NEW

Special COVID-19 SRD Grant of 350

sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

You and Your Special COVID-19 SRD Grant - **Application Process**

STEP 1
CHOOSE AN APPLICATION CHANNEL

Apply via one of these channels:
- WhatsApp: Send a message to 082 046 8553
- SRD Website: https://srd.sassa.gov.za
- SASSA Chatbot: www.sassa.gov.za

STEP 1.1
APPLICATION VIA WHATSAPP

- Send WhatsApp message to **082 046 8553**
- Applicant will provide personal details as prompted by the chat
- Applicant will receive a Reference number, an **OTP number** and website link to click on
- Applicant must click on the link; insert the OTP number and click **verify**
- Applicant provide surname and ID number
- Applicant confirm details as per details provided on the chat
- *Continue to Step 2: AGREE TO TERMS AND CONDITIONS*

STEP 1.2
APPLICATION VIA SRD WEBSITE

- Open Internet browser
- Search for: https://srd.sassa.gov.za
- Applicant capture ID number and mobile then click send sms button
- Applicant will receive a 6 digit OTP **number**
- Applicant must insert the OTP number and click **verify pin**
- *Continue to Step 2: AGREE TO TERMS AND CONDITIONS*

STEP 1.3
APPLICATION VIA SASSA CHATBOT

- Open Internet browser
- Search for: www.sassa.gov.za
- On the website; applicant will click on SRD R350 Grant assistance chatbox
- Applicant provide ID number and Mobile number
- Through the chat, the applicant will choose **I want to apply for SRD R350 grant**
- The chatbot will provide a link to the SRD Website
- *The Applicant will follow the SRD Website Steps*
- *Continue to Step 2: AGREE TO TERMS AND CONDITIONS*

STEP 2
AGREE TO TERMS AND CONDITIONS

- Read Declaration and Consent Document
- Agree to the content of the Declaration and Consent Document
- Read and understand the You and Your Special COVID-19 SRD Grant document
- Agree to understanding the contents of the You and Your Special COVID-19 SRD Grant document

STEP 3
PROVIDE PERSONAL DETAILS

- Provide ID Number, Name, Surname as it is printed on the ID Document/ Card
- Provide other personal Details e.g. address, gender, etc.

STEP 4
SUBMIT BANKING DETAILS/ CHOOSE PAYMENT OPTION

NEW APPLICANT
- Clients with Personal Bank Account
  - ✓ Choose Bank Name
  - ✓ Provide Account number
  - ✓ Provide Branch Name
  - ✓ Provide Account Type
  - ✓ Agree to Terms and Conditions
  - ✓ Submit Banking Details
- Clients without Personal Bank accounts
  - ✓ Choose Payment option- Cash Send
  - ✓ Agree to Terms and Conditions
  - ✓ Submit Banking Details

EXISTING CLIENT
- Confirm Existing Personal Banking Details
  - ✓ Agree to Terms and Conditions
  - ✓ Click Submit
- Clients with Cash send Option who wish to add bank details
  - ✓ Choose Bank Name
  - ✓ Provide Account number
  - ✓ Provide Branch Name
  - ✓ Provide Account Type
  - ✓ Agree to Terms and Conditions
  - ✓ Submit Banking Details

STEP 5
RECEIVE A SMS ON YOUR MOBILE NUMBER

Message Sample:
Application ID: 123456, 88…081. SASSA confirms successful update of banking details for BANK NAME. Your SRD R350 Grant application is now active.

NB: It is important to provide SASSA with a mobile number where we will be able to reach you to send SMS, if you are declined or with regard to your banking details.

paying the right social grant, to the right person, at the right time and place. NJALO!

#SASSACARES
#KeepSouthAfricaHealthy

Toll free: 0800 60 10 11
www.sassa.gov.za

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social development
Department:
Social Development
REPUBLIC OF SOUTH AFRICA

NDA
National Development Agency

NDP 2030

STAY SAFE
VACCINATE TO SAVE SOUTH AFRICA
TOGETHER WE CAN BEAT THE CORONAVIRUS

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SOUTH AFRICAN SOCIAL SECURITY AGENCY

You and Your Special COVID-19 SRD Grant - **Post application process**

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STEP 6
SASSA VERIFICATION AND VALIDATION PROCESS

- ID Number, name and surname provided by the client is verified with the Department of Home Affairs data
- ID Number is matched against approved databases such as UIF, SARS, NSFAS etc.
- Fraud Risk Scoring is done with Fraud prevention partners- The Client ID number and Mobile number is checked against the approved databases
- Application is Approved or Declined with reason

STEP 7
VIEWING APPLICATION STATUS

- Application status can be viewed on the following Channels:
  - ✓ Visit SRD Website:
    https://srd.sassa.gov.za
    - Under Application Status tab:
      click here to check status
  - ✓ **WhatsApp**: send message to 082 046 8553
  - ✓ Toll Free Call Centre:
    Contact- 0800 60 10 11

STEP 8
RECONSIDERATION

- If Client's application is declined, the client has the right to request reconsideration within 30 days of receiving the declined reason.
- Client must request reconsideration for each month that the application is declined
- **Application for reconsideration**
  - ✓ Visit SRD Website: https://srd.sassa.gov.za
    - Under Application for Reconsideration tab:
      click here to apply for reconsideration
  - ✓ If client struggles, Please contact
    - SASSA Toll Free Call centre on:
      0800 60 10 11 to request reconsideration

STEP 9
SRD GRANT CANCELLATION

- Visit SRD Website: https://srd.sassa.gov.za
  - ✓ Under Cancel my Application tab: **click here to cancel online**
  - ✓ Provide ID number and mobile number, then click **send pin**
  - ✓ Client will receive a sms with 6 digit OTP number
  - ✓ Applicant must insert the OTP number and click **verify pin**
  - ✓ Click **cancel my grant**
  - ✓ A message will pop up to ask if applicant is sure about the cancellation of the grant
  - ✓ Click **YES** to continue with the cancellation; Click **NO** to Discard

STEP 10
SRD GRANT REINSTATEMENT

- Visit SRD Website: https://srd.sassa.gov.za
  - ✓ Under Cancel my Application tab: **reinstate my cancelled grant application**
  - ✓ Provide ID number and mobile number, then click **send pin**
  - ✓ Client will receive a sms with 6 digit OTP number
  - ✓ Applicant must insert the OTP number and click **verify pin**
  - ✓ **Agree to terms and Conditions**
  - ✓ Click **reinstate my grant**
  - ✓ A message will pop up to ask if applicant is sure about the reinstatement of the grant
  - ✓ Click **YES** to continue with the reintatement; Click **NO** to Discard

GENERAL INFORMATION

- To change **Mobile number** Client must contact
  - ✓ SASSA Toll Free Call centre on:
    0800 60 10 11
- If further clarity is required, Please contact:
  - ✓ SASSA Toll Free Call centre on:
    0800 60 10 11
    OR
  - ✓ Send an email to:
    Grantsenquiries@sassa.gov.za
    OR
  - ✓ Visit the SASSA website:
  - ✓ www.sassa.gov.za
  - ✓ https://srd.sassa.gov.za

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