

## 2. Walk in:

You can walk into any SASSA local office to lodge your complaint. A SASSA official will take your complaint and give you a reference number.

You will then be told about the documents you need to submit - you can submit the documents next time you collect your grant at a SASSA local office or through fax, and email.

Complaints must be resolved 21 days after submitting your documents.

**IF THERE IS FRAUD ON YOUR CARD, IT IS IMPORTANT TO STOP YOUR CARD. IF THERE IS ANY SUSPICIOUS ACTIVITY ON YOUR SASSA CARD CONTACT SASSA IMMEDIATELY**

**Phone number: 0800 60 10 11**

**This number is FREE TO CALL**

**Email: [GrantEnquiries@sassa.gov.za](mailto:GrantEnquiries@sassa.gov.za)**

## FOR MORE INFO, CONTACT SASSA'S REGIONAL OFFICES

### Head office:

0800601011 or 012-400-2322

[GrantEnquiries@sassa.gov.za](mailto:GrantEnquiries@sassa.gov.za)

### Western Cape:

021-469-0235 or [GrantsEnquiriesWC@sassa.gov.za](mailto:GrantsEnquiriesWC@sassa.gov.za)

### Eastern Cape:

043-707-6335 or [GrantsEnquiriesEC@sassa.gov.za](mailto:GrantsEnquiriesEC@sassa.gov.za)

### Northern Cape:

053-802-4919 or [GrantsEnquiriesNC@sassa.gov.za](mailto:GrantsEnquiriesNC@sassa.gov.za)

### Free State:

051-410-8339 or [GrantsEnquiriesFS@sassa.gov.za](mailto:GrantsEnquiriesFS@sassa.gov.za)

### KZN:

033-846-3400 or [GrantsEnquiriesKZN@sassa.gov.za](mailto:GrantsEnquiriesKZN@sassa.gov.za)

Or 0716071514 (Whatsapp Only)

### North West:

018-389-4006 or [GrantsEnquiriesNW@sassa.gov.za](mailto:GrantsEnquiriesNW@sassa.gov.za)

### Gauteng:

011-241-8320 or [GrantsEnquiriesGP@sassa.gov.za](mailto:GrantsEnquiriesGP@sassa.gov.za)

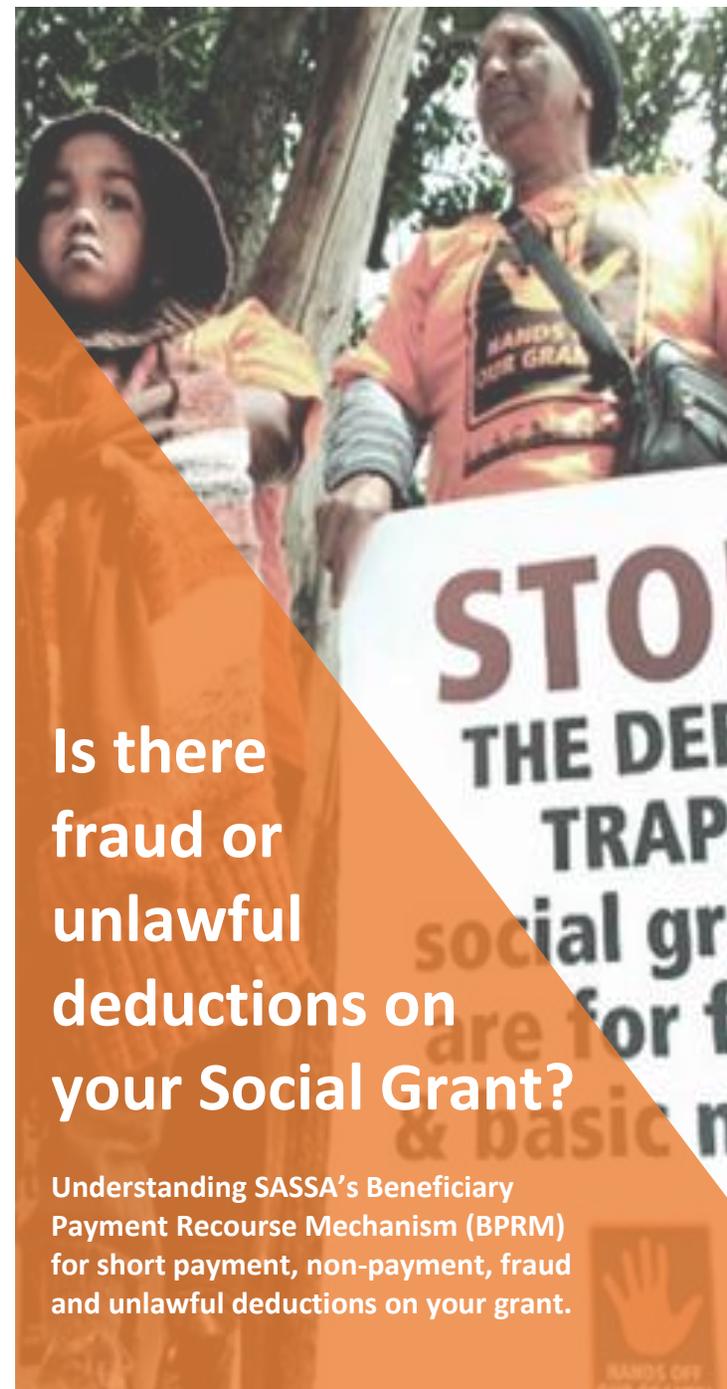
### Mpumalanga:

013-754-9428 or [GrantsEnquiriesMP@sassa.gov.za](mailto:GrantsEnquiriesMP@sassa.gov.za)

### Limpopo:

015-291-7509 or [GrantsEnquiriesLIM@sassa.gov.za](mailto:GrantsEnquiriesLIM@sassa.gov.za)

You can also call the Black Sash HELPLINE for FREE paralegal support and advice from Mon-Fri:



**Is there fraud or unlawful deductions on your Social Grant?**

Understanding SASSA's Beneficiary Payment Recourse Mechanism (BPRM) for short payment, non-payment, fraud and unlawful deductions on your grant.



# BLACKSASH

MAKING HUMAN RIGHTS REAL



The South African Social Security Agency (SASSA) has created a Beneficiary Payment Recourse Mechanism (BPRM) for beneficiaries who want to lodge complaints about problems such as non-payment or unlawful deductions from their grant.

## LODGING A COMPLAINT

Complaints can be lodged about the following;

- short payments
- unlawful fees on your grant
- a damaged or faulty SASSA card
- you are unable to get statement of your transactions at an ATM or SAPO
- unpaid monthly social grants
- fraud and
- unlawful funeral deductions etc.

## FRAUD

You can lodge a fraud complaint;

- Any illegal SASSA card swaps or exchanges

- if there are withdrawals or deductions from a SASSA card that the beneficiary didn't authorise
- There is a change of payment method that the beneficiary didn't authorize
- if there are any unknown or unauthorised withdrawals on a beneficiaries account
- A beneficiary's SASSA card has been cancelled and reissued without their authority.

## FUNERAL DEDUCTIONS

You can lodge a complaint about your funeral deductions if:

- You are having trouble cancelling your funeral deductions
- The funeral deduction is more than 10% of your grant
- A funeral deduction is happening on a child or temporary grant

There are two ways to lodge a complaint:

### 1. Phone:

Call **0800 60 10 11** to reach a SASSA official. This is a free number from any phone and you will not get charged. You will then be given a **Reference number** for your complaint. You will be asked to submit documents that are needed to deal with your case and you will be told how long SASSA will take to get back to you. Two documents you will most likely need to give is a copy of your ID and an affidavit; this is your written statement about what has happened to your grant. It must be stamped by a Commissioner of Oaths.

You can submit the documents with your reference number, through fax, email, or in person at a SASSA local office.