



# PRACTICAL GUIDE

## NATURAL PERSON - CHANGE OF DATA

INSTITUTO DA SEGURANÇA SOCIAL, I.P.

---

## **TECHNICAL FILE**

### **TITLE**

Practical Guide - Natural Person - Change of Data  
(1006 – v4.37)

### **OWNERSHIP**

Instituto da Segurança Social, I.P. (Social Security Institute, P.I.)

### **AUTHOR**

Benefits and Contributions Department

### **PAGINATION**

Communication and Customer Management Department

### **CONTACTS**

**Social Security Line:** +351 210 545 400 | +351 300 502 502, business days from 9:00 a.m. to 6:00 p.m.

**Appointments line:** +351 210 548 888 | +351 300 088 888, business days from 9:00 a.m. to 6:00 p.m., for personalised service, and 24 hours a day, 7 days a week for automatic service.

**Site:** <https://en.seg-social.pt/homepage>

### **PUBLICATION DATE**

09 June 2026

**TABLE OF CONTENTS**

A – What is it?..... 4

B – What changes can be made? ..... 4

C – How to make the changes ..... 4

    C1. Name (if you do not have a Citizen Card) ..... 4

    C2. Address ..... 5

    C3. Household composition ..... 6

    C4. IBAN ..... 6

    C5. Marital status (if you do not have a Citizen Card) ..... 7

    C6. Mobile phone, landline number, or email ..... 7

    C7. Other personal details that are either incorrect or missing in the Social Security Information System 7

D – Supporting documentation..... 8

    D1. Applicable legislation ..... 8

**The information contained in this practical guide does not waive the consultation of the law.**

## A – What is it?

This practical guide aims to provide instructions on how natural persons (national and foreign citizens) can change their personal details in the Social Security system.

## B – What changes can be made?

- Name;
- Address;
- Household composition;
- International Bank Account Number (IBAN);
- Marital status (optional);
- Mobile phone, landline number or email;
- Other personal details that are either registered or missing in the Social Security Information System, such as:
  - Birth date;
  - Taxpayer number (NIF);
  - Identity Card number;
  - Details from the identity document of a European Union country citizen;
  - Details from the identity document of a third country citizen;
  - Residence permit details;
  - Passport details.

## C – How to make the changes

### C1. Name (if you do not have a Citizen Card)

#### Where can the information be changed?

- Through the Social Security Portal, via the e-Clic channel;
- By video service;
- At any Social Security Customer Information Service;
- By letter sent to the Social Security District Centre of your place of residence.

#### Which forms must be completed?

- MG 2 – Application – Change of Personal Details.

#### What documents are required?

- A valid ID document (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit);

**Note:** If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card;

- A valid ID document of the applicant and also of the person signing on his/her behalf, if applicable (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit);
- A document that confirms the name change.

## C2. Address

### Where can the information be changed?

**If you have a Citizen Card**, you can update your address:

- Through the *ePortugal* portal, by logging in with your Citizen Card, Digital Mobile Key, or through the portal's virtual assistant;
- At Citizen Shops (*Espaços Cidadão*);
- At Citizen Card service counters.

**If you have an Identity Card or are a foreign citizen**, you can update your address:

- through the Social Security Portal, in the *Perfil* (Profile) menu > *Dados Pessoais* (Personal Details);
- at any Social Security Customer Information Service;
- by letter sent to the Social Security District Centre of your place of residence.

### Which forms must be completed?

- MG 2 – Application – Change of Personal Details

### What documents are required?

- A photocopy of a valid ID document (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit);

**Note:** If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card;

- A document showing your Social Security Identification Number (NISS).

### Notes:

- if the **application is signed by another person** on your behalf, photocopies of valid ID documents must be provided (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit). If the person concerned is a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card, along with the Taxpayer Number (NIF – *Número de Identificação Fiscal*) of the **person signing the application**;
- Self-employed persons acting as employers with employees at their charge must request the address change at the Social Security services of the place where they have their registered office or professional address, using the form RV 1011 - Communication of the employer's beginning of activity / change of information / suspension / cessation of activity;

- in cases of domestic violence or human trafficking, if you wish to keep your name or address confidential after making changes, you may do so using the form AS 74 - Application for Confidentiality of Data in the Social Security Information System.

### **C3. Household composition**

#### **Where can the information be changed?**

- through the Social Security Portal, in the *Iniciar sessão* (Sign in) menu > *Perfil* (Profile) > *Agregado e relações familiares* (Household and Family Relationships);
- At any Social Security Customer Information Service;
- By letter sent to the Social Security District Centre of your place of residence.

#### **Which forms must be completed?**

- GF 54 - Family benefits – Statement/Change of Household Composition and Income.

### **C4. IBAN**

#### **Where can the information be changed?**

- **Through the Social Security Portal**

You can register or update your IBAN through the Social Security Portal, in the *Sessão* (Sign In) menu > *Perfil* (Profile) > *Conta bancária* (Bank Account) > *Consultar e alterar conta bancária* (Consult and change bank account).

- **At any Social Security Customer Information Service**

To register or update your IBAN, you must complete the form MG 14 - Application - IBAN Registration or Change, available on the Social Security Portal, and attach a bank document confirming the IBAN, which must include the name of the applicant or of the beneficiary as the account holder.

**Note:** The IBAN will be pending validation by Social Security. Once confirmed, a notification will be sent to your inbox in the *Mensagens* (Messages) menu.

#### **What documents are required?**

- A bank document confirming the IBAN, which must clearly show the name of the applicant as the account holder;
- A valid ID document (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit);

**Note:** If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card.

- A document showing your pensioner number if you do not have a Citizen Card.

- **By letter sent to the Social Security District Centre of your place of residence**

You must indicate the IBAN you wish to keep active and attach a document stating your name as the account holder. You must also send a copy of a valid ID document bearing your signature (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit).

**Note:** If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card.

### **C5. Marital status (if you do not have a Citizen Card)**

#### **Where can the information be changed?**

- Through the Social Security Portal, via the e-clic channel;
- By Video service;
- At any Social Security Customer Information Service;
- By letter sent to the Social Security District Centre of your place of residence.

#### **What documents are required?**

- A valid ID document (e.g. Identity Card, Birth Certificate, Passport, or Residence Permit);  
**Note:** If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card.
- A document showing your Social Security Identification Number (NISS);
- A document confirming the change in your marital status.

### **C6. Mobile phone, landline number, or email**

- You can register/update this information:
  - through the Social Security Portal, in the *Perfil* (Profile) menu > *Dados Pessoais* (Personal Details) > *Consultar e alterar contactos* (Consult and change contact details);
  - by Video service;
  - at any Social Security Customer Information Service; in this case, you must have your mobile phone with you and have access to your email to receive the verification code.
- The two-factor authentication (2FA) is a security method that requires two forms of verification to confirm the user's identity before granting access. Instead of relying solely on your Password (the first factor), a second factor will be required, which is a temporary code sent to one of your validated contacts: mobile phone or email.

### **C7. Other personal details that are either incorrect or missing in the Social Security Information System**

If any of your personal details is incorrect or missing in the Social Security information system, you can correct it in person at a Social Security Customer Information Service or by sending a letter to the Social Security District Centre of your place of residence, attaching the necessary documents.

- **Date of birth:** submit a document that proves the correct date (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit) or, If you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card;

- **Taxpayer Number (*NIF – Número de Identificação Fiscal*):** go to any Social Security Customer Information Service or send a letter to the District Centre of your place of residence requesting the correction, and attach a supporting document (e.g. Citizen Card, Identity Card, Birth Certificate, Passport, or Residence Permit) or, if you are a foreign citizen, you must submit one of the ID documents listed in the Practical Guide - Request for a Social Security Identification Number (NISS) - Foreign Citizens and National Citizens who are not required to have a Citizen Card;
- **Identity Card number, details from a foreign citizen's identity document, details from a residence permit and passport details:** please go to a Social Security Customer Information Service or send a letter to the Social Security District Centre of your place of residence, requesting the correction/registration of the information concerned and attaching the supporting document.

**If you already had a Social Security Identification Number (NISS) and received a new one when applying for a Citizen Card**, you must communicate this fact to the Social Security Customer Information Service of your place of residence, either in person or by letter. You must attach documents proving your previous NISS (e.g. your Citizen Card or another document showing the old number).

Social Security will deactivate one of the NISS numbers and notify you by letter, indicating which one remains active.

## **D – Supporting documentation**

### **D1. Applicable legislation**

#### **Law no. 4/2007 of 16 January (Articles 98 and 99)**

Social Security Framework Law