

Date: 15 March 2024

South African Post Office warns the public against scams

The joint BRP's of the South African Post Office ('SAPO'), Mr Anoosh Rooplal and Mr Juanito Damons have received reports of an increase in scams to mislead the public from fraudsters claiming to represent the Post Office.

The emails and SMS messages appear to originate from the Post Office when in fact they are fraudulent.

Some fraudulent smses state that **“due to an incorrect address on the goods label, our postman is unable to deliver your order. Please update the delivery address within 24hours otherwise we will return the parcel, link:cutt.Oly/6wrgXUqQ** *(not a real link)*.

Clicking on the fraudulently provided link leads the user to a payment page where they are asked to deposit money into an account to 'release' a package. In several instances a form is included requesting the bank card number and the CCV number on the back.

The combination of the card number and CCV number are required for online purchases. If you share these details with the scammer, they may be able to use your bank card in fraudulent shopping up to its credit limit.

Another noted scam says **“Package delivery in South Africa**

Your Package gas arrived in South Africa. To receive it, please pay the delivery charges within 7 days. Failure to do so may result in the package being returned to the sender.

Payment details [3.99 ZAR].

The Post Office will:

- NEVER ask for import duties or clearance fees in advance or to be paid online. If there are customs fees payable on a parcel from abroad, the client pays the fees when they collect the parcel from the Post Office counter.
- NEVER request your bank account number or CVV numbers.
- NEVER ask customers to update their address details online

If you are expecting a mail or parcel, please check the website to track the parcel.

The Post Office sends customers an SMS or a posted collection slip when they have a parcel ready for collection at a named Post Office branch. This parcel should be collected as soon as possible to make sure it is not returned to the sender.

If you have any information about postal crimes, please contact the Post Office's toll-free crime buster hotline on 0800 020 070.

ENDS

Louise Brugman 083 504 1186 on behalf of Joint South African Post Office ('SAPO') Business Rescue Practitioners (BRPs), Mr Anoosh Rooplal and Mr Juanito Damons

Notes to editors

The Business Rescue Plan was adopted by the majority of creditors on 7 December 2023. The Joint Business Rescue Partners remain involved in the business to assist with the operational implementation of the plan and the restructuring of the business.

The BRPs are currently involved with phase 1 of the Plan which is to stabilise the business, rightsize the headcount, currently facilitated by the CCMA and representative Employee Committee and reduce the branch network to some 600 branches.