

**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](http://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](http://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](http://www.sassa.gov.za)

SASSA News @OfficialSASSA



social development

Department:  
Social Development  
REPUBLIC OF SOUTH AFRICA



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



**VACCINATE TO SAVE SOUTH AFRICA**

TOGETHER WE CAN BEAT THE CORONAVIRUS

# NEW

## Special COVID-19 SRD Grant of

# 350



# sassa

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

### 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](http://www.sassa.gov.za)  
✓ <https://srd.sassa.gov.za>

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