



WATCH OUT

SOCIAL GRANTS SCAM

Watch out for bogus officials and unlawful debit deductions from social grant accounts



PREVENT & REPORT SASSA SCAMS

Watch out for **false SASSA officials** that may visit you at your house, phone or text you. They may ask to hand over your card, or they may request your PIN code and personal details. Others may claim that you need to take out insurance, or they may promise food parcels. Don't let them in. Don't give them any information. They are criminals.

Only funeral schemes and insurance deductions from accredited financial service providers are allowed on your card, for a maximum of 10% of your total grant.



SASSA officials will never visit you at your house to change cards or ask for your details and PIN codes. Valid SASSA cards can only be issued at a SASSA office.

What to do if it happens to you?

If someone approaches you with a **request**, call the CPS or Sassa to verify the request. If you notice that money has been **deducted** from your account, report the unlawful deduction *asap*, preferably within 40 days after the deduction

- to the CPS toll free number (0800600160),
- at a SASSA local office, or
- at a CPS paypoint.

Do not trust messages that ask for your details. Don't respond. Keep your card safe.

If the unlawful deduction is a funeral policy deduction or an airtime purchase, you will need a sworn affidavit, which can be made at the police station, that needs to be supplied to the CPS Call Centre. If the dispute is lodged within 40 days after the debit took place, the EFT debit amount will be returned to your account. If it's after 40 days, it will take longer and the refund will not be automatic.

You may not use your card as security or hand over your card to get a loan from a money lender.

CPS TOLL FREE 0800600160