

Date: 28 March 2025

Post Office's role for Post Bank card holders and SASSA beneficiaries

Pursuant to a Post Bank media briefing held today, the South African Post Office (SAPO) communicates its role and service provision to Post Bank card holders and SASSA beneficiaries.

The Joint Business Rescue Practitioners and the executive leadership of the Post Office have not signed a service level agreement with SASSA and the Post Bank, that would authorise Post Office branches to assist with social grant payouts to Gold or new Black card holders.

The Post Office branches are therefore NOT assisting any current Gold nor new Black card withdrawals, nor with any PIN resets.

The Post Office continues to handle Mzansi and Flexi card transactional services until the end of May

Social grant beneficiaries should not visit Post Office branches expecting to withdraw any of their SASSA benefits.

Important Warning to Beneficiaries:

- Gold card and Black card beneficiaries are not to visit Post Office branches expecting to receive their grant money.
- There are no funds available at any Post Office branch for withdrawal for these beneficiaries
- Post Office branches are not handling any Gold Card to Black card conversions
- Mzansi and Flexi cards holders can continue to use the Post Office branches for their normal banking transactions

Beneficiaries are advised to seek clarification directly from SASSA or Postbank regarding their specific payment options

Postbank: 0800 53 54 55

SASSA: 0800 60 10 11

ENDS

Note: This statement serves to prevent potential confusion and protect the interests of all SASSA beneficiaries

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