

Meu INSS's Automated Benefit Engine — Brazil's AI Denies Over Half of Fully Electronic Retirement Claims, TCU Finds

AI in the Public Sector · Good practice · Brazil

Quality score: 47/100

Evidence strength: Observational / pre–post

Summary

Brazil's INSS uses an automated engine on the Meu INSS platform to grant or deny retirement and benefit claims from database records alone. A 2026 federal audit found it auto-rejected 280,231 of 543,419 fully electronic H1-2025 claims (51.6%) and ordered a 180-day fix.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	0/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

C-NAPSE web research — accessed 2026-08-19

Instituto Nacional do Seguro Social (INSS), Dataprev, Ministério da Previdência Social — accessed 2026-08-19

Migalhas: OAB/SP acompanha auditoria do TCU — accessed 2026-08-19

Mix Vale: INSS nega automaticamente mais da metade dos pedidos — accessed 2026-08-19

Jornal de Brasília: TCU determina mudança no sistema — accessed 2026-08-19

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