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SOUTH AFRICAN SOCIAL SECURITY AGENCY

PROOF OF LIFE CERTIFICATION

THROUGH VOICE ACTIVATION FOR BENEFICIARIES UTILISING PIN CODES TO ACCESS THEIR SOCIAL GRANTS

What is Proof of Life?

- Proof of Life Certification is a way in which a beneficiary must prove that he/she is alive before their social grant is paid out.
- The social grants will only be paid out after a fingerprint or voice verification was done.
- Proof of Life Certification must be completed once every month before your social grant can be paid.

How do you do Proof of Life certification?

Proof of Life Certification will be done biometrically using either voice verification or finger print verification.

Where must you go to do Proof of Life using fingerprint verification?

This can be done at any SASSA pay point or a store with fingerprint scanners before collecting your grant every month.

How to do Proof of Life using voice verification?

Should you use a PIN code to withdraw your social grant at an ATM or at a store without fingerprint readers, you must first phone one of the telephone numbers below to do the Proof of Life verification.

- The numbers to call are:
0860 690 717 when you use a Telkom line, cellphone number or a public phone.
- **OR**
- **082 1277** when you use a Vodacom Starter Pack number. These starter packs were handed out to some beneficiaries during the SASSA re-registration. This call is free and can be used every month to make the call for the voice verification that must be done. (Should you prefer to receive a free Vodacom Starter Pack you can go to your nearest SASSA Office)
- Follow the voice prompt instructions so that your voice can be matched to your voice recording which was taken during SASSA re-registration. You can choose to do the verification in English, Zulu, Sesotho, Afrikaans, Venda, Tsonga or Xhosa.
- Once your voice print has been validated, the system will inform you that you have been successfully verified. Your social grant becomes available immediately.

- **Voice activation will be conducted in two Phases. Phase 1 will be targeting 1,5 million beneficiaries, who access their grants using a PIN Code. An SMS message will be sent to beneficiaries in order to activate voice to enable payment in February 2014.**
- **Phase 2 will be implemented in March 2014 for all beneficiaries utilizing Pin codes.**
- If you did not receive an sms do not panic as your grant will still be paid.
- Beneficiaries that have received an sms but are unable to call due to ill health must appoint a procurator.
- Home visits will be conducted where the procurator and beneficiary must be present for the voice recording of the procurator.
- Beneficiaries that are using PIN codes but voice was not recorded must please visit the nearest SASSA office for your voice to be recorded.
- Should you have any further queries regarding Proof of Life Certification kindly contact the CPS Call Centre on: 0800 60 01 60/ SASSA toll free number on 0800 60 10 11.