

Frequently Asked Questions

Proof of Life for Pensioners Abroad

Decree-Law no. 40/2025 of 26 March

What is the Proof of Life?

The Proof of Life is a **mandatory annual** procedure to confirm that a pensioner is alive, and is required to maintain pension payments to **pensioners residing abroad**.

Who must complete the Proof of Life in 2026?

All invalidity, old-age, and survivor's pensioners under the General Social Security Scheme who reside abroad.

In **2026**, the Proof of Life is required for pensioners with a registered address in **Belgium, Cape Verde, Luxembourg, the Netherlands, the United Kingdom, and Switzerland**, who are aged **66 years and 9 months or older**.

When should it be done?

As from the calendar year following the start of pension payments or the change of residence to a foreign country.

In **2026**, it is held between **1 May and 15 September**.

How will I be notified?

- By letter, sent to the address registered in the Social Security Information System, for pensioners who have not logged in to the Social Security Portal for more than two years or who are not registered.
- Through the Portal's message box, if you are registered and have been logged in for less than two years.



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What methods are available to do the Proof of Life?

- **Digital:** Through the Social Security Portal, with or without authentication, and display of the identification document and facial recognition
- **In person:** At embassies, consulates, local authorities, or Social Security services
- **Documentary:** Submission of a certificate issued by a reputable entity in the country of residence

You should choose the digital Proof of Life. If you are not registered in the Social Security Portal, request a password. Avoid travel and waiting times.

What is the difference between digital Proof of Life with authentication and without authentication?

With authentication:

- The pensioner logs in to the Social Security Portal using his/her personal information
- The Proof of Life is directly associated with the pensioner's account
- Allows the consultation of evidence and the status of the request

This is the safest and most recommended option.

Without authentication:

- Does not allow access to the account on the Social Security Portal
- Access is exclusively for completing the Proof of Life

Both options are valid and accepted.

Am I required to complete the digital Proof of Life with authentication?

If you are not registered, then no.

The digital Proof of Life can be done without authentication.

How can I register on the Social Security Portal?

You need your Social Security Identification Number and a password, which you can obtain immediately if your information is up to date (mobile phone number and/or email).

Find out how to register in the leaflet available in Proof of Life Supporting Documentation.

What can I do on the Social Security Portal?

- Deal with pension-related matters.
- Complete the digital Proof of Life.
- Receive notifications

I am a pensioner, but I live abroad. Can I use the Social Security Portal?

Yes. Pensioners residing abroad can and should use the Social Security Portal.

I have never used the Social Security Portal. Can I complete the Proof of Life through the Portal?

Yes. Even if you have never used the Social Security Portal, you can:

- Log in and complete the Proof of Life with authentication, or
- Complete the Proof of Life without authentication

Can I send the Proof of Life by letter or email?

No. The Proof of Life procedure must be completed using the following methods:

- Digital
- In person
- Documentary, which is done by submitting the documents through the Social Security Portal, or at a Consular Post or Embassy in the country where you reside, or to the official responsible for Social Security matters abroad (Attaché), if one is available in your country of residence.

If my residence is in Portugal, do I have to complete the Proof of Life?

This condition applies only if, **in the previous year**, your address registered in the Social Security Information System was abroad.

In **2026**, pensioners who, in **2025**, had an address in Belgium, Cape Verde, Luxembourg, the Netherlands, the United Kingdom, and Switzerland must complete the Proof of Life procedure.

If I have an address in Portugal and a foreign IBAN, do I have to complete the Proof of Life?

Proof of Life is only required for pensioners residing abroad. The payment method is not a condition for completing the Proof of Life procedure.

What identification documents are accepted?

- **Portuguese nationals:** Citizen Card, Identity Card and Passport
- **Foreign citizens:** Passport

The identification document of the country of residence may be accepted if the aforementioned documents are out of validity.

If I am hospitalised or unable to travel, how can I do the Proof of Life?

If you are unable to travel or debilitated, the Proof of Life form can be completed by an authorised entity, namely the health establishment in which you are hospitalised.

How do I know that the Proof of Life has been accepted?

You will receive a proof of acceptance either by **letter** or **message** sent to your inbox in the Social Security Portal. This is valid for any of the three submission methods (digital, in person, or documentary).

If the proof of life is completed through the Social Security Portal **without authentication**, you will receive an email confirming that the Proof of Life has been successfully completed.

What happens if I do not complete the Proof of Life?

In 2026, if you do not complete the Proof of Life procedure **until the end of September**, your pension will be suspended with effect from **November 2026**.

When will the pension payments be resumed?

Once the Proof of Life has been completed and validated, the pension payments will be resumed with retroactive effect as from **the date of suspension**.

What should I do if the pension holder has died?

Family members or third parties **must communicate the pensioner's death** and **send a copy of the death certificate** to Social Security via the e-Clic Channel, clicking on **Criar pedido** (Create request) > **Evento de Vida** (Life event) > **Óbito** (Death) > **Assunto** (Subject) > **Participação de óbito** (Death notification) > **Motivo** (Reason) > **Comunicar uma alteração ou nova informação** (Communication of a change of circumstances or new information); or the form **Certificado de Prova de Vida** (Proof of Life Certificate), with tables 1.1 and 3 completed.

I have no computer skills. Can I complete the digital Proof of Life?

To complete the digital Proof of Life, you can ask a family member or friend for help, or you can do the Proof of Life in person.

I do not have a computer. Can I complete the digital Proof of Life?

You can use your cell phone to complete the Digital Proof of Life through the Social Security App.

If the digital Proof of Life fails, can I try again?

Yes. You can repeat the process or choose another available method.

Do I have to go to Portugal to do the Proof of Life?

No. You can do the Proof of Life from your country of residence.

After completing the digital Proof of Life, do I need to send paper documents?

No, it is not necessary to send any documents.

