



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

RE-REGISTRATION AND PAYMENT OF SOCIAL GRANT BENEFICIARIES

The South African Social Security Agency (SASSA) wishes to extend its appreciation to the 20 million social grant beneficiaries and recipients who have re-registered. Final reminder letters will be sent to beneficiaries who have not re-registered by the 30 April 2013.

Beneficiaries have 90 days from receipt of the letters to re-register or to make representations as to why their grants should not be lapsed if they fail to re-register.

Beneficiaries are reminded that the SASSA payment card is acceptable at SASSA Cash Pay points, Selected payment vendors, and ATMS (where normal transactions fees apply). The following issues can also be resolved by SASSA or CPS:

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| Insufficient funds | This will occur when a person is trying to withdraw more cash than what is available to be drawn. Beneficiaries must ensure that sufficient funds available in their accounts for bank charges. |
| Replacement Cards | Beneficiary card is replaced immediately. However, for the Account to be activated it takes up to 3 days. |
| No funds available | This typically occurs whenever a beneficiary has a commercial bank account and re-registers. It takes one month for the social grant money to be loaded on to the SASSA payment card. During this period the money will be paid into the beneficiary's commercial bank account. |
| Monthly calls by beneficiaries to transfer funds from the SASSA card to their original commercial bank account | Voice activation will be implemented once all commercial banked beneficiaries have re-registered. In the interim, beneficiaries that have logged a request will have their funds automatically transferred to their commercial bank accounts. This is to ensure that their debit orders are not affected. |
| Forgotten your Pin | You must proceed to the nearest SASSA local office for your PIN to be reset. |

For SASSA Payment Card enquiries please call one of the following numbers: SASSA 0800 60 10 11 or SASSA customer care 012 400 2322 or CPS Toll Free No: 0800 60 01 60 or email: GrantsEnquiries@sassa.gov.za or Web: www.sassa.gov.za

| CPS | SASSA / ADMINISTRATION ENQUIRIES | CPS | SASSA / ADMINISTRATION ENQUIRIES |
|--|---|--|---|
| CPS Eastern Cape: 072 306 3471 / 072 316 2050 / 072 311 3028 | SASSA Eastern Cape: 043 707 6335 GrantsEnquiriesEC@sassa.gov.za EC Customer Care@sassa.gov.za | CPS Limpopo: 072 201 3930 / 072 204 3637 / 072 208 9522 | SASSA Limpopo: 015 291 7509 GrantsEnquiriesLIM@sassa.gov.za CustomerCareLim@sassa.gov.za |
| CPS Gauteng: 078 731 5908 / 083 518 3152 / 083 857 6576 | SASSA Gauteng: 011 241 8320 GrantsEnquiriesGP@sassa.gov.za | CPS Northern Cape: 076 030 9929 / 076 662 1545 / 072 186 8095 / 071 416 6324 | SASSA Northern Cape: 053 802 4919 GrantsEnquiriesNC@sassa.gov.za |
| CPS Free State: 071 771 1258 / 072 286 7972 / 082 259 8727 | SASSA Free State: 051 410 8339 GrantsEnquiriesFS@sassa.gov.za | CPS Northwest: 082 344 0493 / 071 100 6483 / 076 710 0862 | SASSA Northwest: 018 389 4006 GrantsEnquiriesnw@sassa.gov.za sassanwqueries@net1.com |
| CPS Western Cape: 072 268 4678 / 072 456 7506 / 072 453 7858 | SASSA Western Cape: 021 469 0206 or 021 469 0235 GrantsEnquiriesWC@sassa.gov.za | CPS Mpumalanga: 082 701 5493 / 082 364 0614 / 082 967 2264 | SASSA Mpumalanga: 013 754 9446 GrantsEnquiriesMPU@sassa.gov.za |
| KZN: 033 846 3400 GrantsEnquiriesKZN@sassa.gov.za | CPS Kwazulu Natal: 079 780 8186 / 079 780 9040 / 079 730 2499 | | |

SASSA SERVICES ARE FREE!

A leader in the delivery of social security services.