

Payment of social grants going electronically

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SASSA beneficiaries need not to worry about allocating the whole day to collection of social grants as they can now withdraw anytime and anywhere, electronically, from SAPO / ATM / SUPERMARKETS and SHOPS.

The widely spoken about new SASSA/SAPO card has arrived and is being rolled out. The new SASSA/SAPO card is available at SASSA offices, SASSA paypoints and soon to be available at the Post Office. Beneficiaries who collect their grants from paypoints and merchants, need to swap their old cards for a new card. These beneficiaries especially those whom SASSA has their updated cellphone numbers, will receive an SMS from SASSA informing them where to go for the card swap. Those beneficiaries, who receive their grants through their personal bank accounts, need not to swap their cards unless they want to change the method of payment.

To swap the old card for the new card, beneficiaries are required to bring the old SASSA card and Identity Document (ID). The card swap will only need the person who actually collects the grant.

Beneficiaries are encouraged to swap their cards at Paypoints during the payment cycle at their local areas or to arrange to have their grants paid into their bank accounts by submitting the form authorizing SASSA to transfer their grants directly to the bank account of choice.




Simple guide to your new SASSA card.

Welcome to your new Sassa card

1. It gives you the freedom to enjoy:

- Four free cash withdrawals at shop tills each month
- One free cash withdrawal at a Post Office each month
- Unlimited free swipes to pay for shopping at tills
- One free replacement card
- Unlimited free PIN resets at your Sassa branch
- No EFT debits or stop orders



How to use your new Sassa card at a shop till:

2. When using your new Sassa card at a shop till:

- Hand your card to the cashier at the till.
- Enter your PIN when the cashier asks you to do so and press the green button on the pin pad.

You do not have to withdraw your entire grant at once.
If you withdraw at a selected store (Boxer, Shoprite, Checkers, Pick & Pay) then you get four free withdrawals each month.

Oops! The ATM swallowed my card

4. When the ATM swallowed your card:

- Go to the Enquiries counter at the bank with your ID, and tell the bank employee what happened.

The ATM will swallow your card:

- If you enter the wrong Pin three times.
- If you select the wrong account type three times. (You should always select **CURRENT ACCOUNT**.)

How to use your new Sassa card at an ATM

3. When using your new Sassa card at an ATM:

The ATM has a special slot for your card, usually with a flashing green light.

Step 1: Insert your card into the slot.
Step 2: Type in your PIN (and make sure no-one sees it!) and press the green button on the ATM.
Step 3: Select the **CURRENT ACCOUNT**
Step 4: Choose the amount you want to withdraw.
Step 5: Take your card and your money

Banks charge money when you use their ATMs, and this will be deducted from the money in your card.
You don't have to withdraw your entire grant at once.

Oops! I forgot my PIN

5. If you forgot your PIN:

Your PIN can be reset at your local Sassa office or Post Office.
Take your Sassa card and your ID document with you to have it reset.

Keep your money safe

6. To keep your money safe:

The PIN protects your account. To keep it safe:

- Choose a PIN you can remember, but not one that anyone can guess, like the year you were born.
- Don't write the PIN down.
- Don't tell anyone what your PIN is, even if you trust them.
- If you lose your card, immediately report it at your nearest Sassa office or Post Office.

Sassa call centre number: 0800 60 10 11

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