

TO: All Media

ATTENTION: News Editors/Social Development Reporters

02 September 2019

For immediate release

SASSA BENEFICIARIES UNPAID DUE TO BANK VERIFICATION

September 2019 is the first month on which SASSA strictly implemented bank verification (confirming that the details of the beneficiary and the account holder match). This has resulted in a number of beneficiaries not being paid.

In order to strengthen controls, SASSA has implemented a process of bank verification as part of its fraud prevention measures. This means that before any payment is loaded on the system, the details of the approved beneficiary (name, surname and identity number) are checked against the bank account holder's information. Where the information does not match, the payment will not be loaded, until the information has been corrected.

Clients are reminded that SASSA can only pay into the bank account of the person who applied for the grant, not the bank account of a spouse, child, sibling or anybody else. SASSA clients are responsible for ensuring that their information with SASSA is accurate and current at all times. Updating personal information can be done at the nearest SASSA office.

SASSA would like to apologise for any inconvenience caused to clients who might have not received their September grants, as a result of the bank verification process. SASSA appeals to the public to see this as a temporary but necessary inconvenience, given the previously rising numbers of card fraud compromising the efforts of government. Affected clients are kindly requested to report to their nearest SASSA offices with their ID documents and a copy of their bank statements, so that their records can be updated.

This step is taken in an effort to protect clients and their information, so as to ensure that everyone who is entitled to a social grant receives it without fail.

“SASSA is committed to ensuring that social grant money is received by every citizen who is entitled to this, in line with our commitment of paying the right grant to the right person at the right time and place, njalo”: remarked Busisiwe Memela SASSA CEO.

Issued on behalf of SASSA

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