



MEDIA STATEMENT

ATTENTION: NEWS EDITORS/ REPORTERS

For immediate release

06 January 2023

Postbank apologises to Social Grants recipients for system challenges impacting access to January 2023 grants payments - *System now back online*

The Postbank wishes to convey a heartfelt apology to the Social Grants recipients who have been experiencing challenges with accessing their January 2023 payments for parts of the morning of 6 January 2023 due to system glitches.

The systems glitches have now been resolved during the course of this morning (6 January 2023) and the grants payments are processing smoothly wherein beneficiaries can access payments through multiple channels that include ATMs, over the counter within Post Office branches as well as retail merchants that include Boxer, Pick n Pay, Usave, Shoprite, Spar and any retailer that has a cash back functionality.

The Postbank system became untimely unstable at about 6am in the morning of Friday, 06 January 2023, resulting in social grants beneficiaries using the SASSA/Postbank gold card experiencing challenges when performing transactions across the different National Payment System (NPS) access points such as ATMS, retailers and Post Office Branches.

We sincerely apologise to social grants beneficiaries that have been impacted by this morning's technical glitches. Postbank technical teams have been working around the

clock to ensure that there is stability on the systems. We therefore want to confirm that most of the issues experienced in the morning have been resolved since approximately 12h00 and as a result all social grants recipients using the SASSA/Postbank gold cards can now access their money through different NPS access channels (ATMs and retailers) including via Post Office Branches.

Beneficiaries who have enquiries regarding the SASSA PostBank Powered Gold Card disbursement challenges can contact PostBank on: **0800 53 54 55**.

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