



### SPECIAL COVID R350 GRANT FAQs

QUESTION	ANSWER
1. What is the qualifying criteria?	<p><b><u>A person who is:</u></b></p> <ul style="list-style-type: none"> <li>a) A South African Citizen, Permanent Resident or Refugee registered on the Home Affairs database and persons who are holders of special permits under the Special Angolan Dispensation, the Lesotho Exemption Permit dispensation and the Zimbabwe Exemption Permit Dispensation, and asylum seekers whose section 22 permits or visas are valid or were valid on 15 March 2020;</li> <li>b) Currently residing within the borders of the Republic of South Africa;</li> <li>c) Above the age of 18 and below the age of 60;</li> <li>d) Unemployed;</li> <li>e) Not receiving any social grant in respect of himself or herself;</li> <li>f) Not receiving an unemployment insurance benefit and does not qualify to receive an unemployment insurance benefit;</li> <li>g) Not receiving a stipend from the National Student Financial Aid Scheme and other financial aid;</li> <li>h) Not receiving any other government COVID-19 response support;</li> <li>i) Not a resident in a government funded or subsidized institution.</li> </ul>
2. When can I make a new application/ re-apply?	<ul style="list-style-type: none"> <li>o New applications and reapplications will resume on Friday, 06 August 2021 from 09h00</li> </ul>
3. What date will be the first payment?	<ul style="list-style-type: none"> <li>o We expect that first payments to be made in the last week of August 2021</li> </ul>

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4. How do I apply?	<ul style="list-style-type: none"> <li>○ Website address: <a href="https://srd.sassa.gov.za">https://srd.sassa.gov.za</a></li> <li>○ WhatsApp line: 082 046 8553</li> <li>○ SASSA Chatbot: <a href="http://www.sassa.gov.za">www.sassa.gov.za</a></li> </ul>
5. Will the application be accepted if I do not agree to the terms and conditions on the Declaration & Consent document?	<ul style="list-style-type: none"> <li>○ If consent is not granted, the application will not be submitted to SASSA.</li> </ul>
6. Will the application be accepted if I do not indicate that I have read the You and my Covid 19 grant document?	<ul style="list-style-type: none"> <li>○ The application will not be submitted if the client does not indicate that, he/she has read and understood the You and my Covid 19 grant document</li> </ul>
7. Do I get a back payment for May, June and July 2021?	<ul style="list-style-type: none"> <li>○ There will be no retrospective payments for the months the grant was not in existence – from May to July 2021. The new application will only be effective from August 2021</li> </ul>
8. Do I need to reapply every month?	<ul style="list-style-type: none"> <li>○ No, you only apply once. All applications will be validated monthly.</li> </ul>
9. Will I get payments from August 2021 till March 2022?	<ul style="list-style-type: none"> <li>○ There will be <b>NO AUTOMATIC QUALIFICATION</b> - all applications must satisfy the criteria and will be subjected to the entire validation process</li> <li>○ This means that any change to the financial circumstances of the applicant may result in the grant not being approved for subsequent months, or approved for some months but not all</li> </ul>
10. Why it is important to re-apply?	<ul style="list-style-type: none"> <li>○ People’s circumstances may have changed over time;</li> <li>○ In order to confirm clients’ personal details, assess their income and financial status;</li> <li>○ Applicants need to accept the declaration and consent, which has been strengthened to comply with the Protection of Personal Information Act (POPIA) which came to effect on 21 July 2021;</li> <li>○ In order to access or to have the application reconsidered for the Social Relief of Distress Grant, an applicant must grant consent for SASSA to verify his or her identity, residency, income or social security benefits with any other institution deemed necessary by SASSA.</li> </ul>
11. When should I provide my banking details?	<ul style="list-style-type: none"> <li>○ Our new process will now request the applicants to provide their banking details upfront, so that we can process payment as soon as they meet the criteria</li> </ul>

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12. What are the payment methods?	<ul style="list-style-type: none"> <li>○ Personal bank account</li> <li>○ SAPO</li> <li>○ Cash Send</li> </ul>
13. What will happen if client fails bank verification?	<ul style="list-style-type: none"> <li>○ A SMS notification will be sent to the client to correct bank details. If a client does not respond to the sms a SAPO account will be opened for the client for payment purposes</li> </ul>
14. Can Caregivers apply?	<ul style="list-style-type: none"> <li>○ Care givers who are not receiving any grant on their own behalf will also be eligible to apply</li> <li>○ All care givers (all the child grants – CSG, CDG and FCG) can apply. They have to apply through the same channels, as with any other applicant.</li> <li>○ Care givers who also receive an adult grant (Old Age or Disability) will not qualify for this grant, as the state already supports them financially</li> <li>○ Care givers who receive grants under the system generated numbers can apply using the “7777” number – the system will accept these numbers and we will then validate against Socpen to ensure that they are current care givers</li> <li>○ If approved –that is if the only income they have is the child grant, then the R350 will be paid directly into the account in which they receive their child grant</li> </ul>
15. Can I use somebody else’s phone number or bank account?	<ul style="list-style-type: none"> <li>○ Applicants to note that the bank account or the cellular phone number provided for payment <b>MUST</b> be registered in the name</li> </ul>
16. How will I know if my payment is ready for collection?	<ul style="list-style-type: none"> <li>○ The application and payment status can be viewed on the SRD website .It is very important for every applicant to provide the correct mobile number through which he/she can be contacted, as all communication with applicants will be through SMS notifications</li> </ul>
17. I cancelled my application because I received a temporary job but now it is finished. Can I re-apply?	<ul style="list-style-type: none"> <li>○ Clients who previously cancelled the grant, and who would like to re-activate the grant, due to a change in their circumstances are welcome to re-apply.</li> </ul>
18. What do I do if my application is declined?	<ul style="list-style-type: none"> <li>○ The declined application will only be reconsidered upon a request from the client</li> <li>○ An application has to be lodged on the website within 30 days of the outcome being available.</li> </ul>

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	<ul style="list-style-type: none"> <li>○ It is therefore really important that applicants check their status, which is updated on the website as soon as a decision is made.</li> <li>○ An appeal must be lodged for every month that the grant is declined.</li> </ul>
<p>19. I have not received my payments for the approved months before April 2021, what do I do?</p>	<ul style="list-style-type: none"> <li>○ Grants which have been approved remain uncollected from the Post Office, all applicants who have not received or claimed their grants to urgently contact SASSA, as they will only have until 31 August 2021 to make enquiries in respect of the previous grant from May 2020 to April 2021.</li> <li>○ Any applicant whose application was approved but not paid because the applicant could not be traced or the applicant did not contact SASSA to update his or her personal details, shall forfeit the money to the State after 31 August 2021</li> </ul> <p><b>1. If we say all payments not collected by the 31 August 2021 will be forfeited:</b></p> <ul style="list-style-type: none"> <li>• All unclaimed payments at SAPO will be forfeited if not collected</li> <li>1.1 Does it mean that all outstanding payments will be made by 31 August 2021? Payments including: <ul style="list-style-type: none"> <li>1.2 Outstanding payment will be made past the 31 August for the approved client with bank details</li> </ul> </li> <li>a) <b>Referred</b> applications wherein the beneficiaries have sent their updated information to <a href="mailto:referred@sassa.gov.za">referred@sassa.gov.za</a> and those who have called the contact centre to update their details but have not heard from the Agency? <ul style="list-style-type: none"> <li>• All referred cases that have been cleared by the fraud unit, will be paid even after the 31<sup>st</sup> August.</li> </ul> </li> <li>b) <b>Cancelled</b> applications who requested reinstatement – approved waiting for payment date <ul style="list-style-type: none"> <li>• Received requests for reinstatement, with the period of May 2020 to April 2021, that are approved will be paid.</li> </ul> </li> <li>c) <b>EF70</b> payments that came back to SASSA but not paid into active current payment method- <ul style="list-style-type: none"> <li>• Payments made to dormant accounts , will also be paid prior or beyond 31 August</li> </ul> </li> </ul>

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	<p>d) <b>Appeal</b> - approved no payment date</p> <ul style="list-style-type: none"><li>• if bank details are available, the client will be paid prior or beyond 31 August</li></ul> <p>e) <b>Cash Send</b> – Approved with no payment</p> <ul style="list-style-type: none"><li>• If clients provides opts for different payment method, the payment will be made.</li><li>• Cash payments cannot be made to mobile numbers that are being shared.</li><li>• <b>Those that were paid and not collected-</b> Cash payment that have not been collected will be reconciled back to the State.</li></ul>