



Media Statement
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For immediate distribution

SASSA grants payments systems glitches resolved, says Postbank

SASSA social grants recipients using the SASSA gold cards can now collect their grants monies at ATM's and retailers nationwide as the system glitches that impacted payments have been resolved. The payments system challenges have been resolved from Saturday afternoon (5 November 2022), and we have since been recording stability with successful transactions over the ATM and retailers.

The majority of the more than 7m social grants beneficiaries using the Postbank issued SASSA gold cards withdraw their social grants via ATMs and retailers.

SASSA social grants recipients are therefore advised to proceed to withdraw social grants at ATMs and retailers outlets nationwide that provide the cashback functionality which includes Shoprite, Checkers, Usave, Pick n Pay and Boxer. SASSA grants recipients can also use the SASSA gold cards to make purchases at any place that accepts bank card transactions as the SASSA gold cards functions fully within the national payments system similarly to any other bank card.

Postbank will monitor the system performance within Post Office branches when the branches open on Monday (7 November 2022) and advise beneficiaries of any developments.

Postbank apologises to our SASSA social grants beneficiaries for the inconvenience caused due to these system challenges. We know that social grants are important to the livelihood of the most vulnerable in our community and we sincerely apologise for the inconvenience experienced during the system glitch.

End

Issued by Dr Bongani Diako,
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