

## SASSA expressing gratitude to stakeholders for their contribution in migrating Social grant beneficiaries from the old card to the new card.

By: Zethu Khoza

As we draw close to the end of the project of migrating beneficiaries from the old SASSA card to the new SASSA card, we appeal to those who are still in possession of the old card to come get their new card as soon as possible.

### Card Swap

The new SASSA card can be obtained from SASSA and South African Post offices. Beneficiaries need to bring their Identity documents and their existing SASSA card to get the new SASSA card.

All old SASSA cards need to be swapped for the new card as SASSA will no longer deposit social grant money into the old SASSA card with effect from 31 December 2018. SASSA will by mid-month transfer funds into beneficiary's account, to be available the following month. This means that if the beneficiary has not swapped the card by 15 December 2018, for the social grant to be available on 01 January 2019, the old card can no longer be used to access the funds. Those who may have missed the deadline to swap their cards by 15 December 2018, will have to ensure they get their new cards at any Post Office or SASSA office to access their social grants in January 2019. As soon as the new card is issued, the funds will be available.

However, please note that any beneficiary who receives his/her money directly into his/her personal bank account does NOT need to obtain the new SASSA card. SASSA will continue transferring the social grant into the personal bank account as previously done. However, if any beneficiary does obtain the new SASSA card, the money will then be deposited into the new SASSA card, and no longer into the personal bank account, as the new card takes preference.

SASSA and SAPO wish to thank all our partners who assisted in getting the information through to our beneficiaries to come forward and swap their cards to get the new cards. To date 7 199 341 new cards are in circulation out of a target of approximately 8 million. This could not have been achieved without your support. You have really proved that together we can do more.

We sent you newsletters every month / held meetings with you / received guidance from you on how we could serve your constituencies better/ relied on you to share the information with your networks, all that you did to ensure that no deserving family could be distressed. As SASSA we thank each and everyone of you for your contribution in making this project a success.

### Lost SASSA/Grindrod card (old SASSA card)

All new and existing beneficiaries who lose their old card **after** they have made a withdrawal for that pay period must be directed to SAPO to be issued with a new SASSA/SAPO payment card or encouraged to receive their grants through their personal bank account.

Beneficiaries who lose their cards **before** they withdraw their money which has already been deposited into the old SASSA card must then be directed to the nearest SASSA office to obtain the new SASSA card, or complete the forms to have the grant paid into their personal bank account. It must be noted that the old SASSA cards will not be replaced, so the beneficiary will have to request the transfer of the balance in the old card to their new account.

### Procedure on how beneficiaries can access funds still on the old SASSA card (lost, retained by ATM and PIN reset):

1. The beneficiary must obtain written confirmation of the new account number from his/her bank or from the nearest Post Office if the new account is the new SASSA card. The confirmation must be printed (no handwritten letters will be accepted) and stamped by the bank or the post office.
2. The beneficiary must call the CPS Call Centre on 0800 60 01 60
3. The call centre agent will ask security questions to confirm that it is indeed the beneficiary who is requesting the transfer
4. The beneficiary must then provide the call centre agent with the new account number obtained from the written confirmation referred to in point 1 above
5. The beneficiary will be required to provide the following documentation before any transfer can be effected:
  - 5.1 Stamped letter from his/her new bank confirming the new bank account details (see point 1),  
OR
  - 5.2 A bank statement not older than 3 months and
  - 5.3 Certified copy of the identity document
6. Once the above documents have been provided to CPS, a call will be logged and a call reference number given to the beneficiary.
7. The call centre agent who assisted the beneficiary will phone to confirm once the transfer has been done.

*paying the right social grant, to the right person,  
at the right time and place. NJALO!*

## Fee structure for the new SASSA card transactions

The following bundle contains all **FREE** transactions that will be offered to the beneficiary utilizing the new SASSA card to access his/her grant:

- One Cash withdrawal over the counter at a SAPO branch per month
- First issued new SASSA gold card;
- One replacement SASSA gold card;
- Three (3) cash backs from participating merchants per month,
- Unlimited purchases using the SASSA gold card
- One (1) ATM balance enquiry per month;
- One (1) mini-statement per month;
- One (1) full statement of 3 months at SAPO branches per month;
- All PIN resets/changes at SASSA offices;
- One (1) PIN reset at SAPO branches per annum.

The following fees will be charged directly to the beneficiary account for all transactions over and above the free transactions included in the bundle indicated above:

TRANSACTION	COST (Including VAT)
POS purchases and combined purchases and cash back	Free
2nd and further replacement new SASSA gold cards	R26.00 per card
Cash Back withdrawals at Retail Merchants	R1.50 per transaction
ATM balance enquiry	R1.60 per enquiry
Rejected ATM transactions	R1.60 per transaction
Rejected ATM transactions with card swallowed	R1.60 per transaction
Balance enquiry at SAPO Branch	R1.60 per enquiry
Full statement of 3 months at SAPO branches	R5.00 per statement
PIN resets/change at SAPO branches	R3.00 per reset
Subsequent cash withdrawals at SAPO branches	Formula #
All ATM cash withdrawals in the NPS	Formula #

Formula # =  $R3.48 + (\text{amount withdrawn} * 0.68\%) + R0.17$  (switch fee)

Any queries can be directed to any SASSA office or call the call centre number

0800 60 10 11