

PAYMENT OF COVID-19 SRD GRANT MADE EASIER

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In an effort to address challenges faced by some beneficiaries of the COVID-19 SRD grant when collecting their grant at the Post Office, SASSA will be opening up its system to enable approved applicants to update the channel through which payment should be made.

Clients will have an opportunity from the 3rd till the 9th of August 2020 to update their banking preferences and to change from using the Post Bank account to another account of their choice or even to choose a cash send option.

This option will be available 24/7 for the week by visiting <https://srd.sassa.gov.za>. If a client is an approved client they just need to provide their ID number and after the validation confirmed their status they will receive a SMS message with a link to the website which enables them to capture their banking details on the SASSA website.

Steps to follow to change banking details:

- Visit the website <https://srd.sassa.gov.za>
- Provide ID Number
- Receive a SMS with a link to provide bank details
- Client will have to click on the website link provided on the SMS
- Insert ID number
- Indicate if he/she has a bank account
- Provide full names as per ID document
- Provide surname as per ID document
- Choose Bank name
- Choose Branch code
- Choose account type
- Provide account number
- Click Submit button

If Client does not have Bank account and prefers to receive cash via the Banks:

- Visit the website <https://srd.sassa.gov.za>
- Provide ID Number
- Receive a SMS with a link to provide bank details
- Client will have to click on the website link provided on the SMS
- Insert ID number
- Provide full names as per ID document
- Provide surname as per ID document
- Choose Bank name for cash send option
- Click Submit button

The Agency is working tirelessly to ensure that all qualifying applicants receive their deserved grants on time. When clients are approved for the month, they receive a SMS with a link to the website which enables them to capture their banking details on the SASSA website. The client needs his ID number when visiting the website. It is very important that clients ensure that they capture their personal details exactly as per their Identity document, as registered with the Department of Home Affairs.

Clients must also take great care to ensure that their banking details are correct – especially the bank account number and branch code, as well as the account type (savings or cheque or transmission account). Clients must also ensure that the bank account is registered in their name (SASSA cannot pay money for one person into the account held by another).

Likewise, when the client chooses a money transfer option, he should ensure that the cell phone number provided is correct and is registered in his name. Just like with a bank account, SASSA cannot pay the grant into a cell phone which is registered to another person.

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The payment of the special grant is quicker if paid into a bank account. Citizens without bank accounts are thus encouraged to open an account – “there are many entry level, inexpensive options in the market – some of which can be opened online”, said Ms. Dianne Dunkerley, Executive Manager Grants Administration.

Citizens who do not update their information during this window period, or who do not provide correct banking details will have their payments for the remaining months paid into an account with Post Bank and will have to visit the Post Office when receiving a SMS to collect their money.

Furthermore, SASSA verifies all banking details provided by the client with the bank, before payment is made. In order not to delay the payment of the grant, it was agreed that when a client provides incorrect bank details, or the bank account does not belong to the client, or the client did not provide SASSA with banking details within 5 days of a SMS being sent, an account will be opened for the client with Post Bank. The client will then be directed to the Post Office to receive a cash payment. In this case the client will receive a SMS from SASSA (with surname, date of birth, application ID) to inform the client when to collect their money at the Post Office.

A SMS is sent to ensure that not all clients go at the same date and time to the Post Office to try and curtail the spread of Covid-19. This schedule also ensures there is sufficient cash at the Post Office to assist all clients. Unfortunately many of the SASSA clients visit the Post Office before receiving a SMS and then there is not sufficient cash available when the scheduled clients arrive at the Post Office.

With regards to cash send clients, unfortunately SASSA and the Banks could not finalise the agreements in time for the May payments. The Minister of Finance also had to provide his concurrence for SASSA to open bank accounts with the various banks and to make use of the cash send option. Not to inconvenience these clients any further, a Post Bank account was opened for them and their May R350 was paid into this account.

All cash send clients have been paid and a SMS was sent to most of them to collect their money at the Post

SASSA is currently concluding agreements with organisations who will assist in verifying the cell phone numbers of clients to ensure that there is no fraud in the system. “Clients are reminded that SASSA will only pay through a cell phone number if that cell phone is registered to the client. Clients are urged to ensure that their cell phone numbers are registered in their name”, added Dunkerley.

It is foreseen that the June and July grants for the clients who opted for cash send will be paid through their cash send option should they still qualify.

All clients who are declined in a specific month will receive a SMS message with the reason for their decline. The most important Rejection Reasons include the following:

- ❖ *Clients currently qualify for UIF as per the Database provided to SASSA.*
- ❖ *Clients currently receive a social grant from SASSA.*
- ❖ *Clients currently receive NSFAS stipend as per the Database provided to SASSA.*
- ❖ *Clients are currently registered on the IRP-5 database with SARS.*
- ❖ *Clients are currently registered on a Government salary database such as Persal.*
- ❖ *Client details do not match their details as registered on the Department of Home Affairs National Population Register database.*
- ❖ *Clients on the database of citizens in Correctional Service facilities.*

There are also a number of other databases where people receive Covid-19 assistance such as Sportsmen and Farmers.

Should the client wish to dispute the outcome of the application or update personal details, client must send an email to covid19srdappeals@sassa.gov.za

For information clients could visit the following platforms for Frequently Asked Questions (FAQs) about this crucial grant: the WhatsApp line 082 046 8553, SASSA website (www.sassa.gov.za) and SASSA SRD Grant website (<https://srd.sassa.gov.za>)

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