

## **Steps for social grant beneficiaries to follow if they fall victim to unauthorised, fraudulent or unlawful deductions:**

The most effective method for recourse is to visit a SASSA branch.

Beneficiaries will need to fill out a BENEFICIARY DISPUTE FORM which captures the details of the dispute.

The affidavit can be completed with a SASSA appointed Commissioner of Oaths at a local SASSA office or at a local Police Station.

The beneficiary dispute form must be handed in together with the affidavit.

The affidavit is crucial if the beneficiary would like to request a refund for monies deducted from their account.

Once this is completed, a reference number is issued and the follow up process should be explained.

Beneficiaries can call a SASSA toll free helpline for assistance.

Social grant beneficiaries are also welcome to contact the Black Sash National Helpline for FREE paralegal services.

### **SASSA CallCentre**

Beneficiaries can also contact the SASSA callcentre on 0800601011.

### **Black Sash HelpLine**

Alternatively, please contact the Black Sash National toll free Help Line for free paralegal assistance on 072 66 33 739 or email [help@blacksash.org.za](mailto:help@blacksash.org.za). You can also send a text or send a please call me and a paralegal will be in touch shortly.