



# PRACTICAL GUIDE

## NATURAL PERSON - CHANGE OF DATA

INSTITUTO DA SEGURANÇA SOCIAL, I.P.

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## **TECHNICAL FILE**

### **TITLE**

Practical Guide - Natural Person - Change of Data  
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**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 (individuals) 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;
- Payment method.

## C – How to make the changes

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

#### Where can the information be changed?

- At any Social Security Customer Information Service, or
- 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:

- on 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 Online Service, clicking on the *Perfil* (Profile) > *Dados Pessoais* (Personal Details) menu, or
- at any Social Security Customer Information Service, or
- 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 Online Service, clicking on the *Iniciar sessão* (Sign in) menu > *Perfil* (Profile) > *Agregado e relações familiares* (Household and Family Relationships), or
- At any Social Security Customer Information Service, or
- 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 Online Service**

You can register or update your IBAN online by going to the menu: *Iniciar Sessão* (Sign In) > *Perfil* (Profile) > *Conta bancária* (Bank Account) > *Consultar e decidir pedidos de alteração de conta bancária* (View and manage bank account change requests).

- **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 website under "Forms" and you must also 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 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?

- At any Social Security Customer Information Service, or
- 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 Online Service, , clicking on the *Perfil* (Profile) menu > *Dados Pessoais* (Personal Details) > *Consultar e alterar contactos* (Consult and change contact details), or
  - 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:** 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 (Declaration from the Institute of Registries and Notary).

**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.

## **C7. Payment method**

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

- Through the Social Security Online Service, or
- At any Social Security Customer Information Service, or
- By letter sent to the Social Security District Centre of your place of residence.

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

- MG 14 - Application - IBAN Registration or Change.

### **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 bank document confirming the IBAN, which must clearly show the applicant as the account holder.

## **D – Supporting documentation**

### **D1. Applicable legislation**

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

Social Security Framework Law