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SASSA COMMITS TO PAYING GRANTS IN FULL

- South African Social Security Agency (SASSA) Acting CEO Abraham Mahlangu has assured grants beneficiaries that their social grants will be paid in full.
- Mahlangu said the agency is aware that beneficiaries are experiencing problems with the electronic payment of their grants during the current social grant payment cycle.
- “What is being experienced is a result of a process of changing from an old to a new payment system for social grants. SASSA is also in the process of phasing out Cash Paymaster Services (CPS), as directed by the Constitutional Court and introducing the South African Post Office (SAPO) to pay social grants.
- “We assure beneficiaries that their social grants will be paid in full. In fact, the funds are already in their accounts. We request beneficiaries to give themselves at least three days to withdraw their grants,” Mahlangu said.
- Mahlangu also explained that should a beneficiary choose to access their funds through an Automated Teller Machine (ATM), the account type a beneficiary chooses should be the “savings account”.
- Mahlangu apologised for the inconvenience caused to the beneficiaries. He assured that the agency and SAPO are working tirelessly to find a solution to the problem and ensure that all beneficiary services are restored in the shortest possible time.
- SASSA and SAPO are facilitating a card swap from the old SASSA/Grindrod cards to the new SASSA/SAPO by end of August 2018.
- As at 26 June 2018, a total of 1 274 719 beneficiaries against a target of approximately 2.7 million, were migrated from old SASSA/Grindrod card to the new SASSA/SAPO payment cards.
- The changing of cards are currently taking place at identified venues, including pay point stations, community halls and SAPO branches.
- Beneficiaries, who are unable to visit the identified sites due to illness, will be given the opportunity to arrange at home visits. They can also call SASSA toll free number on 0800 60 10 11, or by visiting nearest local office to request a home visit.
- For the full article kindly visit: <https://www.sanews.gov.za/south-africa/sassa-commits-paying-grants-full>



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