

General guidelines for using the IMSS Mailbox

In accordance with the agreement ACDO.AS2.HCT.240620 /170.P. DIR, issued by the Honorable Technical Committee in the session held on June 24th, 2020, and its sole Annex, in which it approves the general guidelines for the use of the IMSS Mailbox, published on the Federation Official Gazette (DOF) on July 9th, 2020 and which will come into force on August 3rd, 2020, employers may opt to make communications procedures, applications, notifications, administrative procedures and any promotion to the Mexican Social Security Institute (IMSS) carried out before the Institute, through the IMSS Mailbox, as a mean for electronic communication, using the advanced electronic signature, in which they must have a valid digital certificate issued by the Tax Administration System (SAT) as well as the public and private keys, which comprise the e-signature.

I.- Use of the IMSS Mailbox.

For the use of the IMSS Mailbox, the following shall apply:

1. Employers must register on the IMSS website www.imss.gob.mx, in the section “IMSS Mailbox”, register at least one and up to five email addresses, as well as a mobile phone number. The system will issue the corresponding electronic confirmation receipt.

2. Confirmation will be required within 72 hours regarding the preferred means of contact recorded in the validation notification sent through the IMSS Mailbox.

3. Subsequently, in order to enable the IMSS Mailbox, you must expressly manifest its conformity for the Institute to use this Mailbox to carry out actions (notifications of any administrative act or resolutions, summons, requirements or requests for information or documents, amongst others) and to electronically transmit digital documents through this electronic communication system, which you will sign with your advanced electronic signature.



II.- Situations through the IMSS Mailbox.

An electronic confirmation receipt will be issued for each action carried out in the IMSS Mailbox. The acknowledgements issued by the system may be printed or consulted in the system for the next 3 months after its emission.

The actions that employers must carry out within a legal period of time through the IMSS Mailbox may be carried out from 00:00 to 23:59 hours during the day; when the employer makes use of it on a non-working day, promotions will be considered as received on the first hour of the following working day.

III.- Electronic Notification through the IMSS Mailbox.

The IMSS may notify the administrative acts and resolutions it issues in digital documents through the IMSS Mailbox, including any that may be appealed according to the following:

1. The Institute will notify through the IMSS Mailbox during working hours from 09:30 to 18:00 (Mexico Central Zone). In the event that the acknowledgement receipt is generated on a non-working day or time, in all cases the notification shall be deemed to have been made as of 09:30 hours (Mexico Central Zone) of the following working day.
2. Employers shall have three working days to open all digital documents pending to be notified from the IMSS Mailbox; such term shall be counted as from the following working day until the day in which the aforementioned notice was sent.
3. In the event that the employer does not open the digital document within the aforementioned period, the electronic notification shall be deemed to have been made on the fourth working day, counted from the following working day in which the notification was sent.
4. The notifications made by the Institute through the IMSS Mailbox will be available in the tool itself. The recipients may consult and print these digital documents during the following 3 months after the notification.
5. The points 1 to 4 described above are without prejudice to the possibility of the Institute to personally notify any administrative acts and resolutions that the competent public servants of the IMSS issue on printed documents by using the e-signature.



IV.- Confidentiality.

The personal data transmitted through the IMSS Mailbox shall be treated in accordance with the Transparency and Access to Public Information General Law, the Transparency and Access to Public Information Federal Law, the Protection of Personal Data in Possession of Compulsory Subjects General Law as well as other applicable regulations, so that if the rights contained therein are violated, the sanctions in the aforementioned laws shall be applicable, without prejudice to the others that may be generated.

V.- Sanctions.

Non-compliance with these Guidelines, as well as the improper use of the IMSS Mailbox in electronic administrative actions or acts, shall be sanctioned in accordance with the Administrative Responsibilities, the Law General Law, the Federal Criminal Code as well as other applicable legal provisions.

VI. - Conclusion.

According to the Agreement ACDO.AS2.HCT.240620 /170.P.DIR, dictated by H. P.DIR, issued by the Technical Council in the session held on June 24th , 2020, and its single Annex, published on the Federation Official Gazette (DOF) on July 9th, 2020 and which will come into force on August 3rd, 2020, employers may choose to enable the IMSS Mailbox to be notified of any type of action (notification of any administrative act or resolution, The IMSS is the only competent body that can provide the necessary information to the public (e.g., locations, requirements or requests for information or documentation, among others), which could save time by not having to go to the IMSS offices to resolve these actions, and at the same time it is necessary to constantly follow up by contact means , in the case any action is received, to be able to deal with it on a timely manner.

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Mexico City, 9th July 2020