

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

SASSA News @OfficialSASSA



You and Your Special COVID-19 SRD Grant
step by step application process - V2 - 05/08/2021

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

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 reinstatement; Click **NO** to Discard

STEP
11

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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