



## MEDIA RELEASE

**ATTENTION: Editors and Social Security Writers**  
**For Immediate Release**  
**DATE : 29 January 2014**

### ***SASSA LIFE CERTIFICATION FOR BENEFICIARIES USING PIN CODES***

The South African Social Security Agency (SASSA) is calling upon all social grant beneficiaries using PIN codes to access their social grants to undergo proof of life certification which is done biometrically using voice activation. In other words if you receive your grant by using a PIN at an ATM or store without fingerprint readers, SASSA needs to record a copy of your voice biometric on its system and this is performed by dialling the phone numbers below. If you use a PIN (at an ATM or store without fingerprint readers) proof of Life Certification must be completed once every month before a social grant can be accessed via a PIN.

Voice activation will be conducted in two phases. **Phase 1** will be targeting 1,5million beneficiaries who have been sent an SMS message in January 2014 and only they are invited to call at this stage. They may call as soon as they receive the SMS message. **Phase 2** starts in March 2014 and involves all other beneficiaries who were not sent an SMS message in January 2014 but are using a PIN to access their grants.

The numbers to call for voice activation are:

**0860 690 717** if one uses a Telkom line, cell phone number or a public phone.

**082 1277** for free if one uses a starter pack issued during grant re-registration. These free starter packs can still be obtained from SASSA offices.

#### ***Steps to be taken when making a call:***

- 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 several languages.
- Once your voice print has been validated, the system will inform you that you have been successfully verified and your social grant becomes available immediately.

Phase 2 will be implemented in March 2014 for all beneficiaries utilizing Pin codes.



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

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Beneficiaries that have received an SMS message but are unable to call due to ill health must appoint a procurator to represent them and request home visits from their nearest SASSA offices. During home visits the procurator and beneficiary must be present for the voice recording of the procurator to be done. No need to panic if you didn't receive an SMS message because your grant will still be paid out.

SASSA services are free, and should beneficiaries have any further queries regarding Proof of Life Certification kindly dial 0800 60 01 60 or 0800 60 10 11 toll free

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Released by South African Social Security Agency (SASSA)  
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