



MINISTRY
COMMUNICATIONS AND DIGITAL TECHNOLOGIES
REPUBLIC OF SOUTH AFRICA

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Media Statement

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MINISTER OF COMMUNICATIONS AND DIGITAL TECHNOLOGIES, HON. MONDLI GUNGUBELE DIRECTS POSTBANK TO URGENTLY RESOLVE ALL MATTERS THAT RESULTED IN SASSA SOCIAL GRANTS BENEFICIARIES NOT RECEIVING THEIR MONEY ON TIME

The Minister of Communications and Digital Technologies has noted the unfortunate technical glitches in the Postbank system that resulted in delays in beneficiaries receiving their September social grant payments and directed the Postbank to urgently resolve all outstanding cases and ensure that this incidence never occurs again.

The technical challenge that affected Postbank on Tuesday, 05 September 2023 and Wednesday morning, 06 September 2023 has caused a backlog of funds credits that Postbank is making into the affected beneficiaries' accounts. This affected mainly the old age and disability grants beneficiaries who are Postbank Gold Card holders since those were their payment dates.

The Minister was assured by the Postbank that the system is now fully restored and operational and that the manual process of reversing outstanding funds in exceptional cases where beneficiaries are not credited their money as yet or where the full amount due to them has not been credited in full is receiving urgent attention.

“We acknowledge the financial and logistical inconvenience that the system failure has caused to the millions of our people who depend solely on social grants for survival. We profusely apologise to those affected as we are aware of the grave inconvenience this has caused. We want to assure the public that government is committed to continuously improving our systems to provide a reliable service,” said Minister Gungubele.

Postbank committed that its technical team is working tirelessly to ensure that the Postbank SASSA grants payments system is stable and able to service its clientele consistently to their satisfaction.

“We appreciate that our people continue to choose Postbank as their bank of choice as we move towards establishing it as a state bank. We are monitoring the situation closely and will be updating the nation in the next coming days on progress,” Minister Gungubele added.

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