



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

## EMAIL RESPONSE SCRIPTS

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### 1. Rejected as the ID was found on the UIF database

Good Day

Your enquiry is acknowledged

Your application has been declined as your ID number has been found on the UIF database. It should be noted that one of the requirements for this grant is that anyone who **may qualify for UIF** as well as those receiving UIF do not qualify.

SASSA is currently working with the Department of Labour to receive updated information on citizens who qualify for UIF and will reconsider your application. You will be advised shortly of the reconsidered decision.

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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### 2. Applicants rejected because the personal information did not match with that of Home Affairs

Good Day

Your enquiry is acknowledged

Please be advised that your application failed as the personal details (names, surname and ID number) does not match that held by Department of Home Affairs. The instruction in the application process was to capture your personal details **exactly as it appears in your ID document**.

You can update your personal details on the SASSA website on <https://srd.sassa.gov.za> as from Monday 29 June 2020. Once the updated information is received, your application will be reconsidered and you will be advised of the outcome.

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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### 3. If the applicant is in receipt of a social grant.

Good Day

Your enquiry is acknowledged

Please be advised that your application has been rejected as you are in receipt of a social grant. The additional amounts added to the social grants for the period from May to October is intended to compensate for the hardships caused by the lockdown. The qualifying criteria for the special relief grant specifically excludes everyone who is currently in receipt of a social grant.

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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**4. If the applicant is found in receipt of NSFAS**

Good Day

Your enquiry is acknowledged

Your application has been rejected as you are in receipt of a stipend from NSFAS. The qualifying criteria for this grant specifically excludes anyone who receives a stipend from NSFAS.

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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**5. If someone has been rejected because they have been found to have income as a result of the information received from SARS**

“Receipt of your mail is acknowledged.

Information received by SASSA is that you have an income from being employed. One of the qualifying criteria for this grant is that you should not have any income at all.

Should you disagree with this information you can request SASSA to reconsider the decision. You will be expected to confirm the date on which you were last employed for the decision to be reconsidered.

Your email should be sent to [covid19srdappeals@sassa.gov.za](mailto:covid19srdappeals@sassa.gov.za) This should be done within 30 days of you having been informed of the application being rejected.

You will be advised of the reconsidered outcome and should you still not accept this outcome, you can appeal to the Department of Social Development. The address for the appeal will be included in the outcome of the reconsideration.”

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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**6. If someone wants to update their banking details as they either captured it incorrectly, or now want to change:**

Good Day

Your enquiry is acknowledged

Please be advised that you can update your banking details on the SASSA website on <https://srd.sassa.gov.za> as from the 3<sup>rd</sup> to 9<sup>th</sup> of August 2020. Once you have updated the details, SASSA will verify the information with the respective bank and will then deposit future payments into this account.”

- The clients should ensure that if they are re-typing the link they do so correctly
- Also ensure that the ID number corresponds to the one on the sms, as the link is associated to the ID number
- Also ensure that they insert the cellphone number that applied for the grant.

Should further clarity be required kindly contact the national call centre on 0800 60 10 11.

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