims against such heirs.

On 08.01.2025, the program enabling the inquiry of real estate, vehicle and e-deposit seizures from the e-Government system was launched.

On 01.03.2025, Consolidated Asset Tracking Screens Program was launched, enabling inquiries of debtors' bank deposits, electronic title deeds and electronic vehicle seizures, all tracked under Law No. 6183, to be viewed from a single screen. This has allowed enforcement procedures to be carried out more quickly and securely.

On 12.03.2025, a program was launched to reflect statute of limitations, suspensions and interruptions in execution files and to enable the listing of existing files by selecting date ranges.

On 27.03.2025, the debt seizure information of individuals subject to enforcement proceedings was integrated into the e-Government system.

An agreement was signed with the insurance institutions of the Turkish Republic of Northern Cyprus to ensure secure data exchange in accordance with the Bilateral Social Security Agreement.

Within the framework of the Bilateral Social Security Agreement signed with Germany, the Protocol on mutual electronic exchange of death data was signed on 17/03/2025 and entered into force on 01/05/2025.

Monthly termination notices previously issued in physical form have begun to be transmitted electronically to the Archive Department via the Electronic Document Management System (Belgenet System - EBYS) system.

SMS notifications have been sent to male orphan pension recipients whose pensions were suspended due to inactive student status, informing them that payments would not be made unless their student records were reactivated by their schools.

The integration of the Pensionable Service Statement Project with the applications used for retirement procedures was completed. Thus, the services of insured persons under different schemes will be automatically consolidated by the system without requiring user intervention, enabling retirement procedures to be finalised with a single step.

Efforts have been initiated to ensure that the transactions of insured persons under 4/1-(c) are completed using electronic archives and electronic information/documents, without reliance on physical documents.

Work has been initiated to transfer all accrual transactions made through the debt calculation program into electronic archive records.

Updates and improvements have been initiated in the programme used for service notifications to enable faster and easier processing in cases where the days and earnings records of 4/1-(c) insured persons are missing or incorrect.

A project was completed to ensure that the termination dates of 4/1-(c) insured persons subject to the provisions of Law No. 5510 are correctly displayed in the SGK Registration and Service Statement Programme, which is used for viewing all insured services and serves as the basis for pension procedures.

Since education periods of those who left military and police training schools without completing their education are not considered as insured service by law, it has been ensured that these periods are not displayed as insured service in the SGK Registration and Service Document. Within this scope, approximately 2,000 records with incorrectly displayed as service registration and the error in the program have been corrected.

For approximately 700,000 records of the 4/1-(c) insured persons subject to Law No. 5434, who have not yet been granted a pension and whose 4/1-(c) insurance is inactive: a study has been initiated to ensure that the day and earnings information of these registrations are suitable to be used in pension binding transactions without conducting an individual service notification review by the Institution.

As of 25.03.2025, system controls were introduced in marriage allowance applications made via e-Government, to verify whether a daughter is receiving survivors' benefits and to prevent reapplications for the marriage allowance if she had already received it previously or due to remarriage.

Studies on Insurance and Pension Software:

A new software program called "TAKIP" has been developed to automatically check whether the entitlement conditions for incomes/pensions are still met by the individuals who receive an income/pension from our institution within the framework of the current legislation, and this program was initiated in integration with the “Emektar 4A” program used in relation to pensions in July 2022, and with the “Emektar 4B” program in August 2022. The user manual was also published.

As of April 2025, the TAKİP application has also been put into use in terms of registration procedures (in case of active employment). Previously, the employment status of insured persons and beneficiaries working under the bank pension funds covered by Provisional Article 20 of Law No. 5510 could only be identified through notifications; however, with the TAKİP application, such cases can now be detected automatically, thereby preventing undue payments to insured persons and beneficiaries working in these funds.

In addition, funeral allowance benefits within the scope of 4/1-(b), whch were previously paid exclusively through Ziraat Bank, can now also be disbursed through other banks authorised to make income/pension payments.

Studies on Healthcare Software:

Errors detected in the short-term insurance electronic applications regarding the payment of temporary incapacity allowances and breastfeeding allowances were fixed and application optimization improvements were made.

Access requests from foreign IP addresses to the electronic sick leave entry application have been blocked.

Access to the electronic sick leave entry application has been enabled via e-Government (single login screen).

Restrictions have been introduced in the web service prepared for the “notification of of absence of employee” application, both to strengthen security in relation to query criteria and to prevent excessive load on the server.

While maternity reports could previously only be issued by doctors from specific branches, arrangements were made to allow emergency doctors to issue such reports in cases where childbirth takes place in emergency units.

In the “notification of absence of employee” and “4/1-(c) report viewing” applications, amendments have been introduced to display the type of healthcare facility issuing the report, whether it is public or private, and the relevant province information.

When logging into the sick leave entry application, all healthcare facilities where a physician is active are listed, and the report is issued from the selected facility. The same applies to workplace physicians; however, they may only issue reports for insured persons employed in the workplaces under their responsibility. To meet this requirement, data are retrieved from the web service provided by the Ministry, ensuring that, on the date of the insured person’s polyclinic visit, their insurance status with the relevant workplace is verified through the workplace registration number.

In the Health Activation Provisioning System (SPAS), menu names have been revised and unused menus have been removed to prevent confusion.

It has been ensured that persons on strike and their dependents automatically access healthcare services through SPAS.

b) Changes Agreed, Planned or Proposed for the Next Term:

Integrated Revenue Management Project (BGYP):

This is an integration project designed to ensure the accounting of all transactions with financial implications in the source systems and to establish a common accounting infrastructure with these systems. Within the scope of the first phase, the transfer of current-period accounting operations into the live environment has been completed, and services have been launched in all 81 provinces across Türkiye. The second phase, concerning the transmission of daily summary data of all financially binding transactions in the employer system to MOSIP, is ongoing.

Collection and Enforcement of SSI Receivables Project (SGK KATIP):

The project aims to ensure that the follow-up and collection of receivables pursued under Law No. 6183 are carried out electronically on a single platform. It is being developed from the ground up with a multi-layered, distributed, service-based architecture, making use of modern, fast, flexible and scalable technologies. The project seeks to accelerate procedures such as instalment plans and lien removals, enhance collections, establish a standardised and integrated enforcement structure, ensure more effective implementation of all business processes, reduce the workload of enforcement services, and lower labour and time costs for all stakeholders. The SGK KATİP Project was initiated through service procurement, and software development commenced as of 11 October 2024. Coding of the first two modules has been completed and made available in the test environment, while coding for the remaining modules is ongoing.

Studies on Information Systems

Efforts are continuing to improve the hardware, infrastructure and physical features of the data centre in order to ensure maximum energy efficiency. The renewal of data centre equipment that has reached the end of its economic life is planned, in line with technological developments, so as to maintain uninterrupted service delivery for the stakeholders.

Work will continue on license updates and hardware procurement under the 2025 Information Systems Maintenance Project. Research will also be conducted on the integration of new and open-source technologies into current systems. Needs assessment studies will be carried out to identify the systems required for the IT infrastructure, and based on these studies, the 2026 Information Systems Maintenance Project will be prepared.

Software, Hardware, Firmware updates of the systems will be monitored periodically, whenever stable new versions are released, the necessary updates will be implemented. Tightening measures will continue to be applied across all IT infrastructure systems to ensure uninterrupted service provision.

As part of physical and information security, it is aimed to continue improvement activities in the data center hardware inventory (imaging systems, monitoring software and entry systems, etc.). It was decided to pursue the feasibility works initiated regarding the Business Continuity and Disaster Recovery Center in accordance with international standards.

Legal Applications Software Project (HUYAP V2):

This project has been designed in accordance with Law No. 5510 and related legislation to ensure that all enforcement proceedings, litigation and advisory opinions conducted by the Legal Counsellorship and provincial legal services are carried out and reported electronically. The project will be completed using up-to-date technologies, with finalisation scheduled for 15.06.2026.

4/C Emektar Project:

Emektar is a re-design and re-developing project of the (4/1-(c)) Allocation and Payment application developed by ORACLE Forms & Reports, by using contemporary technologies. The aim is to deliver a new system that is user-friendly, adaptable for future developments, integrated, and managed within a comprehensive structure through renewed analysis, design and business processes. A technical specification has been prepared for the procurement of services to complete the software development process.

Studies on Healthcare Software:

Updated Biometric Identity Verification Systems have been examined to ensure accurate identity verification when insured persons apply to healthcare service providers. The method of "Electronic Identity Verification via the Republic of Türkiye Identity Card" has been deemed suitable, as it is compatible with our institutional systems, complies with current legislation and national/international standards, offers ease of use and application, and safeguards personal data, in accordance with the Regulation on the Electronic Identity Verification System of the Republic of Türkiye Identity Card published by the Ministry of Interior.

A pilot implementation of the Electronic Identity Verification System was launched in Ankara on 02.01.2025, and it is planned to be rolled out nationwide by 01.07.2025.

Studies on Data Management:

Efforts will continue on management, maintenance, repair, patching, and version upgrades on the servers forming the Data Warehouse infrastructure, in order to preserve and enhance system security and performance. Renewal of the license update, maintenance and repair package of the products forming the system infrastructure, which will expire at the end of the year, is also planned.

In addition to meeting data requests from the Institution's central and provincial units, public institutions, ministries, courts, and public prosecutors' offices, the installation of new automations will continue to enable secure, automatic, and routine electronic data exchanges on the basis of new data-sharing protocols to be concluded among institutions.

Work on fulfilling reporting requests from the institutional units through the Corporate Reporting and Statistics System will also continue. Eight reports currently in the testing phase will be moved into the production environment following successful completion of their testing.

For products within the Data Mining infrastructure whose maintenance and technical support periods will expire, license update and procurement procedures will be initiated based on the requests collected from the legislative units, and necessary procurement processes will be carried out.

On the basis of feasibility and analysis studies conducted, infrastructure development efforts are planned for the establishment of an Institutional Artificial Intelligence Ecosystem. Through this infrastructure, it is aimed to integrate AI-supported systems into the operations of the Institution in order to carry out tasks more effectively, efficiently, promptly, and fairly. Within this framework, pilot projects are planned to be developed in the following areas:

- Detection of losses, abuses and anomalies,
- Data-driven decision-making,
- Risk-focused inspections,
- Smart assistants,
- Predictive modeling with data.

Additionally, a software request has been initiated for the creation of a menu in which the notification date will be entered following the employer's notification of the accrual of additional premium debt assessed through the preliminary minimum labour cost evaluation, thereby ensuring that unsettled additional premium debts are not displayed in debt clearance inquiries.

The software modification previously reported — "enabling the electronic transmission, via the KEP system, of documents addressed to contracting authorities or licensing public institutions requesting information on public tenders or private building construction" — is still ongoing, due to the transition to the Belgenet System (EBYS).

Transfer of Educational Assistance Payments to Pension Accounts:

Educational assistance payments are currently sent to banks on a daily basis via Turkish ID numbers. It is planned that payments to those receiving pensions from our Institution will henceforth be transferred directly to their pension accounts rather than through ID numbers.

Re-development of e-Odenek Programme:

The e-Ödenek projects (hospital, employer, institution modules) were initially developed with older software technologies in 2010 and launched in 2012, and have since been subject to continuous modifications due to legislative changes and system maintenance needs.

However, in light of advancing technologies, the current applications are increasingly unable to meet existing needs. Therefore, redevelopment with new software technologies has become necessary, aiming for a modular, independent, integrable, and adaptable system structure. This redevelopment will provide advantages such as performance improvements, better scalability, enhanced developer productivity, improved security, and a better user experience.

Within the scope of the e-Odenek programme, reports which have already been paid but are likely to be paid improperly for various reasons and other transactions related to the application that need to be examined by the employees are listed under the “Records to be Reviewed” tab. Such records are examined by the staff and this way it is aimed to prevent possible improper payments and erroneous transactions and to prevent possible Institutional budget loss. Statistics regarding the transactions can be monitored through the Corporate Reporting and Statistics System. The review rate has been set as 95% for 2025 and this rate is targeted to be 98% in 2028 by increasing by 1% per year. Rates will be monitored every 6 months.

In the Health Provision Activation System (SPAS), preparations were completed to integrate a security approval mechanism in the records of girls not participating in compulsory education generated by unit personnel, and the system was opened to testing in pilot centers.

Furthermore, work has been carried out to ensure that pensions are calculated automatically on the basis of data retrieved from the Pensionable Service Statement, without the need for manual staff intervention to correct or fill in fields within the pension allocation programme. In this way, pension allocation periods are expected to be shortened.

c) Completed or Initiated Research (Including Evaluations):

An examination was conducted in order to verify whether the necessary procedures had been carried out with respect to the records in the e-Ödenek Administrative Fine Procedures Menu. For this purpose, 250 records were selected and reviewed in each of three Provincial Directorates, amounting to a total of 750 records examined. A report was prepared based on the findings of this review, and visits to the selected provinces were planned and completed.

5. Training of Social Security Personnel

a) Changes During the Reference Period:

- On 23-24.10.2024, online training on the implementation of the Law No. 6183 regarding the Procedure for Collection of Public Receivables was organised for debt enforcement officers assigned in 81 provincial directorates.
- Between 17-20 February 2025 and 24-27 February 2025, further online training sessions were held for enforcement officers in all 81 provincial directorates on the implementation of Law No. 6183 on the Procedure for the Collection of Public Receivables.

FACE-TO-FACE TRAININGS DELIVERED BETWEEN 01/07/2024-30/06/2025	
No	**TITLE OF THE TRAINING**
1	Training on Pension Suspension Procedures within the Scope of Laws No. 5434 and No. 5510
2	Training on Ensuring Proficiency in All Applications Used for Post-Retirement Transactions under Article 4/1-(c) (Pension Fund)
3	Training on Minimum Labour Cost Assessment
4	Training on General Health Insurance (GSS) Registration and Premium Practices
5	Training on Procedures and Processes for Administrative Fines Arising from Transactions of Insured Persons under Article 4/1-(c)
6	Preparatory Training for the Social Security Expertise Qualification Examination
7	Training on Project Cycle Management
8	Basic Training for Assistant/Junior Social Security Experts
9	Training on Corporate Risk Management
10	Training on the Use of the Belgenet System (Electronic Document Management System)
11	Training Programme for Assistantt/Junior Social Security Inspectors
12	Training on Addressing Issues in the Use of the Belgenet System and Archive Scanning System (ATS)
13	Training on Official Correspondence Rules and Grammar
14	Training on Applied Basic Statistics
15	Financial Mathematics
16	Life Insurance
17	Fundamental Legislation Training for Assistant/Junior Social Security Experts
18	Training on Public Ethics Principles

FACE-TO-FACE TRAININGS DELIVERED BETWEEN 01/07/2024-30/06/2025	
No	**TITLE OF THE TRAINING**
1	Training on the Evaluation of General Issues, Challenges and Legislative Amendments Concerning Post-Retirement Matters under Article 4/1-(c) (Pension Fund)
2	Training on General Allocation (Pension Awarding) Legislation
3	Training on Short-Term Applications of Social Security Agreements and on the KUSAS and YUPASS Programmes
4	Training on General Allocation (Pension Awarding) Legislation
5	Case-Based Training with Physicians of Institutional Health Boards (Session 4)
6	Training on Long Term Insurance Branches Applications of Social Security Contracts

FACE-TO-FACE TRAININGS DELIVERED BETWEEN 01/07/2024-30/06/2025	
7	Training on Registration and Termination Procedures of Insured Persons under Subparagraphs (1), (2) and (3) of Article 4/1-(b) of Law No. 5510, and on Transactions Conducted in the Assurance Programme
8	Training on General Allocation (Pension Awarding) Legislation and Recent Amendments Therein
9	Training on the Evaluation of General Issues, Challenges and Legislative Amendments Relating to the Payment System under Article 4/1-(c) (Pension Fund) and Its Implementation in the Regions
10	(LEGISLATION) Training on Registration and Termination Procedures of Insured Persons under Subparagraph (4) of Article 4/1-(b) of Law No. 5510 (Repealed Law No. 2926) and on Transactions Conducted in the Assurance Programme
11	Case-Based Training with Physicians of Institutional Health Boards (Session 5)
12	raining on Procedures for the Pursuit and Collection of Institutional Receivables
13	Training on the Integrated Revenue Management Project and OBT Collection Review Screens, including Automatic Payment Instruction Collection Review Screens
14	Training on Premiums and the Assurance Programme for Self-Paying Insured Persons (Article 4/1-(b), Additional Articles 5 and 6, Law No. 2925, and Voluntary Insurance Holders)
15	Effective Management of Financial Services
16	Training on the Applications of the Ombudsman Institution
17	Training on Permanent Invalidity Income Procedures
18	Training on Procedures for the Pursuit and Collection of Institutional Receivables
19	Training on General Health Insurance (GSS) Registration and Premium Applications
20	Training on Amendments Introduced to Retirement Procedures under Law No. 7538

b) Changes Agreed, Planned or Proposed for the Next Term:

FACE TO FACE TRAININGS PLANNED FOR THE TERM 01/07/2025-30/06/2026	
No	**TITLE OF THE TRAINING**
1	Training on KGÖD Legislation and Applications Used for Newly Recruited Staff
2	Training on Internal Audit Practices
3	Basic SAS Training
4	Training on Pre-Processing with Open-Source Applications
5	Training on Effective Communication Techniques
6	Db2 12 For Z/Os Advanced Database Administration (Code: Cv880g)
7	Db2 12 For Z/Os Basic Database Administration (Code: Cv844g)
8	Db2 11 For Z/Os System Administration Code: Cv852g
9	Z/Os Jcl And Utilities (Code Es07g)
10	Z/Os System Programmer Fundamentals (Code Es40g)

FACE TO FACE TRAININGS PLANNED FOR THE TERM 01/07/2025-30/06/2026	
11	Training on the Impact of Lawsuits for the Annulment of Administrative Fines on Labour Court Cases Filed Pursuant to Law No. 6183

REMOTE TRAININGS PLANNED BETWEEN 01/07/2025-30/06/2026	
No	**TITLE OF THE TRAINING**
1	Training on Minimum Labour Cost Applications
2	Training on Procedures and Practices Concerning Administrative Fines Arising from the Work and Transactions of 4/1-(c) Insured Persons
3	Training on GSS (General Health Insurance) Registration and Premium Applications
4	Training on Legislation and Practices Regarding Premium Incentives, Supports, and Reductions
5	Training on Old-Age Pension Procedures
6	Case-Based Training with Institution’s Health Board Physicians (4)
7	Training on General Issues, Challenges, and Legislative Amendments Concerning Post-Retirement Matters of 4/1-(c) (Civil Servants’ Pension Fund) Insured Persons
8	Training on Consolidation of Pensions and Benefits
9	Training on General Issues, Challenges, and Legislative Amendments in the Regional Implementation of the 4/1-(c) (Civil Servants’ Pension Fund) Payment System
10	Training on Invalidity Pensions for Public Duty and Retirement of Village Guards
11	Training on Long Term Insurance Branches under Social Security Agreements
12	Case-Based Training with Institution’s Health Board Physicians (5)
13	Training on Pension Suspension Procedures under Laws No. 5434 and 5510
14	Training on Healthcare Applications of Social Security Agreements and Kusas & Yupass Programmes
15	Training on Effective Management of Financial Services
16	Training on Principles of Public Ethics
17	Training on the Health Implementation Communiqué (SUT)
18	2025 In-Service Training of Guidance and Inspection Directorate

6. Information and Other Services for Beneficiaries

a) Changes During the Reference Period:

The Social Security Institution's (SSI) official website (www.sgk.gov.tr) is an important platform through which all citizens access information and services. As one of the most frequently visited public websites in Türkiye, it recorded a total of 10.8 million visits and 19 million page views between July 2024 and the first half of 2025.

The E-SGK portal (e.sgk.gov.tr), which brings together numerous applications related to public institutions, employers, citizens, and healthcare providers in a clear and easily accessible manner, was visited 6 million times during the same period, with 13 million page views.

In order to support the Institution's promotional, informational, and educational efforts, a total of 2,254 visual communication materials—including social media graphics, infographics, presentations, monthly *Gündem* magazine, mailings, pop-ups, posters, brochures, logos, and cover designs—were produced and shared with the public through the Institution's social media accounts, website, and other communication channels between July 2024 and the first half of 2025.

Content is drafted and designed specifically for the Institution's social media accounts, where current updates on social security are prepared in a manner suitable for these platforms and shared accordingly.

Through official social media platforms such as Facebook, X, YouTube, and Instagram, the Institution aims to inform citizens and provide solutions. Thanks to the speed of real-time information flow, citizens are able to receive updates on current developments much faster. Between July 2024 and the first half of 2025, 763 posts were shared via the X account (reaching 550,900 followers), 845 posts via the Facebook account (reaching 72,900 followers), and 848 posts via Instagram (reaching 177,000 followers).

Every Saturday, the programme "Ask SSI", in which questions on social security are answered by experts, was broadcast on the Institution's social media accounts and SGK TV, with a total of 53 episodes between July 2024 and June 2025.

Every Wednesday, the programme "Guess What", designed to raise awareness of social security through questions answered by citizens, was broadcast on the Institution's social media accounts and SGK TV, with a total of 52 episodes during the same period.

Every Sunday, the programme "Secure Life", in which experts responded to questions on retirement, was broadcast on the Institution's social media accounts, with a total of 33 episodes between July 2024 and February 2025. As of March 2025, the programme was renamed "Stay Safe with Health", under which 19 episodes were aired between March and June 2025 on the Institution's social media accounts and SGK TV.

Every Monday, the programme "Social Security Glossary", explaining social security terms in simplified language to make them more easily understood by the public, was broadcast on the Institution's social media accounts and SGK TV, with a total of 51 episodes between July 2024 and June 2025.

In addition, within the scope of SGK TV, which serves as a web-based broadcasting platform to raise awareness of social security and premium payments, a total of 37 programmes were aired between July 2024 and June 2025, including news bulletins, in-house training sessions, promotional films, and teasers.

To further enhance social security awareness, the radio programme "One Question, One Answer" was broadcast on TRT Radio 1 every weekday, where expert guests informed listeners on matters related to SSI legislation. Between July 2024 and June 2025, a total of 226 programmes were broadcast.

The Social Security Journal, published in both Turkish and English in e-journal format, covers studies in the fields of social security, social policy, and industrial relations, thereby contributing to Türkiye's intellectual accumulation, fostering social security awareness in society, and aligning future objectives and expectations around common ground. Within the reporting period (July 2024–June 2025), the December 2024 issue of the Journal was published.

The Social Security Journal is indexed in a total of six national and international databases, namely:

- TUBITAK ULAKBIM - TR Index
- EBSCO Host
- EconBiZ
- Index Copernicus International
- Scientific Indexing Services
- Journal Factor

The Social Security Journal, which fills an important gap in the field of social security and is closely followed by academic circles, can be accessed at 'https://www.sgk.gov.tr/Sgd'.
In addition, applications sent to the unit through the Presidential Communication Centre (CİMER) are duly evaluated, referred to the central and provincial organisations, and finalised in a correct and timely manner. Applications made under the Law No. 4982 on the Right to Information are also assessed, forwarded to the relevant units, and responsed to within the legal period.

Requests, complaints, opinions and suggestions submitted bycitizens through the CİMER system, letter, e-mails, telephone, or in person, are forwarded to the competent units, ensuring that responses are duly provided.

Applications submitted by Members of the Parliament regarding matters falling within the legislative scope of the Institution–via CİMERi the Law on Petition, the Right to Information Law, or Parliamentary Questions–are likewise directed to the relevant units and concluded in a timely and accurate manner.

Within the reporting period (01.07.2024 – 30.06.2025):

- A total of 158,258 applications were submitted to the Institution via the CİMER system.
- A total of 23,781 applications were filed under Law No. 4982 on the Right to Information.
- A total of 16 communications were received from the Grand National Assembly of Türkiye's Ombudsman Institution and the Higher Board of Review of the Right to Information, to which the Department duly responded.

In addition, within the framework of bilateral social security agreements to which Türkiye is a party, Information Days are organized to provide information to insured persons and their beneficiaries who have periods of insurance in both countries. During these events, the authorized personnel of the Institution and the relevant foreign institutions inform participants regarding their entitlements under the respective agreements. The details of the Information Days conducted during the reporting period are presented below.

Information Days Held Between 01/07/2024-30/06/2025

15-17 October 2024	Türkiye - Germany	Berlin
12-14 November 2024	Türkiye - Netherlands	Utrecht
19-21 November 2024	Türkiye - Germany	Balıkesir
11-13 February 2025	Türkiye - Germany	Denizli
22-24 April 2025	Türkiye - Netherlands	Roermond
20-22 May 2025	Türkiye - Germany	Hannover

b) Changes Agreed, Planned or Proposed for the Next Term

Consultation Days to be Held Between 01/07/2025-30/06/2026

15-17 July 2025	Türkiye – Germany	Münih
2-4 September 2025	Türkiye – Netherlands	Elazığ
11-13 November 2025	Türkiye – Germany	Kayseri

c) Completed or Initiated Research (Including Assessments):

A. BENEFITS

1. Personal and Material Scope

Population groups covered by social security as of December 2024 and their ratio to general population are shown in the table below:

<table>
<tr><th colspan="2">2024 December</th><th>Actively Insured</th><th>Pension/Income Recipients (Passive Insured Persons)</th><th>Dependants</th><th>Total</th><th>Ratio to General Population % (**)</th></tr>
<tr><td rowspan="6">Employees Under Contract of Employment</td><td>1- Compulsory</td><td>16,602,868</td><td rowspan="6">11,243,480</td><td rowspan="6">16,535,331</td><td rowspan="6">46,678,102</td><td rowspan="6">54.49%</td></tr>
<tr><td>2- Apprentices</td><td>539,241</td></tr>
<tr><td>3- Oversees Community Insurance</td><td>11,378</td></tr>
<tr><td>4- Agriculture (4/1-(a))</td><td>14,676</td></tr>
<tr><td>5- Other Insured Persons (*)</td><td>324,664</td></tr>
<tr><td>6-Interns and Trainees</td><td>1,406,464</td></tr>
</table>

	Subtotal	**18,899,291**				
Self-Employed (4/1-(b))	1- Compulsory, Excluding Agriculture	2,489,540	2,910,922	9,740,379	15,718,175	18.35%
	2- Agriculture (Compulsory) (4/1-(b))	427,298				
	3- Village/Neighbourhood Heads (Muhtar)	24,141				
	4- Voluntary	125,895				
	Subtotal	**3,066,874**				
Public Employees (4/1-(c))	1- Compulsory	3,658,861	2,523,215	7,793,253	13,976,053	16.31%
	2- Other Insured Persons	724				
	Sub-total	**3,659,585**				
TOTAL		**25,625,750**	**16,677,617**	**34,068,963**	**76,372,330**	**89.15%**
Private Pension Funds		145,653	115,923	206,530	468,106	0.55%
Total (Contribution System)		25,771,403	16,793,540	34,275,493	76,840,436	89.70%

(*) Pursuant to Law No. 5510, this category includes insured persons working under Articles Additional-5, Additional-6, Additional-9, those working less than 10 days, detainees and convicts employed within the body of CTE, and public employees with suspended employment contracts.

(**) According to Address-Based Population Registration System (ADNKS), the population of Türkiye is 85,664,944 as of the end of 2024.

a) Changes within the Reference Period:

Regulations concerning the financial and social rights of public servants have been introduced by the Public Servants Arbitration Board Decision No. 2023/1of 31/08/2023, published in the Official Gazette No. 32298 of 03.09.2023.

By virtue of the Circular of the Ministry of Treasury and Finance, dated 05/07/2024, the coefficients applicable for the period 01/07/2024–31/12/2024 were redefined.

For the period 01/07/2024–31/12/2024, pursuant to Article 154 of the Civil Servants Law No. 657, the monthly coefficient to be applied in converting the figures in the monthly indicator table and the additional indicator figures into monthly amounts was set at 0.907796, and the base monthly coefficient to be applied to the base monthly indicator of civil service was set at 14.208727.

Accordingly, under Article 154 of the Civil Servants Law No. 657, it was agreed that the monthly coefficient to be applied in converting the figures in the monthly indicator table, the additional indicator figures, and the seniority increment indicator figures into monthly amounts, as well as the base monthly coefficient of civil service, would be increased on the basis of a 10% rate for the second half of 2024, 6% for the first half of 2025, and 5% for the second half of 2025.

The monthly and base monthly coefficients applied for insured persons under Article 4/1(c) during the reference period are as follows:

Period	**Monthly Coefficient**	**Basic Monthly Coefficient**
July-December/2024	0,907796	14,208727

January-June/2025	1,012556	15,848415

II- HEALTHCARE BENEFITS

a) Changes during the Reference Period:

As of December 2024, the figures relating to population groups covered by healthcare benefits under health insurance are as follows:

Population Groups		**Numbers**
		2024 December
Employees Under Employment Contract (4/1-(a))	Insurance Holders	18,899,291
	Pension and Income Beneficiaries	11,243,480
	Family Members	16,535,331
	Subtotal	**46,678,102**
Self-Employed (4/1-(b))	Insurance Holders	3,066,874
	Pension and Income Beneficiaries	2,910,922
	Family Members	9,740,379
	Subtotal	**15,718,175**
Public Officers (4/1-(c))	Insurance Holders	3,659,585
	Pension and Income Beneficiaries	2,523,215
	Family Members	7,793,253
	Subtotal	**13,976,053**
Private Funds (*)	Insurance Holders	145,653
	Pension and Income Beneficiaries	115,923
	Family Members	206,530
	Subtotal	**468,106**
Persons Registered under Universal Health Insurance	**Subtotal**	**8,062,377**
TOTAL		**84,902,813**

(*) Healthcare benefits for persons insured under private pension funds are provided not by the Social Security Institution but by the respective pension funds to which the individuals belong.

According to the Address-Based Population Registration System (ABPRS), Türkiye’s population was announced by TurkStat as 85,664,944 at the end of 2024. The number of individuals covered under health insurance amounted to 84,902,813, representing 99.11% of the total population. Healthcare services for the population outside the scope of General Health Insurance are provided by various official institutions.

Healthcare Implementation Communique (SUT):

As of July 2024, amendments were introduced regarding the prescription and reporting rules for medicines used in the treatment of cardiological diseases, hyperlipidemia, diabetes, hypertension, major depression, ophthalmic diseases, and allergic rhinitis, as well as products used by celiac patients. These adjustments facilitated the issuance of maintenance reports.

As a result of the efforts undertaken, as of 14 May 2025, the number of licensed medicines covered under reimbursement reached 8,597, of which 819 are used in cancer treatment. Between 1 January 2024 and 14 May 2025, a total of 554 licensed medicines were included under reimbursement, 76 of which are used for cancer treatment.

As of 08/05/2025, the number of foreign medicines covered under reimbursement reached 400, of which 92 are used in cancer treatment. Between 01/07/2024 and 08/05/2025, a total of 11 foreign medicines were added to the reimbursement list, 4 of which are used in cancer treatment.

As per the amendments made in August 2024;

By the Communiqué Amending the Healthcare Implementation Communiqué, published in the Official Gazette on 5 August 2024, adjustments were made to 684 SUT codes listed in the annexes of the Communiqué, namely the List of External Lower and Upper Limb/Trunk Prostheses and Orthoses (Annex-3/C-2), List of Other Prostheses and Orthoses (Annex-3/C-3), List of Medical Consumables (Annex-3/C-4), and List of Medical Devices Covered under Special Conditions (Annex-3/C-5). In most cases, the reimbursement rates were increased by 40%, resulting in an annual improvement of 1.975 billion TL.

As per the amendments made in September 2024;

The references to “pandemic cases during the pandemic period” were removed from Articles 1.7, 1.9.3 (k), and 2.3 of the Communiqué.

The explanation in the Annex-2/B List for procedure code 908115 Covid-19 (SARS-CoV-2) PCR, which had allowed reimbursement by all specialties during the pandemic period, was removed.

Criteria concerning the use of Lu-177 or Y-90 labelled PSMA compounds in the treatment of prostate adenocarcinoma were added, with corresponding amendments to procedure code 801545.

Certain procedures were removed from the Annex-2/B Fee-for-Service List and the Annex-2/C List, including codes 619410/P619410 “Bladder Tumour Biopsy (TUR)”, 619560/P619560 “Cystourethroscopy”, and L102300 “Eosinophil Cationic Protein”.

Procedure code 619415/P619415 “Bladder TUR (Non-tumoral, reTUR)” was revised as “Bladder TUR (Non-tumoral, reTUR, TUR biopsy).”

Procedure code 619530/P619530 “Diagnostic Cystoscopy” was revised as “Diagnostic Cystoscopy / Cystourethroscopy.”

The reference to “affiliated with the Ministry of Health” was removed from the explanation of procedure code 617051/P617051 Corneal Cross-Linking, thereby enabling all tertiary healthcare providers to perform this procedure.

Explanatory notes for several procedures listed in the Dental Treatment Points List (Annex-2/Ç) were amended.

As per the amendments made in October 2024;

As announced on the Institution’s official website, as of 28 October 2024, reimbursement applications for medicines began to be accepted electronically.

As per the amendments made in November 2024;

The Regulation Amending the Social Security Institution Regulation on the Reimbursement of Medicines was published in the Official Gazette on 28 November 2024.

As per the amendments made in December 2024;

In early orthodontic treatment, the permanent dentition period was also included, and the age limit was set as before 14 years of age, thereby preventing any ambiguity.

In the first paragraph of the provision entitled “Arrangement of invoices of healthcare providers,” the period during which a healthcare service not invoiced in due time can be included in the period-end closing was reduced from two months to 30 days.

In cases of suspected of psychoactive substance use, the requirement of a diagnosis in situations where the results of screening tests for illegal or misused substances were negative was removed, thus eliminating the grievances caused to individuals.

In relation to homocysteine tests, regulations were introduced to define the adult and pediatric specialties authorized to request the test, and to enable obstetrics and gynecology specialists to request it as well.

In the “Fee-for-Service Points List (Annex-2/B)” and the “Diagnosis-Related Points List (Annex-2/C)” attached to the Healthcare Implementation Communiqué, price increases were made for the procedure codes related to hemodialysis treatment.

Price increases were also made for the procedure codes under the heading “blood components” in Annex-2/B of the SUT.

With the Communiqué Amending the Healthcare Implementation Communiqué, published in the Official Gazette dated 12/12/2024, the medical device “A10094 Blood Glucose Monitoring Device” used in the treatment of diabetes was reinstated within the reimbursement scope, and the medical device “A10142 Continuous Glucose Monitoring Sensor” for patients under the age of 18 was included in the reimbursement scope for the first time.

b) Completed or Initiated Research (Including Assessments):

A “2024 Global Budget Health Service Procurement Agreement and Principles” was signed between the Institution and the Ministry of Health and entered into force. The Agreement continues in 2025 as well.

A “2024 Global Budget Health Service Procurement Agreement and Principles” was signed between the Institution and 43 state universities and 45 medical faculty hospitals (health practice and research centers), and budget revisions were carried out at certain times through supplementary agreements.

Similarly, a “2025 Global Budget Health Service Procurement Agreement and Principles” was signed between the Institution and 43 state universities and 45 medical faculty hospitals (health practice and research centers), with budget revisions made at certain times through supplementary agreements.

A “2024 Global Budget Health Service Procurement Agreement and Principles” was signed between the Institution and 43 state university dental faculties providing healthcare services. In addition, budget revisions were carried out through supplementary agreements and principles.

A “2025 Global Budget Health Service Procurement Agreement and Principles” was signed between the Institution and 44 state university dental faculties providing healthcare services. In addition, budget revisions were carried out through supplementary agreements and principles.

While in 2024 a “Healthcare Services Protocol” was in effect with 17 state university dental faculties, in 2025 an additional protocol was signed with one more state university dental faculty, thus bringing the total to 18 state university dental faculties with which the “Healthcare Services Protocol” in the field of dental services is ongoing.

A “2024 Social Security Institution/Foundations Universities Healthcare Services Procurement Agreement” was signed between the Social Security Institution and 50 private universities providing healthcare services.

A “2025 Social Security Institution/Foundations Universities Healthcare Services Procurement Agreement” was signed between the Social Security Institution and 52 private universities providing healthcare services.

The “Healthcare Services Protocols” previously signed with secondary healthcare providers affiliated with municipalities (12 in total) also continue in 2024 and 2025.

The “Social Security Institution/Near East University Healthcare Services Protocol” signed with the Near East University operating in the Turkish Republic of Northern Cyprus also continues in 2024 and 2025.

A “2024 and 2025 Global Budget Health Service Procurement Agreement and Principles between the Social Security Institution and the Turkish Armed Forces Girne Military Hospital” was signed between the Institution and the Directorate General of Military Health Services of the Ministry of National Defense.

In order to resolve the difficulties experienced by healthcare service providers that have a protocol/contract with the Social Security Institution in the supply of medicines and medical materials, the protocol signed on 25/09/2020 between the Institution and the State Supply Office (DMO), enabling the procurement of medicines and medical materials through DMO, also continues in 2024 and 2025.

With the amendment published in the Official Gazette No. 32793 of 25 January 2025, the provisions of Article 68 of Law No. 5510 were revised, and accordingly, the examination participation fees specified under Article 1.8.1 of the Health Implementation Communiqué (SUT) were increased.

Subsequently, **with the amendment published in the Official Gazette No. 32822 of 23 February 2025**, the examination participation fees specified under Article 1.8.1 of the Health Implementation Communiqué (SUT) were reduced.

By the regulation published in the Official Gazette dated 08 March 2025 and numbered 32835:

Additional sub-clauses were incorporated into the same article to regulate the invoicing of emergency healthcare services provided by non-contracted healthcare service providers to the Institution.

In the Annex EK-2/D-2 List of the Healthcare Implementation Communiqué (SUT), amendments were introduced regarding physical therapy and rehabilitation practices for plexus disorders. Due to the rarity of plexus disorders, the necessity to differentiate them from intervertebral disc disorders in the interest of the patient, and in order to address the confusion experienced by invoice examiners, it has been regulated that, excluding congenital plexus lesions, medical reports required for up to 30 sessions of physical therapy and rehabilitation practices for plexus diagnoses shall be issued by tertiary healthcare providers or by secondary healthcare providers affiliated with the Ministry of Health.

The "Information Form on Emergency Healthcare Services Provided by Non-Contracted Healthcare Providers (Annex EK-1/E)" was added to the annexes of the same Communiqué.

A new procedure code was incorporated into the "List of Outpatient Procedures to be additionally invoiced (Annex EK-2/A-2)" of the same Communiqué, with detailed definitions (right, left, comparative, etc.) introduced.

New procedure codes were added to the "Fee-for-Service Procedure Points List (SUT Annex EK-2/B)" and the "Diagnosis-Related Procedure Points List (SUT Annex EK-2/C)" of the same Communiqué, while certain codes were repealed, and adjustments were made to the titles and explanatory notes of some existing codes.

The procedure code "P619410" was repealed from the "List of Procedures Subject to Additional Rates (SUT Annex EK-2/C-1)" of the same Communiqué.

In the "Dental Treatments Points List (Annex EK-2/Ç)" of the same Communiqué, the explanation section of the procedure code "403010" was amended.

By the regulation published in the Official Gazette dated 26 April 2025 and numbered 32882:

In the Healthcare Implementation Communiqué (SUT), it has been regulated that healthcare providers transmitting the "278-Intensive Care Assessment Device Measurement Data" package to the e-Nabız system shall receive an additional payment of 60 TL per day on top of the intensive care points listed in Annex EK-2/C of SUT. For healthcare providers that do not transmit this data package, payments shall be made based on the procedure points of the lower intensive care level instead of the invoiced intensive care level.

In the "Fee-for-Service Procedure Points List (SUT Annex EK-2/B)," it has been regulated that procedure codes "701610," "701660," "701670," and "701720" — referring respectively to balance/coordination tests, daily living activity tests, measurement of muscle strength with a dynamometer (single extremity), and gait analysis tests — may also be invoiced when performed on patients over 65 years of age by geriatric specialists.

In the “Fee-for-Service Procedure Points List (SUT Annex EK-2/B),” under Section 8.3.1. “Computed Tomography (CT)” and Section 8.3.2. “Magnetic Resonance Imaging (MRI),” amendments were introduced to the procedure descriptions and points for imaging procedures performed solely with contrast agents, by incorporating the costs of the contrast agents into the new procedure points.

Contracts with Private Healthcare Service Providers:

The “Contract on the Procurement of Healthcare Services from Private Healthcare Providers by the Social Security Institution for 2025” was published on 23 December 2024, and contracts were signed to take effect as of 1 January 2025.

The “Contract on the Procurement of Healthcare Services between the Social Security Institution and Kolan British Hospital in the Turkish Republic of Northern Cyprus (TRNC)” has been renewed for both 2024 and 2025.

Pharmacy Protocols/Contracts:

In order to ensure that all citizens covered under the General Health Insurance scheme can access medicines under the best conditions without interruption, the “Protocol on the Supply of Medicines for Persons Covered by the Social Security Institution from Pharmacies Affiliated with the Turkish Pharmacists’ Association (TEB)” was signed on 27 March 2025. The protocol is valid for four years, effective as of 1 October 2024, and currently covers 30,336 contracted pharmacies.

Through the renewed protocol, financial improvements have been secured for contracted pharmacies by revising turnover thresholds, discount rates, and service fees per prescription.

Medical Device Protocols/Contracts:

- The “Protocol between the Social Security Institution and the University of Health Sciences on the Procurement of Customised Three-Dimensional Design and Production Devices”,
- The “Protocol between the Social Security Institution and the Ministry of Health on the Supply of All Types of Orthoses/Prostheses and Other Assistive Devices for Veterans”,
- The “Contract between the Social Security Institution and Custom-Made Prosthesis and Orthosis Centers on the Procurement of Prostheses/Orthoses”

remained in effect in 2024 and continue in 2025. In addition:

- The “Contract on the Procurement of Ready-to-Use Medical Devices for Outpatient Treatment,” the “Contract on the Procurement of Visual Aids,” and the “Contract on the Procurement of Hearing Aids” were revised, and their supplementary agreements were published on 2 May 2025.

- On 7 November 2024, the “Protocol between the Social Security Institution and the Ministry of Health on the Procurement of Ready-to-Use Orthoses/Prostheses and Other Assistive and Rehabilitative Devices for Veterans” was signed and entered into force with Istanbul Physical Medicine and Rehabilitation Training and Research Hospital.
- On the same date, the existing “Protocol between the Social Security Institution and the Ministry of Health on the Procurement of All Types of Orthoses/Prostheses and Other Assistive and Rehabilitative Devices for Veterans” was revised, signed, and entered into force with the Veterans’ Physical Medicine and Rehabilitation Training and Research Hospital.

Within the framework of the “Protocol between the Social Security Institution and the University of Health Sciences on the Procurement of Customized Three-Dimensional Design and Production Devices,” signed on 12 April 2017, a price increase of 104–144% was introduced for the materials supplied under the protocol, pursuant to the decision of the Healthcare Pricing Commission dated 4 June 2024. This resulted in an improvement amounting to approximately 6 million TL.

c) Completed or Initiated Research (Evaluations Included):

As a result of efforts and research, the number of licensed medicines covered by the Institution's reimbursement programme reached 8,597 as of 14 May 2025. Of these, 819 are medicines used in cancer treatment. Between 1 January 2024 and 14 May 2025, the number of licensed medicines included in the reimbursement scope is 554. 76 of these medicines are used in cancer treatment.

III- SICKNESS BENEFITS

a) Changes during the Reference Period:

The number of persons receiving benefits for sickness-related temporary incapacity within 2024 and amount of these benefits are as follows:

	Number of Persons Receiving Benefits for Temporary Incapacity	**Amount (TL)**
Employees under Employment Contract (4/1-(a))	5,466,995	21,019,531,183
Self-Employed (4/1-(b))	Not covered	Out of Coverage

IV- UNEMPLOYMENT BENEFITS

There are no provisions on “Unemployment Benefits” in Law No. 5510.

V- OLD-AGE BENEFITS

a) Changes during the Reference Period:

Retirement pensions paid under Article 4/1-(c) of Law No. 5510 were increased by 15.75% for the second half of 2024, and by 11.54% for the first half of 2025.

For the period July–December 2024, retirement pensions paid under Article 4/1-(c) were increased by 15.75% in line with the civil servant salary coefficient increase, and an additional 6.34% payment was made to the total pensions and monthly payments under Law No. 7456.

VI- WORK ACCIDENT AND OCCUPATIONAL DISEASE BENEFITS

a) Changes during the Reference Period:

The number of persons receiving allowances for temporary incapacity due to work accidents and occupational diseases within 2024 and amount of these benefits are as follows:

	Number of Persons Receiving Temporary Incapacity Allowance	**Amount (TL)**
Employees under contract of employment (4/1-(a))	579,202	3,849,169,921
Self-Employed (4/1-(b))	141	2,134,335

VII- FAMILY BENEFITS

There are no provisions on “Family Benefits” in Law No. 5510.

VIII- MATERNITY BENEFITS

a) Changes during the Reference Period:

The number of persons receiving allowances for temporary incapacity due to maternity within 2024 and amount of these benefits are as follows:

	Number of Persons Receiving Temporary Incapacity Allowance	**Amount (TL)**
Employees under contract of employment (4/1-(a))	422,335	8,623,693,394
Self-Employed (4/1-(b))	10,997	235,283,303

The number of persons receiving nursing benefits for maternity within 2024 and amount of these benefits are as follows:

	The Number of Reports for Nursing Benefits	Amount (TL)
Employees under contract of employment (4/1-(a))	397,813	341,243,459
Self-Employed (4/1-(b))	18,942	15,835,977

The nursing allowance, which was TL 857 in 2024, was updated to TL 1,238 for 2025.

The minimum and maximum daily amounts of temporary incapacity benefits during the period are as follows:

Period	Amount Paid For Inpatient Treatment (TL)		Amount Paid for Outpatient Treatment (TL)	
	Minimum Amount	Maximum Amount	Minimum Amount	Maximum Amount
July-December/2024	666.75x1/2=333.38	5000.63x1/2=2500.32	666.75x2/3=444.5	5000.63x 2/3=3,333.75
January-June /2025	866.85x1/2=433.425	6501.38x1/2=3250.69	866.85x2/3=577.9	6501.38x 2/3=4,334.25

IX- INVALIDITY BENEFITS

a) Changes during the Reference Period:

Pensions paid under Article 4/1-(c) of Law No. 5510 were increased by 15.75% for the second half of 2024 and by 11.54% for the first half of 2025.

In addition, pensions paid under Article 4/1-(c) of Law No. 5510 for the July–December 2024 period were increased by 15.75%, corresponding to the increase in the civil servant salary coefficient, and a supplementary payment of 6.34% was made pursuant to Law No. 7456 on the total of pensions paid and monthly payments.

X- SURVIVORS’ BENEFITS

a) Changes during the Reference Period:

Pensions paid under Article 4/1-(c) of Law No. 5510 were increased by 15.75% for the second half of 2024 and by 11.54% for the first half of 2025.

In addition, pensions paid under Article 4/1-(c) of Law No. 5510 for the July–December 2024 period were increased by 15.75%, corresponding to the increase in the civil servant salary coefficient, and a supplementary payment of 6.34% was made pursuant to Law No. 7456 on the total of pensions paid and monthly payments.

During the reporting period, the minimum pension amounts granted to survivors under the survivors' insurance scheme (for insurance holders under Article 4/1-(a), pursuant to Law No. 506) were as follows:

Period	**Rate of Increase**	**Per Person (Single) 80% TL**	**Spouse 60% TL**	**Child 30% TL**
July-December 2024	%24.73	11,374.81	8,336.15	4,168.38
January-June 2025	%15.75	13,185.86	9,655.77	4,828.06

For survivors' pensions where services were rendered prior to the year 2000, the minimum amounts granted were as follows:

Period	**Rate of Increase**	**Per Person (Single) 80% TL**	**Spouse 60% TL**	**Child 30% TL**
July-December 2024	%24.73	11,374.81	8,336.15	4,168.38
January-June 2025	%15.75	13,166.34	9,649.09	4,824.90

For survivors' pensions where services were rendered after the year 2000 only, the minimum amounts granted were as follows:

Period	**Rate of Increase**	**Per Person (Single) 80% TL**	**Spouse 60% TL**	**Child 30% TL**
July-December 2024	%24.73	6,985.75	5,239.32	2,619.65
January-June 2025	%15.75	7,783.56	5,837.41	2,919.01

In accordance with Law No. 5510 and the repealed Laws No. 506, 1479, 2925, and 2926, the additional payments to be made in the second half of 2024 shall be calculated as follows:

- For those with pensions or benefits of TL 8,513.00 (inclusive) or less, 5% of the pension/benefit amount;
- For those with pensions or benefits exceeding TL 8,513.00, 4% of the pension/benefit amount.

For the first half of 2025, the additional payments shall be calculated as follows:

- For those with pensions or benefits of TL 9,495.40 (inclusive) or less, 5% of the pension/benefit amount;
- For those with pensions or benefits exceeding TL 9,495.40, 4% of the pension/benefit amount.

Furthermore, pursuant to Laws No. 1479, 506, 2925, 2926, 5434, and 5510:

- Children receiving survivors' pensions on account of disability,
- Children receiving survivors' pensions pursuant to Law No. 2022,

are entitled to supplementary difference payments. Accordingly, for orphans with a disability degree of 70% and above, the monthly pension difference payable shall not be less than:

- TL 4,768.65 for the period 01.07.2024–31.12.2024 (5,253 × 0.907796),
- TL 5,318.96 for the period 01.01.2025–30.06.2025 (5,253 × 1.012556).

For those with a disability degree between 40% and 69%, or for those under 18 years of age with a disability degree of 40% or above, the monthly pension difference payable shall not be less than:

- TL 3,179.10 for the period 01.07.2024–31.12.2024 (3,502 × 0.907796),
- TL 3,545.97 for the period 01.01.2025–30.06.2025 (3,502 × 1.012556).

Finally, under Articles 4/1-(a) and 4/1-(b), the funeral grant payable in 2025 has been set at TL 4,888.00.

b) Payment Rates during the Reporting Period:

During the reporting period, no changes were made to the distribution rates of pensions calculated for the survivors of deceased insured persons. Developments regarding the pension amounts allocated to survivors during the period are provided below.

The minimum pension amounts applied for widows and orphans (for insurance holders under Article 4/1-(c)) during the reporting period are as follows:

Period	**For Three or More Beneficiaries (TL)**	**For Two Beneficiaries (TL)**	**Per Beneficiary (TL)**
July - December 2024	17,586.95	15,828.26	14,069.56
January - June/2025	19,616.50	17,654.85	15,693.20

Funeral Grant Amount

The minimum death benefits applicable during the reporting period for insurance holders under Article 4/1-(c) were as follows:

Period	Funeral Grant Amount (determined according to current coefficient and additional indicator - TL)
July - December 2024	17,248.11
January - June/2025	19,238.56

XI- FINANCING

a) Changes during the Reference Period:

For insured persons under Article 4/1-(a), the “notional pension amounts” and “replacement rates” calculated according to the determined assumptions for the periods July–December 2024 and January–June 2025 are presented in Table 1 and Table 2 below.

Table-1: 2024/July-December Replacement Rates

2024/ July-December	Presumption	Wage	Minimum Wage	Pension **	Replacement Rate (%)
	Married, without children, aged 65 in 2024, with 30 years of contribution days | 1 minimum wage	1 minimum wage	20,002.50	14,527.93	72.63
		2 minimum wages	40,005.00	27,310.56	68.27
	Married, with two children, disabled in 2024 with 15 years of contribution days | 1 minimum wage	1 minimum wage	20,002.50	12,500.00	62.49
		2 minimum wages	40,005.00	16,809.31	42.02
	Deceased in 2024 with 15 years of contribution days, leaving behind a widow and two children	1 minimum wage	20,002.50	12,500.00	62.49
		2 minimum wages	40,005.00	16,809.31	42.02
(*)For insurance holders under Article 4/1-(a) in 2024, pensions are calculated under the mixed pension system.					

(*) Article 12 of Law No. 7447 of 28/07/2024, “Law on Granting the Medal of Independence and Attaching an Honorary Pension under the National Service Scheme and Amending Certain Laws and Decree Laws,” stipulates that the expression “10,000” in the first paragraph of Additional Article 19 of Law No. 5510 shall be amended to “12,500.”

(**) The pensions in the table were calculated under the mixed pension calculation system.

Pensions under Law No. 5510 are calculated according to different methods depending on the reference period of the contribution days:

- For periods prior to 2000, pensions are calculated under Law No. 506 using the Indicator System.

- For periods between 2000 and September 2008, pensions are calculated under Law No. 4447 and Article 29 of Law No. 5510.
- For periods from October 2008 onwards, pensions are calculated exclusively under Article 29 of Law No. 5510.

For disability pensions, lower-limit controls specified in the respective laws are applied within the mixed pension system.

Indicator System under Law No. 506

Formula: Indicator × Coefficient × Pension Replacement Rate (ABO).

The Coefficient was last set at 12,000, effective from 01/07/1999.

The Indicator is determined based on the sector (public/private) in which the insured person worked before the year 2000, taking into account the number of calendar years included in the calculation of the average annual earnings. In the indicator and upper indicator determination tables, the value corresponding to the average annual earnings is used; if there is no exact match in the table, the closest value is applied.

Pension Replacement Rate (ABO):

For the indicator table, 60%; for the upper indicator table, between 50% and 59.9%.

- For each completed year after age 50 for women and after age 55 for men, and for each additional 240 days of contributions exceeding 5,000 days, the rate is increased by one point.
- For each 240 days of contributions less than 5,000 days, the rate is reduced by one point.
- No reduction applies to those entitled to pensions under special conditions.
- In any case, the pension replacement rate (ABO) cannot exceed 85%.

Pursuant to the Provisions of Law No. 4447:

Formula: [Average Annual Earnings (OYK) × Income Replacement Rate (ABO)] / 12

Pension Replacement Rate (ABO):

- For the first 3,600 days: 3.5% for every 360 days
- For the next 5,400 days: 2% for every 360 days
- For each 360 days beyond 9,000 days: 1.5%

There is no upper limit for the Pension Replacement Rate (ABO).

Law No. 5510

Formula: Average Monthly Earnings (OAK) × Income Replacement Rate (ABO)

Average Monthly Earnings **(**OAK**):**

This is calculated as the product of 30 and the average daily earnings obtained by dividing the total of contribution-based earnings, updated for each year from October 2008 (inclusive) onwards by the annual revaluation coefficient up to the date of pension claim or death, by the total number of contribution days after October 2008 (inclusive).

Update Coefficient: = (CPI + 30% of GDP Growth Rate) + 1

Pension Replacement Rate:

- 2% for each 360 contribution days (with proportional consideration for incomplete periods),
- Cannot exceed 90%.

In the mixed pension calculation, lower-limit controls are applied in accordance with the provisions of the aforementioned laws.

According to paragraph 5 of Article 29 of the Social Insurance and General Health Insurance Law No. 5510:

“... In cases where the commencement date of the calculated pension falls within the first half of the year, the pension is increased by the rate of adjustment applied to incomes and pensions for the January payment period pursuant to the second paragraph of Article 55. Where the commencement date falls within the second half of the year, the pension is first increased by the rate of adjustment applied in the January payment period and then by the rate of adjustment applied in the July payment period, and the pension amount at the commencement date is determined accordingly.”

Table-2: 2025/ January-June Replacement Rates

2025/ January - June	Presumption	Wage	Minimum Wage	Pension **	Replacement Rate (%)
1	A retiree aged 65 in 2025 with 30 years of contribution days and married with no children	1 minimum wage	26.005,50	14.469,00	55,64
		2 minimum wages	52.011,00	24.357,12	46,83
2	An insured person who became disabled in 2025 with 15 years of contribution days and married with two children	1 minimum wage	26.005,50	14.469,00	55,64
		2 minimum wage	52.011,00	14.734,86	28,33
3	A deceased insured person in 2025 with 15 years of contribution days, survived by a widow(er) and two children	1 minimum wage	26.005,50	14.469,00	55,64
		2 minimum wages	52.011,00	14.734,86	28,33
(*) Mixed pension calculation for insured persons under Article 4/1-(a) in 2025.					

(*) Article 5 of Law No. 7495 of 31 January 2025, titled Law on Amendments to the Unemployment Insurance Law and Certain Other Laws, stipulates that “the expression ‘12,500’ in the first paragraph of Article 19 (Additional) of the Social Insurance and General Health Insurance Law No. 5510 of 31 May 2006 shall be replaced with ‘14,469.’”

(**) According to paragraph 5 of Article 29 of the Social Insurance and General Health Insurance Law No. 5510: *"... In cases where the commencement date of the calculated pension falls within the first half of the year, the pension is increased by the rate of adjustment applied to incomes and pensions for the January payment period pursuant to the second paragraph of Article 55. Where the commencement date falls within the second half of the year, the pension is first increased by the rate of adjustment applied in the January payment period and then by the rate of adjustment applied in the July payment period, and the pension amount at the commencement date is determined accordingly."*

The explanations provided under the July–December 2024 calculation are equally applicable to the January–June 2025 period.

Among the principal reasons for the changes observed in replacement rates in 2024 and 2025 are: the absence of a minimum wage increase in 2024, while pensions were increased by 24.73% and additional payments were granted to pensioners. On the other hand, the transition from high inflation in 2024 to lower inflation in 2025, coupled with the absence of additional payments to pensioners, has led to a decline in replacement rates. Furthermore, supplementary adjustments made within the scope of inflation differences have also contributed to these changes in replacement rates.