



sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

SERVICE LEVEL AGREEMENT

ENTERED INTO BETWEEN

SOUTH AFRICAN SOCIAL SECURITY AGENCY

An Agency established in terms of section 2 of the South African Social Security Agency Act, 2004 (Act 9 of 2004), herein represented by **Abraham Mahlangu** in his capacity as the **Acting Chief Executive Officer**, duly authorized hereto

(herein referred to as "SASSA")



AND

SOUTH AFRICAN POST OFFICE SOC LIMITED

A public company incorporated in terms of the Companies Act, 2008 (Act 71 of 2008), registration number: 1991/005477/30, herein represented by **Mark Barnes** in his capacity as **Group Chief Executive Officer**, duly authorized hereto

(herein referred to as "SAPO")



(Both hereafter collectively referred to as "the Parties")

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1. DEFINITIONS & INTERPRETATION

The General standards pertaining to the Definitions are as follows:

- 1.1. The headings of the clauses in this Service Level Agreement are for the purpose of convenience and reference only, and shall not be used in the interpretation nor to modify or amplify the terms of this agreement or any clause hereof.
- 1.2. Any expression which denotes any gender includes the other gender.
- 1.3. Unless the context clearly requires a different interpretation, any reference to:
 - 1.3.1 the singular includes the plural and vice versa; and
 - 1.3.2 natural persons includes juristic persons and vice versa.
- 1.4. Where appropriate, meanings ascribed to defined words and expressions in clause 1.12 of this Agreement shall impose substantive obligations on the Parties.
- 1.5. Words and phrases defined in the main body of this Agreement shall bear the same meanings in the Annexes to this Agreement where such words or phrases are not specifically defined.
- 1.6. Words and expressions defined in any sub-clause shall, for the purposes of the clause of which that sub-clause forms part, bear the meaning assigned to such words and expressions in that sub-clause.
- 1.7. If any provision in a definition is a substantive provision conferring rights or imposing obligations on any Party, notwithstanding that it is

only in the definition clause, effect shall be given to it as if it were a substantive provision in the body of the Agreement.

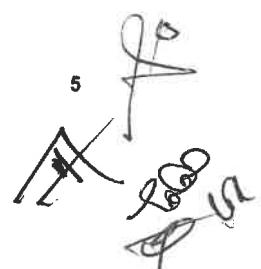
- 1.8. When any number of days is prescribed in this Agreement, same shall be reckoned exclusively of the first and inclusively of the last day unless the last day falls on a Saturday, Sunday or public holiday, however given that Saturdays are normal business days for SAPO, operations may happen at SAPO branches by mutual agreement, in which case the last day shall be the next succeeding day which is not a Saturday, Sunday or public holiday.
- 1.9. The use of the word "including" followed by a specific example/s shall not be construed as limiting the meaning of the general wording preceding it and the *eiusdem generis* rule (i.e. the rule that a general word or clause is restricted in meaning to the same class as the specific words which precede it) shall not be applied in the interpretation of such general wording or such specific example/s.
- 1.10. The terms of this Agreement having been negotiated, the *contra proferentem* rule (i.e. that words should be interpreted against the stipulator) shall not be applied in the interpretation of this Agreement.
- 1.11. Any reference to any statute, regulation or other legislation shall be a reference to that statute, regulation or other legislation as at the Effective Date, and as amended or substituted from time to time.
- 1.12. The following expressions shall bear the meanings assigned to them below:
 - 1.12.1 "Act" means a written law passed by a legislative body. The relevant Acts governing the SLA includes the following:

- 1.12.1.1 Constitution of the Republic of South Africa, 1996

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(Act No. 108 of 1996)

- 1.12.1.2 Social Assistance Act, 2004 as amended (Act No. 13 of 2004)
 - 1.12.1.3 South African Social Security Agency Act, 2004 (Act No. 9 of 2004)
 - 1.12.1.4 Inter-governmental Relations Framework Act, 2005 (Act No. 13 of 2005)
 - 1.12.1.5 Companies Act, 2008 (Act No 71 of 2008)
 - 1.12.1.6 Postal Services Act, 1998 (Act No. 124 of 1998)
 - 1.12.1.7 Protection of Personal Information Act, 2013 (Act No. 4 of 2013)
 - 1.12.1.8 South African Labour Relations Act, 1995 (Act No. 66 of 1995)
 - 1.12.1.9 Public Finance Management Act, 1999 as amended (Act No.1 of 1999)
 - 1.12.1.10 Value Added Tax Act, 1991 as amended (Act No. 89 of 1991)
- 1.12.2 **“Access Channels”** refers to facilities such as Cash Pay Points (“Last Mile Facility”), SAPO branches and National Payment Infrastructure (NPS), where physical withdrawal of social grants is done
- 1.12.3 **“Agreement”** refers to the Master Service Agreement (MSA) as “The Agreement” and the Service Level Agreement as “This Agreement”
- 1.12.4 **“Alternative Identification”** means the documents as prescribed by SASSA in terms of Regulation 11(1) of the Social Assistance Act;

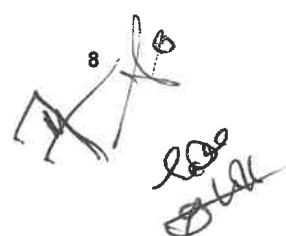


- 1.12.5 "**Beneficiary**" an eligible person who receives social assistance through the payment of a Social Grant inclusive of SRD where applicable, in terms of the Social Assistance Act. For purposes of this Agreement, refers only to Beneficiaries who have not elected to receive payment of the Social Grant into a private bank account;
- 1.12.6 "**Biometric**" means the method by which a person is uniquely identified by evaluating one or more distinguishable biological traits, based primarily on fingerprints;
- 1.12.7 "**Business Day**" means any day other than a Saturday (unless mutually agreed), Sunday or official public holiday in the Republic of South Africa;
- 1.12.8 "**Calendar Month**" means a period from the first day of the month to the last day of the month;
- 1.12.9 "**Card Reader**" means an electronic device that reads the data stored on a card;
- 1.12.10 "**Card Replacement**" means re-issuing of a new SASSA card to the Beneficiary to replace the previously issued card;
- 1.12.11 "**Cash In Transit**" (CIT) is the physical transfer and safeguarding of bank notes from and to Payment Access Channels i.e. SAPO branches and Cash Pay Points ("Last Mile Facility")
- 1.12.12 "**Cash pay point**" (Last Mile Facility) means a place approved by SASSA for the physical payment of Grants, which may be fixed structure or mobile;

- 1.12.13 "**Child**" means any person under the age of 18 (eighteen) years who is entitled to benefit from the payment of a Social Grant in terms of the Social Assistance Act
- 1.12.14 "**Children**" shall have a corresponding meaning;
- 1.12.15 "**Data**" means all information including biometrics of beneficiaries obtained by SAPO through the implementation of this Service Level Agreement;
- 1.12.16 "**Effective Date**" means 1ST October 2018, notwithstanding the date on which the Service Level Agreement has been signed by the Parties.
- 1.12.17 "**Europay MasterCard and Visa**" (EMV) means the global standard for credit and debit payment cards based on chip card technology;
- 1.12.18 "**Entity**" includes any association, business, close corporation, sole proprietor, company, concern, enterprise, firm, partnership, joint venture, person, trust, undertaking, voluntary association with distinct and independent existence
- 1.12.19 "**Equipment**" means the essential item/s, such as computers, peripherals, card readers, scanners, printers, biometric fingerprint readers, wireless routers, signal boosters and call centre equipment (telephone instruments and cordless headsets), required for the purposes of effective, efficient payment of social grants in an economical manner
- 1.12.20 **Foster Child** means any child who has been placed in foster care of any foster parent in terms of the Children's Act 38 of 2005 ;

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- 1.12.21 **Foster Parent** means a person who has foster care of a child by order of the children's court, in terms of the Children's Act 38 of 2005;
- 1.12.22 "Inter-Ministerial Committee (IMC)" means Inter-Ministerial Committee on Comprehensive Social Security;
- 1.12.23 "Industrial Action" means any labour protest action; strike; lock-out; and any general retardation of work, whether unprotected or protected by legislation and as further comprehensively defined by the South African Labour Relations Act, 66 of 1995 and other relevant regulatory legislation;
- 1.12.24 "Intellectual Property" means any computer software, material, name, concept, training material, training instruments, copyright in documents, patentable or non-patentable inventions, discoveries and improvements, patent, trade mark, trade name, drawings, designs, operational analysis, technology and know-how or other intellectual property;
- 1.12.25 "Integrated Community Outreach Programme" (ICROP) is the increased service delivery footprint programme to ensure accessible services closest to communities within a designated municipal ward;
- 1.12.26 "Invoice" means an original tax invoice reflecting the amount owing by SASSA to the SAPO and which conforms to the provisions of the Value Added Tax Act, 1991; and Tax Invoice shall have a corresponding meaning;



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1.12.27 "**Large Amount**" refers to any amount payable to an eligible beneficiary which exceeds R5 000 in total.

1.12.28 "**Month**" means a calendar month, being one of the 12 (twelve) periods into which a year is divided;

1.12.29 "**National Payment System**" (NPS) means the National Payment System, which is one of the pillars of financial stability of the economic system.

1.12.30 "**Parties**" means the South African Social Security Agency (SASSA), which has been established in terms of section 2 of the South African Social Security Act, 2004; and the South African Post Office SOC Ltd (SAPO) established in terms of the Companies Act, 2008 (Act No 71 of 2008);

"**Party**" means either SASSA or SAPO as the case may be;

1.12.31 "**Payment**" means the loading of a Social Grant in the individual Special Disbursement Account (SDA) due to a beneficiary, as per SASSA instruction as contained in the payment file as processed via bankserv; as well as ensuring access to that grant through various Access Channels like cash pay point (Last Mile Facility), SAPO branches and NPS infrastructure;

1.12.32 "**Payment cycle**" means the period of approximately a month in which Payments are allowed to be effected by SAPO in accordance with the SOCPEN Payment extraction and cut-off schedules; and which will be agreed to by the Parties from time to time

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- 1.12.33 "**Pay Day**" means the Business Day in any given Payment Cycle upon which Payment is to be made by SAPO as specified in the payment schedule;
- 1.12.34 "**Payment Extraction**" means the downloading of the Social Grants Payment report as generated from SOCOPEN;
- 1.12.35 "**Payment File**" means the electronic information provided to the SAPO by SASSA, which contains all the information needed to effect Payments to Beneficiaries;
- 1.12.36 "**Pay Master General**" (PMG): Is the cash account held in the South African Reserve Bank from which grants monies are distributed
- 1.12.37 "**Payment Methodology**" means the payment methods of Social Grants as provided for in the Regulations, which facilitates the Payment of Grants to Beneficiaries at designated Pay-Points or through other alternative payment channels;
- 1.12.38 "**Payment Schedules**" means the Payment times, dates and venues agreed upon between SASSA and SAPO;
- 1.12.39 "**Payment Association of South Africa (PASA)**" means the payment system management body recognised by SARB in terms of the National Payment Systems Act of 1998, to organise, manage and regulate the participation of its members in the payment system;

1.12.40 "**Payment Period**" means the number of days starting from the first day to the last day in which payments is made during a specific payment cycle;

1.12.41 "**Payment Team**" means the SAPO's employees responsible to effect payment of Grants during the Payment cycle;

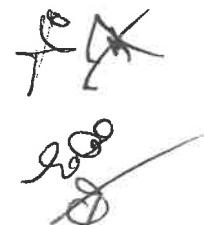
1.12.42 "**Personal Information**" as defined in the Protection of Personal Information Act, 4 of 2013, as amended from time to time, including the Regulations issued in terms of that Act ('POPI Act'). This agreement contemplates the Personal Information pertaining to the Parties and their respective affiliates and subsidiaries, as well as to their employees, members, clients, and officials, as the case may be. Personal information shall include special personal information as defined in the POPI Act.

1.12.43 "**PIN**" means Personal Identity Number for collection of social grants linked to the SASSA card;

1.12.44 "**Private Security Industry Regulatory Authority**"(PSIRA) is the responsible authority to oversee the legitimacy of the private security industry;

1.12.45 "**Procurator**" means a person appointed by the beneficiary or SASSA to apply for and/or receive the social grant on behalf of the beneficiary, as provided for in the Social Assistance Act;

1.12.46 "**Special Disbursement Account (SDA)**" means an account for depositing of social grant/s for each beneficiary held with SAPO;



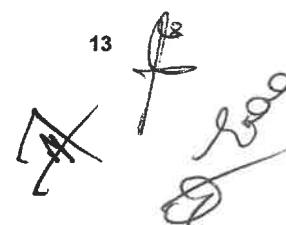
- 1.12.47 "**Services**" means the services provided by SAPO to SASSA to effect payment of social grants as detailed in clause 6 in this agreement;
- 1.12.48 "**SAPO**" means South African Post Office (SAPO) SOC Ltd established in terms of the Companies Act, 2008 (Act No 71 of 2008);
- 1.12.49 "**Social Assistance**" means a social grant including Social Relief of Distress (SRD) as provided for in the Social Assistance Act
- 1.12.50 "**Social Grant:**" means a child support grant, a care dependency grant, a foster child grant, a disability grant, an older person's grant, a war veteran's grant and a grant-in-aid as provided for in the Social Assistance Act
- 1.12.51 "**Socpen**" means the SASSA data management and social pension system
- 1.12.52 "**Stop Payment**" refers to the temporary withholding of payment or ability to withdraw the grant from the SDA of affected beneficiaries upon SASSA's instruction;
- 1.12.53 "**South African Reserve Bank (SARB)**" means the institution responsible for the formulation and implementation of the monetary policy of South Africa
- 1.12.54 "**Sub- Contractor**" "means the party or parties contracted by SAPO to render services on behalf of SAPO for the duration of the contract, while the overall responsibility and accountability of those services remain with SAPO;

1.12.55 “**Systems**” means the systems used by SAPO to deliver the services set out in this agreement from time to time, which as at the signature date include the Biometric Engine, the Integrated Grant Payment System (IGPS), system interfaces, network connections, SAPO’s point of sale system including its peripherals to enable cash withdrawals at SAPO branches and the hardware and software in use at Cash Pay Points (“Last Mile Facility”);

2. INTRODUCTION

- 2.1. The Parties have entered into and signed a MSA on 28 September 2018
- 2.2. The parties hereby formalise their business relationship by concluding this agreement that regulates all aspects of their business and working relationship.
- 2.3. The terms of the agreement are incorporated into this agreement by reference as if set forth in full in this agreement subject to any variations to the terms of the agreement as described in this agreement.
- 2.4. Save to the extent agreed upon to the contrary in this SLA, the Parties to this SLA shall be bound to the terms and conditions of the MSA.
- 2.5. Any lawful modifications or amendments to the terms of the MSA, executed in accordance with the provisions of that agreement, shall also be applicable to this SLA, without requiring any further amendment to be executed under this SLA.

3. APPOINTMENT



- 3.1. SASSA appointed SAPO, who accepted such appointment to provide the Services, in terms of the conditions set out in this SLA.
- 3.2. SAPO declared that it has sufficient knowledge and expertise in all aspects of the Services and has the level of skill and experience to perform the Services. The SAPO shall use its best endeavours, care and skill in performing all its obligations in terms of this SLA.

4. DURATION

- 4.1. Notwithstanding the date of signature by the Parties, this Agreement shall commence on the *01 October 2018*, and shall continue until final delivery of the Services as per this SLA *and/or any approved Change Order*.
- 4.2. Notwithstanding the provisions of clause 4.1, Parties may cancel this SLA in its sole discretion and for any reasons as per Clause 5 of the MSA, by giving the other Party 18 (eighteen) month's written notice of such intent to terminate the services.
- 4.3. Any work already performed by SAPO in terms of this SLA shall be paid for by SASSA up until the date of termination agreed to.

5. REVIEW

- 5.1. The terms of this SLA and the performance of either Party is subject to review.
- 5.2. The Review Reports must be tabled at the monthly Steering Committee for consideration and strategic guidance.
- 5.3. This SLA must be reviewed annually to redress and optimise so as to ensure relevance to the SASSA business operating model.

- 5.4. Any Change Requests initiated by the Parties for the duration of the SLA and approved Changed Orders will be regarded as mechanisms of review

6. SCOPE OF SERVICE

Subject to the terms and conditions of this SLA, SAPO shall provide the Services as set out below:

- 6.1 develop effective and efficient Payment Systems which provide for the Payment of Social Grants, SRD, Casual Illness, Large Amounts and Stop Payment through SDAs;
- 6.2 provide electronic banking services through the SDAs;
- 6.3 ensure that the Systems provide accurate, real time management information, such as real time reports on payments effected; use of the SDA by Beneficiaries as well as Access Channels utilised;
- 6.4 enable designated SASSA staff to have real time access to SAPO Systems and to provide training to SASSA staff to enable them to utilise the Systems optimally. To the extent necessary, SAPO shall assist SASSA to obtain a software license or other permission to monitor and view the data on the Systems. Such licence or permission shall subsist for the duration of this Agreement and will be for the cost of SASSA
- 6.5 ensure Access Channels to ensure that every Beneficiary is able to access their Social Grants. This will include Last Mile Facility arrangements with post office Branches, retailers, merchants and

- commercial banks, as well as provision of mobile cash payment services in areas without any payment infrastructure as identified and approved by SASSA;
- 6.6 where mobile cash payment services are required, SAPO is to make arrangements for sufficient cash to ensure that 100% of the beneficiaries are paid, CIT and guarding services, to ensure that payment takes place within the Norms and Standards set by SASSA, and that Beneficiaries are safe to transact;
- 6.7 provide for the Payment of Social Grants and SRD through the biometric Card Verification Method as soon as this is a general acceptable standard within the banking environment, while in the short term, providing for biometrically enabled Social Grant and SRD withdrawals for Beneficiaries who are unable to utilise a PIN at SAPO branches and dedicated mobile cash pay-points;
- 6.8 provide payment services to special categories of Beneficiaries, such as cash payment of SRD as authorised and instructed by SASSA, as well as the payment of Beneficiaries who are registered on the SASSA system with system generated numbers (7777); as well as any other social security benefits which may be approved by SASSA in the course of this contract;
- 6.9 notwithstanding the provisions of clause 6.5 of this Agreement, the Parties acknowledge that the SASSA card issued to Beneficiaries will, within the time frame to be agreed to by the Parties, be encrypted with the biometrics of the Beneficiaries, and that the use of biometrics on the card must be fully inter-operable, EMV and PASA compliant;
- 6.10 full and comprehensive reconciliation services for all Social Grants and SRDs paid. For reconciliation of Beneficiary payment data for a

specific payment month, SAPO must return a full reconciliation file that correlates with the payment file submitted to it. All data transfers (payment and reconciliation data) must comply with the specifications agreed on between SASSA and SAPO ;

- 6.11 In the case of any SDA where the beneficiary has not accessed any of the Social Grant funds in that particular month, the funds must be returned to SASSA at the end of that Payment Cycle, and be reflected in the reconciliation report for that month;
- 6.12 "On-boarding" of new Beneficiaries where Social Grants administration is undertaken by SASSA (this includes local offices, service offices and where ICROP is implemented);,
- 6.13 card production and distribution services for the SASSA card on specifications signed off by SASSA;
- 6.14 ensure sufficient stock of the SASSA card is kept; procure and keep sufficient stock of cards which comply with the requirements of SASSA and distribute the cards to Beneficiaries and/or Procurators (as defined above);
- 6.15 Manage the stock of SASSA cards to ensure that all cards lost, stolen or misplaced are accounted for at all times, and not able to be utilised within the SASSA/SAPO Payment environment;
- 6.16 provide integrated call centre services for payment enquiries.

7 SERVICES PROVISION STANDARDS

- 7.1 SAPO hereby agrees to provide the Services, in accordance with the

standards as detailed in Annexure "A" to this SLA to ensure compliance with the following overarching requirements;

7.1.1 Render a service at the designated locations agreed between the Parties

7.1.2 Respect the laws and customs of the provinces in which services are conducted

7.1.3 Maintain professional and ethical conduct at all times as agreed as per the employee code of conduct of the respective Parties

7.1.4 Together with SASSA, limit opportunities for fraudulent transactions

7.2 Annexure A details the service standards required for each of the following:

7.2.1 Governance Arrangements

7.2.2 Systems

7.2.3 Cards

7.2.4 Access Channels

7.2.5 Beneficiary Services

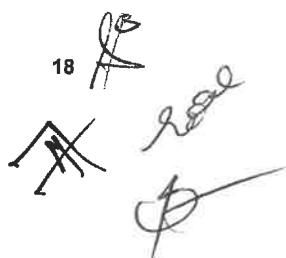
7.2.6 Security

7.2.7 Management of Payment File

7.2.8 Reporting

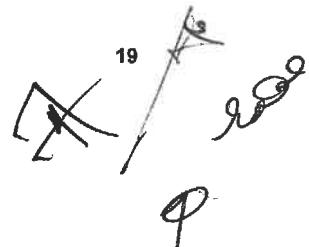
7.3 In the case of any additional services not stated above, the Parties will then follow the change request process, as defined in the agreement to negotiate reasonable costs payable to SAPO cognisant of SAPO's ability and competencies to deliver on the type of additional services required

7.4 SAPO is not allowed to sub-contract any of the required services without prior consultation and agreement with SASSA



8 BENEFICIARY ON-BOARDING

- 8.1 Beneficiary on-boarding of all new Grants Beneficiaries will take place during business days at various SASSA Offices and service points and if and when required by conducting home visits;
- 8.2 The SAPO must make available all the resources needed for Beneficiary on-boarding and manage Beneficiary information responsibly, taking every precaution to protect Beneficiary Information
- 8.3 The On-boarding process includes the following activities;
 - 8.3.1 On boarding of Beneficiaries entails the capturing and registration of the following data:
 - 8.3.1.1 Name, Surname, identification number or alternative system generated number of the Beneficiary as well as the information of the Procurator linked to that Beneficiary with a valid cell phone number (if available) for monthly SASSA approved short messaging (sms) to confirm the start of pay date..
 - 8.3.1.2 Two fingerprints that will be used to validate beneficiary and/or Procurator against SASSA database
 - 8.3.1.3 The place of on-boarding.
 - 8.3.1.4 On boarding officer's details,
 - 8.3.2 The SAPO shall within 30 days of signing of the



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SLA provide a plan for on-boarding Data capturing, Data storage, Data transfer and Data management, including Reporting.

- 8.3.3 All Data and the format thereof in respect of on-boarding, Payment, reconciliation, statistical and management information files have to comply with SASSA linkage specifications as set by SASSA.
 - 8.3.4 SAPO must ensure that the 13 digit identification number or Alternative identification number (7777) issued by SASSA
 - 8.3.5 The SAPO's system must allow for periodic auditing of any changes made to the Beneficiary Data to ensure Data integrity.
 - 8.3.6 The Biometric Data captured during on-boarding shall be used for matching and authenticating during the Payment process. The SAPO's Payment solution must allow and enable these Business Functions
 - 8.3.7 The SAPO must verify the identity of all Beneficiaries and Procurators against SASSA database before on-boarding.
 - 8.3.8 The SAPO's system must interface with all relevant systems used by SASSA for biometric registration
 - 8.3.9 Monthly reporting on on-boarding of Beneficiaries and Procurators.
 - 8.3.10 The reports must contain grant payment statistics as well as any other detail required by SASSA from time to time

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8.4 On-boarding infrastructure

8.4.1 The SAPO must ensure that all on-boarding equipment is at all times fully capacitated and functional to capture all the relevant data and that staff are adequately trained;

9 PAYMENT CARDS

9.1 The SAPO must issue a SASSA card to every Beneficiary when on-boarding.

9.2 The SAPO must ensure that SASSA card provides for enhanced protection of the information and is durable and able to withstand rigorous use.

9.3 The following information must be stored in the card.

9.3.1 13 digit Identity number or alternative Identification number of the Beneficiary and Procurator where applicable; and

9.3.2 Biometric information of the Beneficiary and Procurator where applicable;

9.4 Ensure that the card is able to interoperate with the banking infrastructure connected to the NPS or Pay Point infrastructure in order to provide the beneficiary with full flexibility of choice.

9.5 The SAPO must provide the first card at no cost to SASSA or the beneficiary.

9.6 Only one card will be issued to the beneficiary irrespective of the number of Grants that the beneficiary receives, and no cards will be issued to children.

9.7 The Grant Beneficiary must present the card to access payment.

9.8 In terms of Card Replacement;

9.8.1 SAPO shall, in the case of technical fault, on demand by the beneficiary, be responsible for the replacement card at its own cost.

9.8.2 SAPO shall replace cards that are lost/damaged within 3 (three) Business Days after the Beneficiary has notified SAPO to enable collection of the Card by the Beneficiary before or at the next payment cycle either at SASSA's offices or at the cash pay point as specified on the Card replacement application.

9.8.3 In cases of damaged or lost cards, the first replacement will be free and any subsequent replacement of the same Beneficiary card will be at the Beneficiaries' cost, which cost shall not exceed the agreed fee.

9.8.4 The transaction fee (cost) of any subsequent replacement card, in addition to card replacement referenced to in paragraph 9.8.3 in this agreement, as requested by the Beneficiary, must be indicated on a signed document, as notice to and acknowledgement by the Beneficiary of the transaction cost due during the next payment cycle.

9.8.5 Replacement Cards and costs charged must be monitored as part of the Management information

9.8.6 The SAPO must be in a position to provide monthly records or reports to SASSA in relation to Beneficiaries whose Cards were replaced and costs associated with such replacements per Beneficiary.

10 Special Disbursement Account (SDA)

10.1 The SDA shall entitle each Beneficiary to-

10.1.1 One (1) free mini statement from any ATM per payment cycle;

- 10.1.2 One (1) free balance enquiry from any ATM per payment cycle;
 - 10.1.3 One (1) free three (3)-month bank statement per month from a SAPO branch;
 - 10.1.4 Three (3) free cash withdrawals from a participating point of sale merchant, per payment cycle;
 - 10.1.5 One (1) free cash withdrawal at a SAPO facility per payment cycle;
 - 10.1.6 One (1) free card and one (1) free replacement card a year;
 - 10.1.7 unlimited free point of sale purchases at all merchants who accept VISA cards;
 - 10.1.8 one(1) free PIN re-set at a SAPO facility a year;
 - 10.1.9 unlimited free PIN re-set at any SASSA facility; and
 - 10.1.10 one(1) free SMS notification per month to notify the Beneficiary as soon as the money is available in the SDA, provided a valid cell phone number has been provided to SAPO
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- 10.2 No deposits, unless authorised by SASSA, other than the Social Grant shall be permitted in the SDA.
 - 10.3 No deductions of any nature may be made on the SDA.
 - 10.4 SAPO is permitted to levy charges on the SDA for services provided in excess of the limits set out in this clause 10, to the extent such charges have been approved by SASSA and have been clearly explained to the Beneficiaries as being a transaction cost and not a deduction. The receipt issued to every Beneficiary must clearly indicate the value of the grant deposit and any transaction costs levied for services in excess of the approved bundle of services.

11 GRANTS FUNDING, PAYMENT AND RECONCILIATION

11.1 FUNDING

11.1.1.SAPO will distribute Social Grants to Beneficiaries who have elected to receive their Social Grant into the SASSA card by electronic transfer of funds.

11.1.2.SAPO will distribute Social Grants to Beneficiaries who have elected to receive their Social Grant into the SASSA card through any access channel

11.1.3. At the Cash Pay Points (Last Mile Facility) SAPO must provide cash dispensing machines and SAPO staff must dispense the cash to the Beneficiaries

11.1.4.In the event that a Social Grant has been deposited into a SASSA card and is not utilised or withdrawn for a period of 30 (thirty) consecutive days, SAPO shall remit this amount to SASSA together with the monthly reconciliation report.

11.1.5.SASSA may instruct SAPO to stop payment of a Social Grant to one or more Beneficiaries after the Pay File is submitted but prior to the funds being accessed by the Beneficiary and SAPO shall comply with such request provided that such request complies with the NPS rules and other financial regulations as agreed between the Parties.

11.2 PAYMENT

11.2.1. Payment to Beneficiaries will take place over a period of a payment cycle, in accordance with the Payment Schedule

11.2.2. The Parties must agree on the above referred Payment Schedule 6 (six) months in advance. Any changes to the

agreed schedule must be done by giving thirty (30) days' notice and the amendment must be signed off by both Parties.

11.2.3. . SAPO shall ensure that as soon as a grant application has been approved by SASSA, and the Beneficiary has elected to receive Payment through the SASSA Card, that the beneficiary is on-boarded before the cut-off date of the next payment cycle and issued with a card.

11.2.4. Payment at Cash Pay Points ("Last Mile Facility") must be available during Business Days and Payment teams are not to leave the fixed Pay-Points earlier than fifteen (15) minutes after the last Beneficiary has been paid.

11.2.5. Cash Payment of Grants at any Pay Point, whether portable or mobile, is not to continue after 16h00, or take place on days not designated as Pay Days, except by arrangement by both Parties.

11.3 RECONCILIATION

The SAPO shall ensure that;

11.3.1 Social Grant Payments are done by paying the right amount, to the right person and at the right (agreed) time and place;

11.3.2 that effective measures are in place to detect, prevent and report fraud;

11.3.3 that all Payments are effected upon authentic verification;

11.3.4 that Payments to Beneficiaries are effected not in contravention with any laws.

- 11.3.5 Payment occurs under humane and dignified conditions in accordance with Batho Pele principles;
- 11.3.6 Beneficiary receive only the Social Grant amount they are eligible for during the Payment Cycle as indicated on the Payment File submitted by SASSA. In the event that incorrect Payments are made, SAPO shall be directly liable for any costs associated with the double and/or short payments; the results/outcome of the SAPO investigation shall inform the final decision in this regard, as mutually agreed by the Parties
- 11.4 Where false rejection of fingerprints, pay the Beneficiaries on the presentation and identification of a valid South African 13 (thirteen) digit bar coded identity document or acceptable Alternative identification, subject to written approval and positive identification by a SASSA official. A copy of this approval is to be retained by both the authorising SASSA official as well as SAPO, and copies must be provided with the reconciliation reports.
- 11.5 Where payment has occurred under the conditions referred to in paragraph 12.2 of this agreement, the SAPO must be able to prove at any time that such payment was approved by SASSA.
- 11.6 Grant disbursement on a casual illness instruction to be effected by SAPO in accordance with an instruction received from SASSA and in line with the approved policy and procedure.
- 12 INVOICING AND PAYMENT OF INVOICES**
- 12.1 It is recorded that SASSA has made an advanced payment to SAPO in the amount of R541 million (Five Hundred and Forty one million rand), which SAPO shall repay through 10% deduction from the Service Fee payable to SAPO in terms of the Master Services

Agreement. This repayment deduction is effective from the October 2018 Service Fee payable until such time that the advanced payment is repaid in full

- 12.2 The Parties acknowledge that the advanced payment of R541 million has been recorded in SASSA's financial records as debt to be set-off against the SAPO's Service Fees with effect from 1 October 2018
- 12.3 All invoices shall include Value Added Tax (VAT)
- 12.4 All payments from SASSA to SAPO shall be in South African Rand
- 12.5 Payment of invoices shall be effected within 30 days of receipt of correct and original invoice and statement. Statements relating to the invoice should be submitted to SASSA together with the original invoice to enable SASSA to conduct a proper reconciliation
- 12.6 Invoices must be supported by a full Statement confirming Beneficiaries paid and not paid; grant money not accessed in that month; casual illness payment effected; and all other aspects relevant to confirm the accuracy of the Invoice. The statement should include the breakdown of access channels utilised to enable SASSA to determine the transaction fees due prior to payment. If both documents are not submitted the payment will be delayed until SASSA is provided with both Invoice and Statement relating to the specific invoice
- 12.7 Statements, Invoices and all supporting documentation (as requested by SASSA's financial administration) must be received at least 15 (Fifteen) days before payment can be effected

- 12.8 If the SAPO's documentation is incomplete or incorrect, payment of the invoice shall be delayed until the correct documents are received and agreed upon by both Parties
- 12.9 SAPO shall provide detailed supporting documentation together with and in respect of each invoice submitted, as agreed between the Parties to allow SASSA to independently determine the accuracy and validity of the amount billed
- 12.10 Should an amount owed to SASSA arising from any penalty implemented remain outstanding for a period of 45 (Forty five) days from the date on which it was due, SASSA may set-off the amount owing against the amount payable to SAPO the following month
- 12.11 Payment shall be effected by means of an electronic bank transfer to the following account:

ACCOUNT HOLDER:	South African Post Office SOC Ltd
BANK:	Standard Bank
BRANCH:	Pretoria
BRANCH CODE:	010045
ACCOUNT NUMBER:	010547002
REFERENCE NUMBER:	To be provided by SAPO

- 12.12 Any money owing to either Party shall not accrue interest, notwithstanding the circumstances which caused the delay in the payment of such amounts

13. PAYMENT DATA

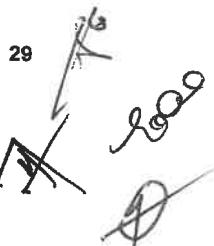
- 13.1 SASSA shall make available to SAPO (once-off) a SOCOPEN database of active and inactive beneficiaries in accordance with the

agreed specification. Thereafter SASSA will make available a weekly database of all changes on the original database supplied to SAPO as per the agreed specification

- 13.2 SASSA shall make available to SAPO a payment file, via Bankserv every month as per an agreed schedule.
- 13.3 SASSA will provide SAPO with a data file of beneficiaries who do not have a SAPO account number.
- 13.4 SAPO shall provide SASSA with account numbers in respect of beneficiaries who received a SASSA card weekly on a Monday by 10:00. SASSA will provide SAPO with a data file of beneficiaries who do not have account numbers by 17:00 on a Wednesday before the payment extraction run. SAPO will return the results by 16:00 on the day before the scheduled payment extraction run. Should the information not be received on time, payment for the Beneficiaries excluded will not be extracted for the next payment cycle.
- 13.5 SASSA shall update the account details of these beneficiaries on the SOCOPEN system and this information will be used to effect the payment extraction file for the next payment cycle.
- 13.6 Annual Socpen and Data exchange schedules will be drafted and signed in October of every year. No change to this schedule will be effected, unless agreed to in writing by both parties.

14. SAPO OBLIGATIONS

- 14.1 SAPO shall do all things to ensure that the right grant is timeously paid to the correct Beneficiary or Procurator. In particular, SAPO shall;
 - 14.1.1 open an SDA for each Beneficiary whose application has



been approved by SASSA and who has chosen the SASSA card as the method of payment;

14.1.2 pay Social Grants in accordance with clause 11 of this SLA;

14.1.3 Make provision to pay SRD in cash , as well as other social security benefits, as and when directed by SASSA via the Voucher Management System (VMS) using credible identification (identity document (ID), temporary ID or alternative 7777 documentation) to ensure that the eligible Beneficiary is paid

14.1.4 develop, together with SASSA, messages to be communicated to Beneficiaries and other interested parties and to communicate these messages in a manner approved by SASSA;

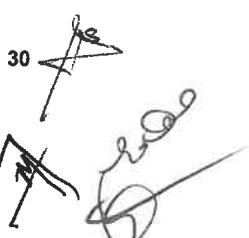
14.1.5 procure and keep sufficient stock of cards which comply with the requirements of SASSA and distribute the cards to Beneficiaries in accordance with clause 9 of this agreement;

14.1.6 procure or lease suitable Cash Pay Points ("Last Mile Facility") in accordance with paragraph 8.6 in the agreement

14.1.7 perform biometric authentication of Beneficiaries and/or Procurators when making a withdrawal at a cash pay point ("Last Mile Facility") and/or a SAPO branch;

14.1.8 respond to and resolve enquiries from Beneficiaries and other interested parties regarding the payment of Social Grants in accordance with clause 8, paragraph 8.8 of the agreement;

14.1.9 manage its personnel in accordance with clause 11 of the



agreement;

14.1.10 adhere to the Norms and Standards in the payment of Social

Grants;

14.1.11 participate in the Steering Committee in accordance with
Part D of the agreement; and

14.1.12 adhere to its undertakings in this signed SLA which has been
signed by both Parties.

14.1.13 Provide information on new accounts opened and all other
information that may be relevant to the operationalization of
this agreement, to SASSA within the time frames agreed.

14.1.14 SAPO shall ensure that funds are available in individual
accounts of beneficiaries at 00:01 on the scheduled action
date.

14.1.15 SAPO shall make available payment details of SASSA
beneficiaries as agreed

14.1.16 SAPO shall provide SASSA through the Bankserv processes
data files (EF 70 reports) of payments that were rejected.

15 SASSA OBLIGATIONS

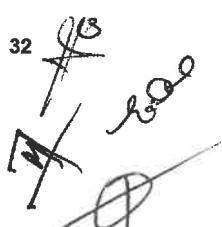
15.1 SASSA shall ensure that the administration of Social Grants occurs
effectively and efficiently by, inter alia-

15.1.1 informing SAPO of all Beneficiaries whose applications have
been approved where the Beneficiary has elected to be paid
through the SASSA card;

- 15.1.2 developing, together with SAPO, messages to be communicated to Beneficiaries and other interested parties and communicating these messages approved by SASSA;
 - 15.1.3 making timeous payment of the Service Fee to SAPO in accordance with clause 14; and
 - 15.1.4 compiling a correct Pay File and submit it to SAPO within 3 (three) Business Days prior to the payment date. SASSA must maintain an updated, effective and efficient Beneficiary biometric database
- 15.1.5 SASSA to allow SAPO restrictive access to SOCOPEN

16 SECURITY

- 16.1 SAPO is responsible to provide CIT and Guarding Services as per service standards outlined in Annexure A of this agreement and must ensure that;
 - 16.1.1 SAPO must provide the safe and secure transportation of money
 - 16.1.2 The Guarding Services must provide no less than 4 (four) security officers to be deployed per cash payment site
 - 16.1.3 Security Officers on duty must at all times have their certificates of competence on-site for purposes of verification during monitoring and to produce to any authorised SASSA official when, and if required.
- 16.2 SAPO is responsible to provide Manned Security Services as per service

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standards outlined in Annexure A of the SLA, at all of its SAPO Branches where social grants are paid and shall do all things to ensure that the Manned SAPO Security Officials act in terms of the *Control of Access to Public Premises and Vehicles Act No. 53 of 1985* (as amended)

- 16.3 In this regard SAPO confirmed that it is fully knowledgeable and conversant in all aspects of the SASSA policies, systems and procedures, particularly for the purposes hereof those that relate to Security, and will procure the appropriate security services with the necessary level of skill and expertise to perform the security services.
- 16.4 All SAPO Security Officials must, during the course and scope of this agreement be in possession of the following for purposes stated in 16.1.3 above:
 - PSIRA grading certificate/card;
 - Armed security officers must have SAPS firearm competency certificate;
 - must wear branded uniform; and
 - must wear name tag visibly
- 16.5 Security Officers on duty must at all times have their certificates of competence as stated in 16.4 above on-site for purposes of verification during monitoring and to produce to any authorised person when, and if required.
- 16.6 Security breach report and/or incident which is SASSA related must be submitted to SASSA within 5 (five) days after completion of the cash payment cycle

- 16.7 SAPO must ensure that monthly Joint Security Services meetings are convened on a monthly basis.

17 GOVERNANCE RISK AND COMPLIANCE

- 17.1 For each of the service elements there must be a standard operating procedure which will be the basis for an audit plan. The development and updating of the Standard Operating Procedure functions to be executed by both Parties becomes a focus area and primary deliverable of the Operations Management Committee
- 17.2 A risk and compliance registers is to be maintained for functionalities by the Parties
- 17.3 A check list, control register and standardised reporting templates must be used to ensure the effective communication and execution of each service element

17.4 The following table outlines the governance structures that must be established between the Parties;

GOVERNANCE STRUCTURE																
TYPE	COMPOSITION		MANDATE	FREQUENCY												
17.4.1 National Steering Committee	<p>17.4.1.1 Executive Manager from SASSA will be appointed as Chairperson</p> <table border="1"> <tr> <td>SASSA</td> <td>SAPO</td> </tr> <tr> <td>EM: Strategy and Business Services</td> <td>GM: Operations</td> </tr> <tr> <td>EM: Corporate Services</td> <td>Chief Financial Officer</td> </tr> <tr> <td>Chief Information's Officer</td> <td>Chief Information's Officer</td> </tr> <tr> <td>Chief Finance Officer</td> <td>Provincial Managers</td> </tr> <tr> <td>Regional Executive Managers</td> <td></td> </tr> </table>	SASSA	SAPO	EM: Strategy and Business Services	GM: Operations	EM: Corporate Services	Chief Financial Officer	Chief Information's Officer	Chief Information's Officer	Chief Finance Officer	Provincial Managers	Regional Executive Managers		<p>Responsible for:</p> <ul style="list-style-type: none"> a) considering matters which require adjudication in accordance with the early warning list in terms of clause 28 in the agreement b) resolve outstanding issues of performance in terms of the agreement 		<p>17.4.1.3 Monthly (Proposal: effective 01 April 2019, quarterly meetings)</p>
SASSA	SAPO															
EM: Strategy and Business Services	GM: Operations															
EM: Corporate Services	Chief Financial Officer															
Chief Information's Officer	Chief Information's Officer															
Chief Finance Officer	Provincial Managers															
Regional Executive Managers																

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
	c) overall management of working relationship by reviewing the written reports submitted by both Parties and resolution of issues raised therein which is mutually acceptable for both Parties	d) Managing Change requests and Change orders duly signed by	

GOVERNANCE STRUCTURE																	
TYPE	COMPOSITION	MANDATE	FREQUENCY														
17.4.2 National Integrated Operations Committee	<p>17.4.2.1 GM PCM shall be appointed as chairperson</p> <p><u>Membership</u></p> <table border="1"> <tr> <td>SASSA</td> <td>SAPO</td> </tr> <tr> <td>Grants</td> <td>Retail</td> </tr> <tr> <td>Administration</td> <td>Postbank</td> </tr> <tr> <td>Finance</td> <td>Communications</td> </tr> <tr> <td>Communication</td> <td>ICT</td> </tr> <tr> <td>Corporate Services</td> <td></td> </tr> <tr> <td>Business and Strategy Development</td> <td></td> </tr> </table>	SASSA	SAPO	Grants	Retail	Administration	Postbank	Finance	Communications	Communication	ICT	Corporate Services		Business and Strategy Development		<p>both Parties or delegated authority</p> <p>e) Complaint management to the satisfaction of both Parties</p> <p>17.4.2.2 Responsible for:</p> <ul style="list-style-type: none"> a) Managing the monitoring of compliance to this agreement b) Resolving grant related payment matters c) Provide guidance to regions 	<p>17.4.2.3 Monthly at venues agreed by the Parties</p>
SASSA	SAPO																
Grants	Retail																
Administration	Postbank																
Finance	Communications																
Communication	ICT																
Corporate Services																	
Business and Strategy Development																	
																	

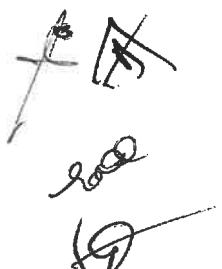
GOVERNANCE STRUCTURE									
TYPE	COMPOSITION	MANDATE	FREQUENCY						
		<p>regarding payment matter, which were escalated</p> <p>d) Submit the performance review report to national steering committee</p>	17.4.3.2						
17.4.3 Regional Steering Committee	<p>17.4.3.1 the Regional Executive Manager shall be appointed as chairperson</p> <p><u>Membership</u></p> <table border="1"> <thead> <tr> <th>SASSA</th> <th>SAPO</th> </tr> </thead> <tbody> <tr> <td>General Managers:</td> <td>Provincial Manager</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Grants Admin • Finance • Corporate Services </td> <td> <ul style="list-style-type: none"> Head of Finance Head of Corporate Services </td> </tr> </tbody> </table>	SASSA	SAPO	General Managers:	Provincial Manager	<ul style="list-style-type: none"> • Grants Admin • Finance • Corporate Services 	<ul style="list-style-type: none"> Head of Finance Head of Corporate Services 	<p>Responsible for:</p> <p>a) Considering the internal review reports by the respective Parties for resolutions of issues raised which is mutually acceptable to both</p>	17.4.3.3 Monthly
SASSA	SAPO								
General Managers:	Provincial Manager								
<ul style="list-style-type: none"> • Grants Admin • Finance • Corporate Services 	<ul style="list-style-type: none"> Head of Finance Head of Corporate Services 								

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
		<p>Parties, in line with the service standards in this agreement</p> <p>b) Submit the written regional review reports to the National Steering committee for review</p> <p>c) submit a summary of the Decision Register to the National Steering Committee for consideration and guidance where and if required</p>	

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
	d) Considering Early Warning as outline in Part G of the agreement on matters that could impact on performance and compliance with set service standards tabled in writing by either Party which require adjudication and strategic guidance and support	e) resolving any outstanding issues	

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
	by either Party with regard to performance of each Parties obligations in terms of this agreement	f) overall management of the working relationship between the Parties	g) ensuring that any complaints are handled to the satisfaction of both Parties

GOVERNANCE STRUCTURE																
TYPE	COMPOSITION	MANDATE	FREQUENCY													
17.4.4 Regional Integrated Operations Committee	<p>17.4.4.1 the Senior Manager: PCM shall be appointed as chairperson</p> <p><u>Membership</u></p> <table border="1"> <tr> <td>SASSA</td> <td>SAPO</td> </tr> <tr> <td>Representatives from:</td> <td>Regional Operations Manager (Payment)</td> </tr> <tr> <td> <ul style="list-style-type: none"> • Finance • Corporate Services • Grant Admin </td> <td></td> </tr> <tr> <td>Communications</td> <td>Communications</td> </tr> <tr> <td></td> <td>ICT</td> </tr> <tr> <td></td> <td>Properties</td> </tr> </table>			SASSA	SAPO	Representatives from:	Regional Operations Manager (Payment)	<ul style="list-style-type: none"> • Finance • Corporate Services • Grant Admin 		Communications	Communications		ICT		Properties	17.4.4.2 Responsible for: a) Managing the monitoring of compliance to this agreement b) Resolving grant related payment matters c) Provide guidance to the districts regarding payment matter, which were escalated via the District Implementation committee
SASSA	SAPO															
Representatives from:	Regional Operations Manager (Payment)															
<ul style="list-style-type: none"> • Finance • Corporate Services • Grant Admin 																
Communications	Communications															
	ICT															
	Properties															



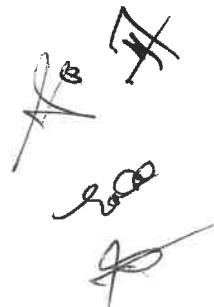
Handwritten signatures and initials are present in the bottom right corner of the page.

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
		<p>d) Submit the performance review report to regional steering committee for consideration and further escalation to either the national steering committee and/or the National Integrated Operations Committee</p> <p>e) Responsible for the development of the relevant Standard</p>	

GOVERNANCE STRUCTURE											
TYPE	COMPOSITION	MANDATE	FREQUENCY								
		Operating Procedure for the approval in terms of the Approval Protocol of either Party.	17.4.5.3 Monthly								
17.4.5 District Implementation on Committee	17.4.5.1 the District Senior Manager of the respective districts in the region shall be appointed as chairperson <u>Membership</u>	Responsible for: a) Monitor compliance with service standards as set out in this agreement b) Mutually agree on corrective measures required	17.4.5.2 <table border="1"> <tr> <td>SASSA</td> <td>SAPO</td> </tr> <tr> <td>Local Office Managers</td> <td>Area Managers</td> </tr> <tr> <td>District Managers</td> <td>Branch Managers</td> </tr> <tr> <td>PCM District Representative</td> <td></td> </tr> </table>	SASSA	SAPO	Local Office Managers	Area Managers	District Managers	Branch Managers	PCM District Representative	
SASSA	SAPO										
Local Office Managers	Area Managers										
District Managers	Branch Managers										
PCM District Representative											

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
	c) Compile service review reports on the standardised monitoring template for submission to and consideration by the Regional Integrated Operations Committee for support, guidance and escalation to the appropriate governance structure if required		

GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
	d) Ensure effective logistic management is done for effective enrolment, on-boarding, card issuance and payment of social grants at cash pay point (Last Mile Facility) and SAPO branches e) Training Programme is developed, implemented and monitored to ensure that high		



GOVERNANCE STRUCTURE			
TYPE	COMPOSITION	MANDATE	FREQUENCY
		levels of competency is sustained in execution of duty to comply with the service standards and obligations stated in this agreement	
17.4.6 General Provisions			<p>17.4.6.1 Written request may be given by either Party 5 (five) Business days where and if required to convene and extraordinary meeting</p> <p>17.4.6.2 Written requests many be tabled for any appointed members</p>

18 CONTRACT MANAGEMENT

18.1SASSA

SASSA has assigned Executive Manager Business and Strategy Development, to co-ordinate and provide overall guidance in terms of strategy, policy standards and priorities as deemed appropriate for the provision of the Services by the SAPO and as a single point of contact.

18.2SAPO

SAPO will appoint General Operations Manager, who from the Effective Date, shall have overall responsibility for managing and coordinating the performance of the SAPO's obligations under this Agreement and who will have the authority to act for and on behalf of the SAPO in respect of all matters relating to this Agreement.

19 REPORTING

- 19.1 Monthly reports will be prepared for SASSA by SAPO in respect of Services undertaken by the SAPO in terms of this agreement.
- 19.2 Should SASSA require additional reports from SAPO, such reports shall be submitted to SASSA within a reasonable time frame of the SASSA's request.

20 DOMICILIA CITANDI ET EXECUTANDI

- 20.1 The Parties choose as their *domicilium citandi et executandi* for all purposes under this Agreement, whether in respect of court processes, notices or other documents or communication of whatsoever nature (including the exercise of any option) the following addresses:

SASSA

Physical address: SASSA House, 501 Prodinsa Building
Cnr Steve Biko and Pretorius Street,
Arcadia, PRETORIA

Postal address: Private Bag X55662

Telephone: 012-400 2000

Reference:

Email: AbrahamM@sassa.gov.za

SAPO

Physical address: 497 Sophie de Bruyn Street, PRETORIA

Postal address: PO Box 10000, PRETORIA, 0001

Telephone: 012-640 6000

Reference:

Email:

- 20.2 Any notice or communication required or permitted to be given in terms of this Agreement shall be valid and effective only if in writing. It shall be competent to give such notice by facsimile, if applicable.
- 20.3 Either Party may give notice to the other Party to change the physical address chosen as its *domicilium citandi et executandi* to another physical address in South Africa, provided that such change shall become effective on the 7th (seventh) day from the deemed receipt of the notice by the other Party.
- 20.4 Any notice sent by facsimile to the facsimile number stipulated in the *domicilium citandi et executandi*, shall be deemed to have been received on the date of dispatch (unless the contrary is proved). Any notice sent by prepaid registered post in a correctly addressed envelope sent to the address stipulated in the *domicilium citandi et*

executandi, shall be deemed to have been received on the 7th (seventh) Business Day after posting, unless the contrary is proved.

- 20.5 Notwithstanding anything to the contrary herein contained a written notice or communication actually received by a Party shall be an adequate written notice or communication to it notwithstanding that it was not sent to or delivered to the address chosen as the *domicilium citandi et executandi*.

21 ENTIRE AGREEMENT

- 21.1 This Agreement, read together with the Agreement, constitutes the entire contract between the Parties with regard to the matters dealt with in this Agreement and no representations, terms, conditions or warranties not contained in this Agreement will be binding on the Parties.

22 GOVERNING LAW

- 22.1 Notwithstanding the place of signature, this Agreement will be construed, executed and delivered in accordance with the laws prevailing in the Republic of South Africa.

23 CESSION AND ASSIGNMENT

- 23.1 The SAPO shall not be entitled to cede and assign its rights and obligations in terms of this Agreement without the written consent of SASSA

24 CONTROLLING LANGUAGE

- 24.1 The original of this Agreement has been drafted and executed in the English language. This Agreement may be translated into any other language, but only this Agreement in the English language version shall be deemed the original document. If any conflict arises between

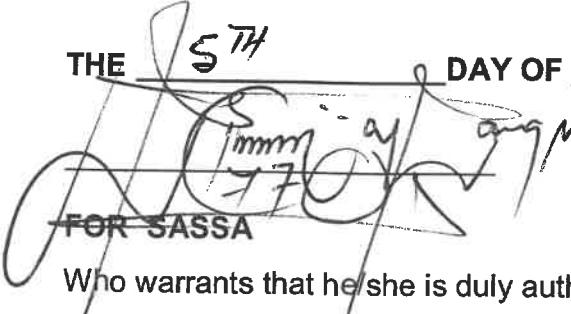
the English version and any version in any other language into which this Agreement has been translated, the English language version shall have the controlling authority.

THUS DONE AND ENTERED INTO AT Pretoria ON THIS

THE 15th

DAY OF

November 2018

 FOR SASSA

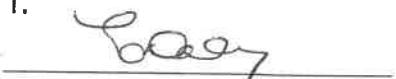
NAME

ABRAHAM MAHLANGU

Who warrants that he/she is duly authorized hereto

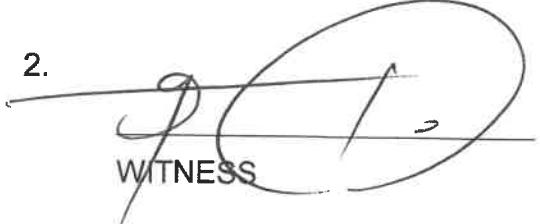
IN THE PRESENCE OF THE UNDERSIGNED WITNESSES:

1.



WITNESS

2.



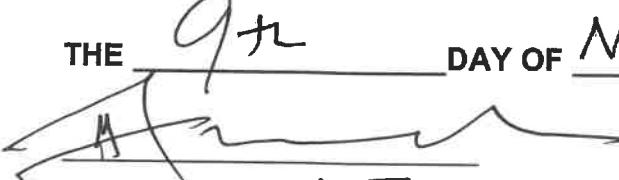
WITNESS

THUS DONE AND ENTERED INTO AT Pretoria ON THIS

THE 9th

DAY OF

November 2018

 FOR SAPO

 NAME

who warrants that he/she is duly authorised hereto

IN THE PRESENCE OF THE UNDERSIGNED WITNESSES:

1.

 WITNESS

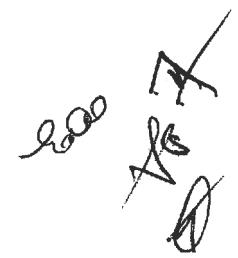
2.

 WITNESS

SERVICE LEVEL AGREEMENT
for
SASSA and SAPO

ANNEXURE A

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A1 BENEFICIARY SERVICES						
A1.1 Dignified Services provided	Clause 15 SLA	SAPo Branches and all Cash Pay Points must have accessible facilities and equipment that will promote the human dignity of beneficiaries as required in terms of the provision of Section 4(3)(b) of the SASSA Act	All SAPo Branches and Cash Pay Points shall have basic facilities such as: -Seating (minimum of 20 sturdy chairs at SAPo Branches and Cash Pay Points, -Abolition facilities for male, female and people	Number of functional equipment provided as quantified at least 30 days after signing of this Agreement, indicating time lines, to ensure that this condition is met over a period of 3	Plan to be provided for mutual agreement at least 30 days after signing of this Agreement, indicating time lines, to ensure that this condition is met over a period of 3	1% of monthly service fee for each SAPo Branch and Cash Pay Point not meeting the standard



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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			with disabilities,	-Fresh drinking water (at least 1 portable water dispenser per site), -One (1) OHSA approved medical first aid kit per site, - Minimum of one (1) wheel chair per site - Adequate shelter	financial years

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A1.1.1 Facilities and Equipment	Clause 11 Par 11.1.3 in the SLA	Adequate equipment to ensure a beneficiary does not spend more than an hour waiting in a queue before receiving a service	The number of cash dispensing machines at a SAPO Branch and Cash Pay Point must be deployed according to number of beneficiaries to be paid within the set time of 08:00-16:00 (1)	Number of beneficiaries paid at any of the SAPO Branches and/or Cash Pay Point (Last Mile Facility) in relation to actual number of Cash Dispensing Machines on site at time of assessment and/or monitoring over a stipulated period as	SAPO must provide the Infra-structure Plan for mutual agreement of availability of the Cash Dispensing Machines over a stipulated period as	1% of monthly service fee for each SAPO Branch and Cash Pay Point not meeting the standard relating to Facilities and Equipment

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
		machine to 60 beneficiaries) with an additional back-up dispensing machine at every Branch and Cash Pay Point	Minimum of two (2) functional Dispensing Machines must be operational on-site	mutually agreed by the Parties to align to applicability of the agreed penalty	40 % in the 1 st year 60% in the second year 100% in the 3 rd year to comply with	

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
				the provision of basic facilities		
	All SAPO Branches and Counter service points must be equipped with enhanced electronic equipment	All SAPO	Roll-out Programme of sites as outlined in the SAPO Infrastructure Plan where enhanced electronic equipment will be implemented	Targeted number of sites must be equipped within a period not exceeding six (6) months	1% of service fee based on number of targeted sites where equipment has not been implemented	
Clause 15 in the SLA	Fully functional equipment must be provided at all times		Downtime of the equipment must not	Record of downtime at either SAPO Branch	Business solution must be provided for	

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS OF PENALTY
			exceed one (1) hour	and/or Cash Pay Point	management of the occurrence where downtime may be experienced
	Clause 15 in the SLA			Repair or replacement of payment equipment	Mutually agreed by the Parties approved contingency plan to
					At least one cash dispensing machine

ANNEXURE A: SASSA/SAPO SLA'SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
			within 1 hour of failure or breakage.	cover equipment failure	must be functional within one (1) hour at the affected site	
				Availability of generator power in the event of power failure or no power supply	Generators must be on-site at predetermined sites where no power supply is available	Where generators are required and not supplied 1% of monthly service fee per affected Access Channel SAPo to carry risk of manual payments

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS OF PENALTY
				power outage, a generator must be provided within one (1) hour	Where delay in payment exceeds 1-hour waiting period, sandwiches and fresh drinking beverage must be provided
A1.1.2 Queue Management	Clause 11.3.5 in the SLA	Service needs of the beneficiary will be identified, registered and directed to the right service queue/teller	No person shall queue for longer than one (1) hour	Outcomes of Monitoring Report	Correction of negative outcomes as per monitoring findings by the next pay cycle
		Priority must be given to	At least 1 SAPO staff	Monitoring report	Correction of negative

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		segregation of beneficiaries by giving preference to the aged, the frail, people with disabilities, pregnant and beneficiaries with babies under 2 years of age.	member deployed at Cash Pay Points and SAPO Branches to assist in queue management	outcomes as per monitoring findings by the next payment cycle	1% of monthly service fee payable to SAPO in respect of number of unresolved which is within SAPO scope
A1.2 Management of an Integrated Call Centre	Clause 7 Part 7.1.14 of the MSA	Joint resolution to reported payment related enquiries and complaints lodged by beneficiaries by SASSA and SAPO designated	The following types of payment enquiries linked to resolution times:	Call Centre Analysis Report 95% of enquiries must be resolved within a payment cycle	If stated resolution time is not met an outbound call must be made to the affected

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		employees who must be accessible and available during working hours	- Balance enquiry resolved immediately - Short payment resolved within one (1) hour - Non-payment:	beneficiary with a constructive outcome SAPO must keep SASSA informed of the progress	



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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			<ul style="list-style-type: none"> - Card Replacement: resolved within three (3) Business Days of notification - If referral and/or investigation is necessary: resolved within seven (7) Business Days but not exceeding 		

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			21 Business Days	Make available a dedicated SASSA enquiry desk/window at SAPO Branches to deal with payment issues that can be resolved the same day	Number of queries resolved within the agreed time frame
				Allocation of space for	SAPO Infrastructure Plan
					Space must be made
					1% of the invoice service fee per



ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
		SASSA officials to perform help desk functions within the SAPO outlet		available as part of the SAPO Infrastructure plan	SAPO Branch where space is not available as per the SAPO Infrastructure Plan	
A1.3 Payment A1.3.1 Payment of Beneficiaries	Clause 11.2 of the SLA	Pay 100% of eligible beneficiaries reporting for payment during a payment cycle	Pay beneficiaries the right amount due to them the first time.	Payment Reconciliation Report	If payment is not effected as a result of funds shortages, SAPO to transport Beneficiaries at own cost to the nearest	Material events of default (Clause 25.1 of the MSA) Invoke Clauses 26, and/or 28 and 29 of the Agreement

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS OF PENALTY
				NPS infrastructure for them to access their grants	Failure to effect payment must be remedied within 10 days of Notice
	Clause 11.2 Paragraph 11.2.5 of the SLA	Pay all eligible beneficiaries within the stipulated normal	Pay eligible beneficiaries who present themselves for	Payment monitoring reports	SAPO must conduct hourly projection

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		working hours (08:00-16:00)	payment at all designated SAPO Branches	and within the stipulated normal working hours assessment that they will not go beyond 16h00, and if so, ensure that additional resources are deployed to limit the completion of service to the last beneficiary before	

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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
					17:00 (not later than one (1) hour of stipulated time	
A1.3.2 Large Amounts	Clause 6 Par 6.1 in the SLA	An amount payable at any Access Channel may not exceed R5000 per beneficiary per day per transaction or cumulative per day.	The maximum amount which may be dispensed at any Cash Pay Point and/or SAPO Branch is R5000 per Beneficiary per day or transaction cumulatively.	Large Amount Report	Pay 50% of the payable large amount per day per transaction or a cumulative per day	1% of service fee for those beneficiaries that were not paid

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A1.3.4 Stop payment or Temporary withhold of payment	Clause 6 Par 6.1 of the SLA	Withhold payment of affected beneficiaries where SASSA instructed Stop Payments until SASSA issues instruction to release the payment.	Stop Payment or temporary hold requests should be stopped within 2 hours of requests being received during business hours	Report of all the released and non-released stop payments	Repay SASSA the lost money and recall the payment	Reimburse to SASSA the unauthorized grant monies paid
A1.3.6 SRD payment	Clause 6 Par. 6.7 and 6.8 of SLA Clause 14 Par 14.1.3 of the SLA	Provision of immediate support in the form of cash to an individual experiencing a crisis situation, as immediate	Pay SRD to beneficiaries experiencing undue hardship in need of immediate	SRD report	Cash payment to be effected within 5 days of receipt of	1% of service fee for the SRD beneficiaries not paid

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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		a result of which they are unable to meet their basic needs.	relief , in line with instructions provided by SASSA	the instruction	SAPO and SASSA will develop the Cash Voucher System (CVS) within 30 days of signing the Agreement (Standard Operating procedure (SOP)

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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS / APPLICATION OF PENALTY
A1.3.7 Quad 7 – (7777) System generated numbers	Clause 6.1.7 of MSA	Payment to beneficiaries without 13 digit Id number , using a system generated number as per Regulation 11.1 of Social Assistance Act	Pay beneficiaries registered on the SASSA system with system generated numbers	System Generated numbers payment report	Beneficiarie s with system generated numbers to be on- boarded and issued with the SASSA card, based an award letter and biometrics taken by

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A1.4 On-boarding	Clause 8 of the SLA	Beneficiaries onboarded in a dignified manner as stipulated in "A 1.1" of Annexure A	Open SDA account and onboard all SASSA referred approved beneficiaries	Report of beneficiaries not on-boarded	100% of beneficiaries not on-boarded as per the On-boarding report must be completed before cut-off for the next payment cycle	1% of beneficiaries grant value not on-boarded based on report

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A 1.5 SDA	Clause 10 of the SLA	Open an SDA for approved beneficiaries	One (1) SDA per beneficiary No deposits into SDA unless authorized by SASSA	Analysis and Results of the SDA Reconciliation Report	100% of SDA's for approved beneficiaries must be opened before cut-off of the next payment cycle	1% of beneficiaries grant value not issued with SDA based on report

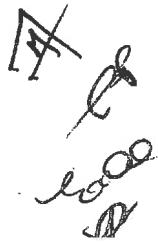
ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
Clause 10 of the SLA	Make available to beneficiaries the Terms and Conditions of the SDA at both local offices designated service points and SAPO Branches	Every beneficiary to have a personal copy of the terms and conditions for the SDA	Random sampling	Terms and Conditions of the SDA to be made available to all beneficiaries using the SASA card.	If Terms and Conditions are not provided to beneficiaries as mutually agreed at each of the SAPO Branch and/or Cash Pay Points 1% of monthly service fee payable to SAPO Posters depicting the T's and C's to be produced and displayed prominently at all on-

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
				boarding work stations and at Post Office Branches	
A 1.6 Cards	Clause 6 Par 6.13 of the SLA	Provide card production and distribution services of the SASSA card according to specifications signed-off by SASSA	Provision of cards as per projected number required based on the Grant Take-up rate as stated in the SASSA Annual	Monthly card stock level reports with serial numbers	Where a shortage of cards occur must ensure that required projected number of cards is available as stock on

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A 16.2 Card Issuance	Clause 9 and 14 Par 14.1.5 of the SLA	Ensure that there is sufficient stock of cards at all times	Every beneficiary who elects to be paid through the SASSA card must be issued with the card on approval of the grant by SASSA and referral by SASSA	Monthly card stock level reports with serial numbers	SAPO to track all beneficiaries who were not issued cards as a result of shortage of cards and eligible beneficiaries not receiving the card on	Home deliveries at SAPO cost

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS OF PENALTY APPLICATION
				date of approval. Cards to be provided which may entail home deliveries	
A 1.6.3 Stolen, Lost/Damaged Cards deactivation	Clause 9 Par 9.8 of the SLA	All reported lost/damaged or stolen cards must be deactivated upon reporting	Deactivation of cards must be done within one (1) minute of reporting	Monthly report on deactivated cards	Must be activated on same day as notification is reported Any fraudulent withdrawals of reported stolen, lost/damaged cards due to non-deactivation of the account must be paid to SASSA
A 1.6.4 Card Replacement	Clause 9 Par 9.8 of the SLA	Provide card replacement	SAPO must replace cards with technical Report	Technical Fault Card Replacement Report	Failing to replace immediately 1% of monthly service fee payable to SAPO

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
		services to beneficiaries	faults on demand of the beneficiary at its own cost	(on demand) it must be done within three (3) Business Days	for the number of cards which could not be replaced per SAPO Branch	

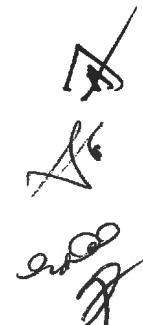


ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A 1.6.5 Card Pin Reset	Clause 9 Par 9.1.9 in the MSA	Provide PIN reset services to beneficiaries who are in possession of the SASSA card and seek the PIN reset	100% of beneficiaries who are in possession of the SASSA card and seek the PIN reset should be assisted within a day.	Exception report on PIN resets requested and PIN resets done without PIN	SAPO to ensure beneficiary is paid on the same day, in the current payment cycle (e.g. ID)	1% of the invoice service fee payable to SAPO for the month
A1.7 Biometric Payment	Clause 6 and 8 Par 8.3.1.2 of the SLA	The method by which a person is uniquely identified and paid, by equipment	Biometrically enabled payment equipment	Report on biometrically enabled payment grants	Manual payments at SAPO's risk	1% of service fee for those beneficiaries that

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		evaluating one or more distinguishable biological trait, based primarily on fingerprint	must be available at all SAPO Branches and Cash Pay Points to use two (2) fingerprints to validate the beneficiary and/or procurator against the SASSA database	Report on biometric exceptions	were not paid biometrically
A1.8 Beneficiary Information	Clause 10.5 in the MSA	Personal information of grant	SAPO must secure the integrity and	Monitoring of SAPO Measures for compliance with	SAPO must ensure that it complies Report to Information Regulator in the

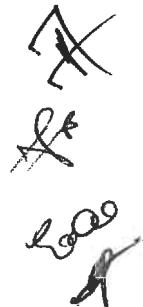
ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
		beneficiaries should only be used for the purpose of processing grant payments	confidentiality of personal information of grant beneficiaries by taking appropriate, reasonable technical and organizational measures to prevent:	the provisions of the POPI Act	with the eight (8) conditions for the lawful processing of personal information as stipulated in the POPIA	event of a breach for implementation of the mandatory penalties

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			<ul style="list-style-type: none"> of personal information; and • unlawful access to personal information 		
A 1.9 COMMUNICATION					
A1.9.1 Branding	Clause 14 in the SLA	There must be branding and marketing in order to promote the SASSA card to the community	Relevant and updated promotional and marketing material on SASSA card in all SAPO Branches and Cash Pay Points should	<p>Communication Plan in place and display of marketing material inclusive of standards on co-branding</p>	<p>If Communication Plan not implemented at any of the SAPO Branches responsible for Beneficiary payment, it must be</p> <p>1 % of monthly fee payable to SAPO for each SAPO Branch not implementing the service standards</p>



ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
			be available for distribution	corrected within 30 days of issue of the finding by SASSA	Monitoring report of the Corporate and Protective Clothing Policy	Procurement of corporate branded clothing by the next review
		Access channels to be easily identifiable and secure for beneficiaries	Staff to wear corporate branded clothing where possible and name tags to ensure they are visible at the access channels. The minimum standard being that			

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
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A1.9.2 Messaging	Clause 14 Part 14.1.4 in the SLA	Implement robust communication and marketing strategy to create awareness of the SASSA card, benefits and Terms and Conditions	Pre-approval has been given to SAPO to send SMS to beneficiaries with valid cellular numbers limited to confirmation of the deposit of the social	Monthly Beneficiary SMS Report 5 Business Days after closure of payment cycle	Failure to provide report within stipulated time will only be extended by one (1) working day	1% of monthly service fee payable to SAPO of SMS'es not sent to beneficiaries with valid cellular numbers



ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			grant into the SDA monthly	<p>SAPO must provide the Terms and Conditions</p> <p>Distribution Plan within 21 Business Days of signing this Agreement</p>	<p>Issue a SASSA/SAPO Communication Plan to beneficiaries must be done</p> <p>Any messaging statement issued without prior approval from SASSA, 1% unauthorized</p>

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
			with joint and prior approval by SASSA (the content of media statement, flyers, social media)	d messaging done	payable to SAPO per unauthorised incident	
A1.9.3 Beneficiary Education	Clause 14 in the SLA	Customer service standards should be communicated to beneficiaries at all SAPO Branches in the official recognized languages for the targeted area	Customer Care Charter will be visibly displayed and communicated to beneficiaries in all SASSA and SAPO offices in the	Customer Survey Results Beneficiary Education Evaluation feedback reports	Provide Corrective Action Plan where Beneficiary Education Programme s were not implemented	1% of annual fee payable to SAPO for non-compliance per SAPO Branch

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			official recognized languages for the targeted area		
A1.10 Beneficiary Payment Recourse		All payment disputes to be managed in line	Every dispute to be resolved within the time	Dispute management reports	Disputes to be resolved within the 1% of the overall service fee payable to SAPO

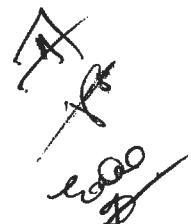
ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
Mechanism (BPRM)		with the approved dispute management framework	frames set in the framework	timelines stipulated in the BPRM	for the month in which the BPRM standards deteriorated to below 95%	
A2 SYSTEMS						
A2.1 Biometric Electronic Payment	Clause 7 Par 7.1.4 and 7.1.5 of the MSA	Beneficiaries to be paid their Social Grant through biometric CVM	SASSA/SAPO card issued to Beneficiaries will be encrypted with the biometrics of the Beneficiaries, and the use of biometrics on the card must be fully inter-	Biometric CVM Report	Social Grants payment through biometric CVM will be provided once it becomes an acceptable standard within the	Will be determined once approved as acceptable standard within the banking environment A joint Plan by SASSA/SAPO will be developed once approved as general practice

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
			operable and EMV and PASA compliant mutually agreed upon by the Parties.	banking environment	in the banking environment (Date for completion dependent on above)	
A3 ACCESS CHANNELS						
A3.1 SAPO Branches	Clause 6 Par 6.5 in the SLA	Facility for the payment of grants	SAPO must make available the list of all SAPO Branches equipped to do payment of grants	List of approved SAPO Branches which pay social grants must include the following:	List to be reviewed annually and designation updated	1% of the invoice service fee payable to SAPO for the month
	<u>Procedure</u> <u>Guideline:</u> Norms and Standards for Social Assistance Service Delivery - 2.0 Version			(a) name (b) address and (c) GPS coordinates		

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A3.2 Cash Pay Points (Last Mile Facilities)	Clause 6 Par 6.5 and Clause 14 Par 14.1.6 in the SLA	Procure or lease, suitable Cash Pay Points (Last Mile Facilities)	SAPO must make available the list of all Cash Pay Point (Last Mile Facilities) as per signature date for gazetting by SASSA	List of approved Cash Pay Points with the following detail: • name • address and GPS coordinates	List to be reviewed annually and designation updated	1% of the invoice service fee payable to SAPO for the month
A3.3 ATM's	Clause 6 Par 6.5 in the SLA	SASSA card be inter-operable for use at all ATM's	1 Free Mini Balance statement per payment cycle	Beneficiary Payment Reconciliation Report to measure where beneficiary transacted	1 Free Balance	

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
Service Delivery - 2.0 Version			Enquiry per payment cycle ATM inter-change fee as determined by SARB			
A3.4 Retail	Clause 6 Par 6.5 in the SLA Clause 7 in the MSA <u>Procedure</u> <u>Guideline:</u> Norms and Standards for Social Assistance Service Delivery - 2.0 Version	Beneficiaries must have access to their social grants at participating Retail Stores and Merchants during a payment cycle	Three (3) free cash withdrawals per payment cycle	List of participating Retailers and Merchants	Negotiations with Consumer Goods Council to ensure sufficient number of participating retailers and merchants	1% of the invoice service fee payable to SAPO for the month

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A3.5 SASSA Outreach Programme	Clause 7.1.9 in the MSA	Provide mobile “on-boarding” services at mobile sites, as negotiated and agreed to with SASSA. This would be in support of outreach programmes undertaken by SASSA to provide services to communities.	Availability of SAPO mobile on-boarding services at mobile sites as agreed with SASSA, as per the annual SASSA ICROP’s (scheduled and unscheduled)	SASSA Annual ICROP schedule Report providing number of on-boarding services provided by SAPO at mobile sites during outreach programmes during normal working hours	Workable Back-up on-boarding machine at mobile site in case of machine breakdown	1% of the invoice service fee payable to SAPO for the month



ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A4 SECURITY						
A4.1 Cash in Transit	Clause 16 Par 16.1 in the SLA	The safe and secure transfer of money	Money must be transported in a bullet proof armoured vehicle by an armed driver	Compliance assessment Report by SASSA Security Services	Failure to meet service standards at specific site assessed, it must be provided during payment at the next site	R 5000 per payment team

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A4.2 Guarding Services	Clause 16 Par 16.1 of the SLA	The act of guarding monies designated for the safe distribution to SASSA beneficiaries preventing or detecting the occurrence of any offense	Deploy a minimum of 4 (four) registered security officers at Cash Pay Points	Security Breach and Security Incident Monitoring reports must be submitted within 5 days after completion of the cash payment cycle	Failure to meet service standards at specific site assessed, it must be provided during payment at the next site	R 1500 per payment team

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			competency certificate must be available on-site		
A4.3 Manned Security	Clause 16 Par 16.2 of the SLA	Ensure that no unauthorized access or public occupation occur at SAPO Branches and Cash Pay Points	Visible access control in a dignified manner	Security Breach and Security and Incident Monitoring reports must be submitted within 5 days after completion of the cash payment cycle	Failure to Control access to premises, escort authorisation, recording searching of personnel and vehicles as per the

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION, OF PENALTY
	Clause 16 Part 16.7 of the SLA		available on-site	required standards	Non-attendance of governance structures by appointed SAPO invoke Part G of the MSA (Clause 28 and 29)	Ineffective functioning of governance structures must be reviewed and appropriate action taken to ensure optimal performance

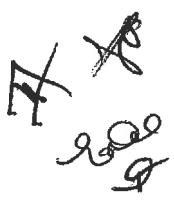
ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A5 MANAGEMENT OF PAYMENT FILE						
A5.1 Account upload management	7.14 in the MSA	Place the file of all Beneficiaries who were on-boarded on SASSA default payment method (SASSA/SAPO Card) on a secure environment on a weekly basis.	SASSA default payment Beneficiaries records updated with the SDA information	Weekly Account upload file (every Monday at 10:00AM)	Any breach to be resolved within 10 days, failing which penalties will apply	Material events of default (Clause 25, 26, 28 of the MSA)
A6.1.1 Provide the weekly upload file						
A5.1.2 Resolve account upload exceptions	Par 8.16.1 in the MSA	Resolve or respond to the exceptions provided by SASSA after processing the account upload file on a weekly basis.	SASSA default payment Beneficiaries records updated with the SDA information	Weekly Account upload exception resolution file (every Friday at 10:00AM)	Any breach to be resolved within a period of 12 hours, failing which penalties will apply	Material events of default (Clause 25, 26, 28 of the MSA)

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A5.2 Information and Accounts Verification	Par 8.16.1 in the MSA	SAPO must verify the accuracy of the pre -payment file within 2 days after receipt of the payment file which must be provided by SASSA 5 DAYS before extraction against the number of accounts opened for a specific period to ensure that all on-boarded beneficiaries are	100% SASSA default approved and on boarded beneficiaries included prior to commencement of payment extraction with accurate data	Final Payment extraction file	Provide the facility to correct default within one day	forfeit the service fee for number of accounts not verified

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		included with the correct information. SAPO must inform SASSA of any anomalies for correction before payment extraction.			Make sure the right person is paid Material events of default (Clause 25, 26, 28 of the MSA) SAPO to incur the cost of the
A5.3 Credit the SDA with the Grant Amounts A5.3.1 Exclude the non-verified accounts	Clause 10 of the SLA	Check if all the accounts on the payment file are valid according to Banking standards-	No payment effected for non-verified bank accounts Return the money to the PMG account and provide the report through the	EF70 – Rejection report Reversal of transactions on PMG Account	

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS & APPLICATION OF PENALTY
		Bankserv processes Ensure compliance with Bankserv timelines		double payment	
A5.3.2 Credit the Beneficiaries account	Clause 10 of the SLA	Credit the verified and correct accounts with the Grants money as instructed by SASSA 00:01 before action date (payment date)	SDA Accounts credited with correct voucher amounts as per the action date and the payment extraction file	Bankserv Reconciliation Report	Correction to be done within a day
A5.3.4 Action recalled payments	Clause 11 in the SLA	Return the amount of all recalled	No payment effected for	EF70 – Rejection report	Repay SASSA the lost money
					SAPo to carry the cost for the recalled

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
		payments to the PMG account and provide the report through the Bankserv processes	the ineligible Beneficiaries	Reversal transaction on PMG Account	and recall the payment	payments not processed
A5.3.5 Inactivate Deceased Beneficiaries	Clause 11 of the SLA	Block the accounts of beneficiaries who were reported by SASSA as deceased before payment cycle starts	within 2-hours of notification received from SASSA	Reconciliation Report	Repay SASSA the lost money and recall the payment	SAPO to carry the cost for the recalled payments not processed



ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A5.4 Reconcile Grants	Clause 11 Par 11.3 of the SLA <u>Procedure Guideline:</u> Payment and Reconciliation file linkage Specification Reference	Reconcile grants for specific payment cycle – Including, money not collected within 30-days, SRD, 7777 and Once-off payments	Reconciled payments on the system to enable voucher extraction for the next payment cycle.	Report on all the reconciled grants Updated reconciled grants on the SOCOPEN system (Reconciliation report)	Standard Operating Procedure must be approved within 30 days of signing this Agreement	1% of the invoice service fee payable to SAPO for the month
A6 REPORTING						
A6.1 Reporting	Clause 19 of the SLA	Weekly, monthly and annual reports must be prepared for SASSA by SAPO	SAPO must comply with all relevant information	Consolidated report on Services rendered	Allow extended submission due date by	0.1% of the invoice service fee payable to SAPO for the month

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		in respect of Services undertaken	management reports	<p>The following reports are applicable:</p> <ul style="list-style-type: none"> • On-boarding Status Report • Status on Card Replacement • Unpaid Grants 	<p>1 working day</p> <p>Reporting Framework with guidelines regarding various types of reports and templates must be developed within 30 days of signing of</p>

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
			<ul style="list-style-type: none"> • Enquiries Analysis Report • Status of Services done during week report • Annual Schedule • Other reports as and when required 	this Agreement		

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A6.2 SDA Account activity information	Clause 19 of the SLA	SAPO must provide statement of accounts for SDA Accounts as and when required by SASSA	SAPO must provide and comply the with sending SDA Accounts statements	SDA Accounts statement report within 36-hours of the request	Allow extended submission due date by 1 working day	0.1% of the invoice service fee payable to SAPO for the month
A7 INVOICING	A7.1 Advance Payment of R541 000 000 (Five hundred and Forty One million rand)	Clause 12.1 SLA	SASSA will deduct 10% from service fee payable effective from 1 October 2018 until the full amount recorded as debt in the SASSA financial records is repaid in full	SAPO must include as debt payable for deduction from the monthly service fee effective from 1 October 2018	Monthly Invoice and Statement	If monthly repayment from service fee is not reflected on the invoice and statement, SAPO must provide Any outstanding amount of the 10% debt repayable from the monthly service fee effective from 1 October 2018 not invoiced and not part of the statement, SASSA will automatically

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
				reasons as SASSA will automatically regard as incomplete invoice and statement and payment will be withheld	deduct as per the signed agreement on the advance payment
A7.2 Receipt and Payment of Invoices and Statements	Clause 12.3 of the SLA	VAT inclusive	Invoices submitted must be VAT inclusive	Invoice Statements Supporting documents	Invoice Statements Supporting documents
	Clause 12.4 of the SLA	Payment in ZAR	Payment of correct and complete Invoices and Statements		

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
			will be done in currency of the RSA		
Clause 12.5 of the SLA	Payment will be done upon receipt of the <u>correct</u> , <u>complete and</u> <u>original invoice</u> and statement	30days after receipt of the <u>correct</u> , <u>complete and</u> <u>original</u> invoice and statement	Invoice Statements Supporting documents		
Clause 12.6 of the SLA	Detail of the statement includes the following:	Provide correct and complete statement with the specified detail	Statement Supporting documents	Correction of incomplete information within 3 Business Days	

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ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS					
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS APPLICATION OF PENALTY
		<ul style="list-style-type: none"> • Number of beneficiaries Not Paid • Amount of grant money not accessed during the specified monthly payment cycle • Type of payments done • Breakdown of access channels used by the beneficiaries 			

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
	Clause 12.7 of the SLA	Receipt of Invoices, Statements and Supporting documentation	Must be provided at least 15 days before payment can be done	Invoice Statement Supporting documents as agreed to between SASSA and SAPO	Provide reasons for delay	
	Clause 12.10 of the SLA	Outstanding payment of penalties due by SAPO	payment of penalties cannot exceed 45 days from due date	SASSA Paymaster General Account (PMG) Invoice & Statement	Provide reasons for not deducting penalty amount due from invoice & statement for specified month	SASSA may offset amount owing against amount payable to SAPO the following month

ANNEXURE A: SASSA/SAPO SLA SERVICE STANDARDS						
SCOPE OF SERVICES	CLAUSE REFERENCE	SERVICE DESCRIPTION (Norms)	SERVICE STANDARD	METHOD OF MEASUREMENT	REDRESS	APPLICATION OF PENALTY
A8.1 Active participation in the following Governance Structures:	Clause 17 of the SLA	Establishment of Governance structures to assist with the management, implementation and effective performance of duties	Participation in meetings as stipulated in the provisions of Clause 17 of the SLA to executive defined mandates of the structures	Adopted Minutes signed by the chairperson	Ineffective functioning of governance structures must be reviewed and appropriate action taken to ensure optimal performance	Non-attendance of governance structures by appointed SAPO invoke Part G of the MSA (Clause 28 and 29)

**SERVICE LEVEL AGREEMENT
for
SASSA and SAPO**

**BENEFICIARY PAYMENT RECOURSE
MECHANISM**

A handwritten signature in black ink, appearing to read "SAPO".



sassa

SOUTH AFRICAN SOCIAL SECURITY AGENCY

BENEFICIARY PAYMENT RECOURSE MECHANISM

Customer Care and Payment Management

10/1/2018

DOCUMENT HISTORY

Document Title:	Beneficiary Payment Recourse Mechanism
Document Author:	Grants Policy Implementation and Support: Business Performance Improvement (BPI)
Document Owner:	SASSA and SAPO Customer Care
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Description of Content:

The content of this document describes SASSA Beneficiary Payment Recourse Mechanism. It provides guidance in terms of what and how a beneficiary can lodge dispute about Social Grant payments and how these can be resolved by SASSA.

Final Version:	V1.0	Date:	01 October 2018
Number of Pages:	23	(Including cover pages, table of contents; Excluding all Annexures)	

**Acceptance Status by Executive Manager
(tick relevant option)**
 1: Full Acceptance

 2: Partial Acceptance

 3: Conditional Acceptance

For 2 and 3, describe the exclusions, criteria, and dates of conditions

**Acceptance Status by CEO
(tick relevant option)**
 1: Full Acceptance

 2: Partial Acceptance

 3: Conditional Acceptance

For 2 and 3, describe the exclusions, criteria, and dates of conditions

DOCUMENT CONTROL INFORMATION

**A. EVIDENCE OF REVIEW / APPROVAL RECORD OF THE DOCUMENT
(INTERNAL TO ORIGINATING BRANCH / DEPARTMENT)**

Effective from	Version Number	Amendment Details	Nature of Change	Amended By:	Reviewed By:	Approval To Release By:
02/10/2018	Version:2	Description of Amendment Amendments in the context of SASSA/SAPO	Major	Mr S Koliti: GM Customer Care	Ms D Dunkerley: Executive Manager Grants	Mr A Mahlangu: Acting Chief Executive Officer

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1. KEY DEFINITION OF TERMINOLOGY:

The definition of terms used in this document is meant to ensure common understanding and an appropriate balance between the civil rights of beneficiaries and administrative compliance.

TERMINOLOGY	DEFINITION
Beneficiary	A person who receives social assistance in terms of the Social Assistance Act, 2004 and its Regulations
Complaint	A formal submission by a beneficiary/procurator expressing dissatisfaction with a service in the implementation of social assistance
Dispute	A situation in which a beneficiary/procurator questions the validity of transactions in SASSA/SAPO Special Disbursement Account
Enquiry	The act of asking for information
Pay point	SASSA declared facility/space for dispensing cash to beneficiaries /procurators
Procurator	A person appointed by a beneficiary or the Agency to receive social assistance on behalf of the beneficiary in terms of Social Assistance act, 2004 and its Regulations
Recourse	Recourse is a process to resolve a complaint/dispute lodged
Regulation 26A (funeral insurance deduction)	A provision made in the Social Assistance Regulations, 2006 as amended to allow for one funeral insurance deduction on permanent disability grants and old age grants (excluding children and temporary grants). These deductions are made to SASSA in writing by a beneficiary/procurator and are to exceed 10% of the value of the beneficiary's social grant amount.
SASSA/SAPO Special	A payment method determined by SASSA in terms of Regulation 21(1)(b) of Social Assistance Act (SAA) as

Disbursement Account	promulgated in the Government Gazette
Stakeholder/s	Persons/Organizations with direct or indirect interest in the implementation of BPRM
Internal Stakeholder	SASSA representatives responsible for the design and implementation of the recourse system
External Stakeholder	Government Departments, Regulatory Entities and Third Parties responsible for the effective implementation and functioning of this recourse system
Electronic Payment	Payments effected to beneficiaries using National Payment System (Merchants, Commercial Banks, South African Post Office outlets and Auto Teller Machines)
Officials	SASSA staff and or Agents

2. ACRONYMS:

ABBREVIATIONS	DESCRIPTION
ATM	Automated Teller Machine
BPRM	Beneficiary Payment Recourse Mechanism
CCU	Customer Care Unit
DSD	Department of Social Development
FSCA	Financial Sector Conduct Authority
HO	SASSA Head Office
ICCAS	Integrated Customer Care Application System
IMC	Inter-Ministerial Committee
PASA	Payments Association of South Africa
PIN	Personal Identification Number

POPI Act	Protection of Personal Information Act
SAA	Social Assistance Act
SAPO	South African Post Office
SASSA	South African Social Security Agency
SASSA Act	South African Social Security Agency Act
SDA	Special Disbursement Account

3. PURPOSE:

To provide a standard framework for implementation of the Beneficiary Payment Recourse Mechanism.

4. BACKGROUND:

In December 2017, the South African Social Security Agency (SASSA) engaged the South African Post Office (SAPO) to distribute social grants to all social grants beneficiaries/procurators who opt for the SASSA payment method. This engagement warranted a phasing in of SAPO and phasing out of Cash Paymaster Services (CPS).

A task team was established, as advised by the Inter-Ministerial Committee (IMC), Panel of Experts (Constitutional Court) and both SASSA and SAPO executives to review the Beneficiary Payment Dispute Resolution Mechanism (BPDRM) into the Beneficiary Payment Recourse Mechanism (BPRM). This is a tool for beneficiaries/procurators and stakeholders to access recourse in this new state led hybrid payment model.

5. GUIDING PRINCIPLES AND VALUES OF THE BENEFICIARY PAYMENT REOURSE MECHANISM (BPRM):

- 5.1 BPRM must work seamlessly with limited administrative burden
- 5.2 An Integrated Customer Care Application System (ICCAS)
- 5.3 The BPRM is meant to protect the rights and dignity of social grant beneficiaries and ensuring that:-
 - 5.3.1 Social grant beneficiaries receives full cash value of their social grants
 - 5.3.2 Monthly social grants are paid timeously.
 - 5.3.3 It is easily accessible regardless of literacy, numeracy and disabilities¹ levels.
 - 5.3.4 Services are delivered in eleven (11) official languages
 - 5.3.5 Refunds to beneficiaries are swift and efficient.
 - 5.3.6 The confidential information of grant beneficiaries are protected in terms of Protection of Personal Information Act , Act No.4 of 2013 (POPI Act, Act No.4 of 2013).
- 5.4 It is implemented by officials and stakeholders in accordance with Batho Pele principles.
- 5.5 The BPRM performance shall be analyzed monthly to improve its effectiveness.

¹ Including sign language

6. BPRM CHALLENGES:

6.1 SASSA/SAPO SPECIAL DISBURSEMENT ACCOUNT (SDA)

PAYMENT METHOD	CHALLENGE	RE COURSE
Electronic Payment	Transaction Fees ² Pin reset Card replacement Deposits into incorrect account Short Payment Access to transaction statements	Define procedures Affidavit required Refunds where applicable
Cash Payment	Pin reset Issuance of transaction slip with date of next payment Short payment	Define procedures Affidavit required Refunds where applicable

6.2 REGULATION 26A FUNERAL DEDUCTIONS

UNAUTHORIZED DEDUCTIONS	CHALLENGE	RE COURSE
Funeral deductions	<ul style="list-style-type: none"> ✓ Cancellation of deduction ✓ Funeral policy premiums exceeding one and 10 % of the value of the grant ✓ Funeral policy deduction on temporary and children's grants ✓ Access to transaction statements ✓ Deductions without mandate after amendment of the policy 	<p>Defined procedure of Cancellation of funeral deduction</p> <p>Provide details of insurer</p> <p>Refer beneficiary to insurer</p> <p>Comply with the Regulation 26(A)</p>

² Daily limit for cash withdrawal is R3500.00. This may result in the beneficiary incurring costs for transaction charges and transport. Advocate for change in daily the limit for those with amounts larger than the daily limit.

7. BENEFICIARY PAYMENT RECOURSE MECHANISM PROCEDURE AND TIMEFRAMES:

7.1 REGULATION 26 (A)

CATEGORY	DEDUCTION TYPE	PROCEDURE	TIME FRAME
Funeral Deductions	Policies without mandates	1. The beneficiary lodges a dispute/complaint with the relevant documents ³ with any Sassa channels	Immediately attend to beneficiary
		2. Official capture dispute/complaint onto ICCAS and escalates it to Head Office Payment unit.	Same day
		3. Upon receipt of the affidavit by Head Office Payment Unit the funeral deduction is stopped immediately.	Same day
		4. Payment unit escalates the dispute/complaint to the individual insurer for resolution.	10 working days including insurer time allocation
		5. Where applicable a direct refund is made to the beneficiary and Sassa is provided with proof of payment	Weekly subject to resolution
		6. Payment unit effect regular updates on the ICCAS which generates automatic email to the responsible official.	Weekly subject to progress
		7. The responsible official regularly informs the beneficiary of the progress and outcome.	Weekly subject to progress
		8. If the dispute/complaint is not satisfactory resolved, it is referred to the FSCA by Payment Unit.	Monthly - On receipt of the insurers outcome subject to beneficiary dissatisfaction

³ Certified copy of ID and Affidavit is essential. Bank/transactional statement and funeral polity is optional.

		9. Conduct Customer satisfaction survey.	Same day of finalization of dispute/complaint
		10. Close the dispute/complaint on finalization.	Same day of finalization

7.2 SASSA/SAPO SPECIAL DISBURSEMENT ACCOUNT (SDA)

Electronic and Cash Payments	<ul style="list-style-type: none"> ✓ Transaction Fees ✓ Pin Reset charges at SAPO ✓ Card replacement ✓ Damaged/Faulty card ✓ Short Payments ✓ Access to Transaction Statement at ATMs & SAPO ✓ Transaction slips 	1. Lodge a dispute/complaint with any Sassa channels	Same Day
		2. Official capture the dispute/complaint on the ICCAS a system generated reference number	Same Day
		3. Obtain the relevant documents ⁴	Same Day subject to availability of all relevant documents
		4. Official to escalate the dispute/complaint to SAPO with the relevant documents	Same Day
		5. Sapo resolves the dispute/complaint and where applicable effect a refund ⁵	Seven working days
		6. Sapo updates the ICCAS which will automatically generate the email to the responsible official	Immediately after resolving the dispute/complaint
		7. The responsible official updates the beneficiary	On receipt of the outcome
		8. If the dispute/complaint is not resolved it is escalated to Banking Ombudsman by Head Office Payment Unit	Within 30 days of the dispute/complaint being registered

⁴ Certified copy of the ID, Affidavit, copy of gold Sassa card, transaction statement optional

⁵ Based on the Sapo refund procedures

		9. The responsible official to provide the beneficiary with the final outcome	On receipt of the outcome
		10. Conduct the customer satisfaction survey	Same day of finalization of dispute/complaint
		11. Close the dispute/complaint	Same day of finalization
Auto Teller Machines (ATM) and Point of Sales (POS)	<input checked="" type="checkbox"/> Transaction Fees <input checked="" type="checkbox"/> Short payments	1. Lodge a dispute/complaint with any Sassa channels	Immediately
		2. Official capture the dispute/complaint on the ICCAS a system generated reference number	Same Day
		3. Official to escalate the dispute/complaint to SAPO	Immediately
		4. Sapo resolves the dispute/complaint with the relevant bank and where applicable effect a refund	7working days
		5. Sapo updates the ICCAS which will automatically generate the email to the responsible official	Immediately after resolving the dispute/complaint
		6. The responsible official updates the beneficiary	On receipt of the outcome
		7. If the dispute/complaint is not resolved it is escalated to Banking Ombudsman by Sassa Head Office Payment Unit	Within 30 days of the dispute/complaint being registered
		8. The responsible official to provide the beneficiary with the final outcome	On receipt of the outcome
		9. Conduct the customer satisfaction survey	Same day of finalization of dispute/complaint

		10. Close the dispute/complaint	Same day of finalization
	ATM Card swallow	The beneficiary must call the Sassa/Sapo Call Centre without delay	The card is blocked immediately
Unpaid monthly social grants		1. Lodge a dispute/complaint with any Sassa channels	Immediately
		2. Official capture the dispute/complaint on the ICCAS a system generated reference number	Same Day
		3. Obtain relevant documents ⁶	Immediately
		4. Sassa SocPen system administrators/finance investigates	30 working days
		5. The responsible official to provide feedback to the beneficiary	Weekly feedback
		6. Where payment is due SocPen to effect payment	By the next payment cycle
		7. Sassa updates the ICCAS which will automatically generate the email to the responsible official	On receipt of the outcome
		8. The responsible official to provide the beneficiary with the final outcome	On receipt of the outcome
		9. Conduct the customer satisfaction survey	Same day of finalization of dispute/complaint
		10. Close the dispute/complaint	Same day of finalization

⁶ Certified Copy of ID, Affidavit, Copy of Bank/Transactional Statement.

8. BPRM INTERVENTIONS EMPHASIS:

This Recourse Mechanism places emphasis on the following interventions:

- i. Access channels
- ii. Internal and external stakeholder roles and responsibilities
- iii. Training programme for internal stakeholders
- iv. Public Education and Awareness programme

8.1 ACCESS CHANNELS

SASSA has access channels to deal with beneficiaries' complaints and disputes as detailed below

- ✓ Telephone Channels⁷
- ✓ Walk-Ins and correspondence⁸

8.1.1 TELEPHONE CHANNELS

As illustrated in the process flow in **Figure 1** (Olive & Nelly), a beneficiary has the right to access any SASSA Telephone Channel at Head Office Contact Centre and in the nine provinces in South Africa. SASSA established dedicated telephone numbers⁹ and email access in all regions coordinated by its Customer Care Units as depicted in the table below:

	Region	Number	Email Address
1.	Head Office	0800601011 ¹⁰ 012-400-2322	GrantEnquiries@sassa.gov.za
2.	Western Cape	021-469-0235	GrantsEnquiriesWC@sassa.gov.za
3.	Eastern Cape	043-707-6335	GrantsEnquiriesEC@sassa.gov.za
4.	Northern Cape	053-802-4919	GrantsEnquiriesNC@sassa.gov.za
5.	Free State	051-410-8339	GrantsEnquiriesFS@sassa.gov.za
6.	KZN	033-846-3400	GrantsEnquiriesKZN@sassa.gov.za
7.	North West	018-389-4006	GrantsEnquiriesNW@sassa.gov.za
8.	Gauteng	011-241-8320	GrantsEnquiriesGP@sassa.gov.za
9.	Mpumalanga	013-754-9428	GrantsEnquiriesMP@sassa.gov.za
10.	Limpopo	015-291-7509	GrantsEnquiriesLIM@sassa.gov.za

⁷ Head Office Contact Centre and the Regional Customer Care lines

⁸ Head Office Contact Centre; Regional, District and Local Offices; Pay-Points and correspondence

⁹ The telephone numbers of Regional offices are not Toll Free.

¹⁰ The national number is Toll free for both Telkom land lines and across all cell phone networks.

NB: The Call Centre service operating hours is from 07:30-16:30 from Monday to Friday.

The steps for the dispute resolution will be conducted as follows:

- (i) A Contact Centre Official/Agent will receive the call
- (ii) The Official/Agent determines the type of social grant dispute/complaint
- (iii) Details of the dispute/complaint will be captured on the Integrated Customer Care Application (ICCAS).
- (iv) Depending on categorization the beneficiary will be required to submit the relevant documents and be advised on procedure and the turnaround time.
- (v) A system generated reference number will be issued to the beneficiary
- (vi) Where applicable a follow-up call will be made.
- (vii) The beneficiary must submit relevant documents via fax, email or in person at the Sassa contact points citing the system generated reference number or ID number within 21 working days.
- (viii) Standardized Letter to beneficiaries to terminate the dispute/complaint due to insufficient information shall be issued within 10 working days after the previous step. However the beneficiary has a right to re-lodge a dispute/complaint.
- (ix) Register the dispute/complaint as closed
- (x) Conduct selective courtesy calls

8.1.2 WALK-INS AT SASSA CONTACT POINTS AND CORRESPONDENCE¹¹

A beneficiary has the option to visit the SASSA Contact Point¹² to lodge his/her dispute/complaint. A Sassa official/Agent will attend to the beneficiary in the following manner:

- a. A Sassa official/Agent determine the type of the dispute/complaint to be lodged.
- b. The Official electronically captures the dispute/complaint on the ICCAS
- c. The beneficiary will be required to submit the relevant documents¹³, depending on the categorization and be advised on the procedures and

¹¹ Emails, Letters or Faxes

¹² National, Regional, District and Local offices; and Pay Points.

turnaround times as well as the address of the nearest Sassa contact points.

- d. A system generated reference number will be issued to the beneficiary
- e. Beneficiary must submit outstanding relevant documents via fax, email or in person to the Sassa contact points citing the system generated reference number or ID number.
- f. A Sassa official(Level 7 and higher levels) or any other Commissioner of Oath to commission affidavits
- g. Where applicable a follow-up call will be made.
- h. The beneficiary must submit relevant documents via fax, email or in person at the Sassa contact points citing the system generated reference number or ID number within 21 working days.
- i. Standardized Letter to beneficiaries to terminate the dispute/complaint due to insufficient information shall be issued within 10 working days after the previous step. However the beneficiary has a right to re-lodge a dispute/complaint.
- j. Register the dispute/complaint as closed
- k. Conduct selective courtesy calls

8.2 INTERNAL AND EXTERNAL STAKEHOLDERS ROLES AND RESPONSIBILITIES

Given the scope of the beneficiary payment recourse mechanism it is necessary to form linkages with relevant stakeholders to ensure effective resolution of a reported matter in a dignified, responsive and compliant manner.

The table hereunder succinctly captures the level of authority and compliance standards of each of the stakeholders.

¹³ E.g. Affidavits, bank/transactional statement, certified copies of ID, (funeral policy document optional)

ROLES & RESPONSIBILITIES			
No.	Stakeholder	Responsibility	Standards & Timeframes
1	SASSA	(i) Approve and ensure effective implementation of the BPRM (guidelines)	Mid-October 2018
		(ii) Develop overall plan for the implementation of the BPRM.	October 2018
		(iii) Develop, pilot and roll out staff training programme on BPRM and roll out training.	October to March 2019
		(iv) Capacitate relevant stakeholders to implement the BPRM and follow-up thereof	January 2019 based on the plan
		(v) Implement Public Education and Awareness Campaign	From January 2019 based on the plan
		(vi) Act as Power of Attorney on behalf of beneficiaries as required by Third Parties	From January 2019
		(vii) Conduct monthly trends analysis	Monthly from December 2018
2	SAPO	(i) Provide Special Disbursement Account(SDA) as a Sassa payment method to beneficiaries/procurators	1 April 2018 and on-going
		(ii) Investigate complaint/dispute referred in accordance with BPRM	1 April 2018 and on-going
		(iii) Refund beneficiaries as per the refund procedures	1 April 2018 and on-going
		(iv) Provide call centre services on SDA	1 April 2018 and on-going
		(v) Interface with South African Reserve Bank (SARB) and Payment Association of South Africa (PASA)	1 April 2018 and on-going

		(vi) Provide regular reports to Sassa on trends, variance and implementation of the BPRM	1 April 2018 and on-going
3	Beneficiaries /procurators	(i) Lodge a complaint/dispute with SASSA using available access channels	When the need/situation arises
		(ii) Provide enabling documents applicable to a given complaint/dispute	When required to do so
		(iii) Give Power of Attorney to SASSA or third parties	When the need/situation arises
		(iv)	
		(v) Participate in the SASSA Public Education and Awareness programmes	As per Sassa plan
4	External Stakeholders	(i) Act on behalf of beneficiaries to follow-up on any disputes/complaints	When the need/situation arises
		(ii) Assist with beneficiary education	When the need/situation arises
		(iii) Provide input in the functioning of BPRM	When the need/situation arises
		(iv) Act in the public interest	When the need/situation arises
		(v) Perform statutory mandate	When the need/situation arises

8.3 TRAINING FOR INTERNAL STAKEHOLDERS

SASSA places emphasis on ensuring that staff is informed and capacitated to deliver on the mandate of the institution. To this end, for any new and/or changed procedures, special training programmes are implemented to entrench effectiveness with

implementation in a compliant manner mindful of placing the customer needs first as purported in the Batho-Pele Transformation Framework.

Regarding the implementation of the SASSA BPRM, greater emphasis need to be placed on the Redress Batho-Pele principle, this warrants the roll-out of a special training programme. The content of training programme will include re-emphasizing the SASSA Service Standards as outlined in its Customer Charter and empowering its employees to implement the BPRM effectively. An integrated type of training is recommended between SASSA and SAPO.

8.4 PUBLIC EDUCATION AND AWARENESS PROGRAMME

In pursuance of championing the SASSA mission statement of *administering quality customer-centric social security services to eligible and potential beneficiaries*, SASSA commits to implement a balanced approach in advancing the Batho Pele principles by facilitating a Public Education and Awareness Programme.

This programme reiterates SASSA's commitment to not only have an informed workforce, but also to ensure that the beneficiaries are equally informed of matters that have impact on them. This involves facilitation and coordination of Community Dialogues.

The information and promotional material includes the following outlining the expectations, process and roles and responsibilities of respective role-players and Stakeholders in a manner which is easily understood:

- Brochures
- Wall charts
- Media
- Relevant forms available on the SASSA Internet

9 PERFORMANCE MEASURES

No	Step	Performance Measure	Required Input	Required Output
1	Receive and resolve dispute/complaint	Resolve dispute/complaint within stipulated timeframes	A Sworn Affidavit from beneficiary	<ul style="list-style-type: none">▪ Complaint and/or dispute Outcome provided to beneficiary

10 RESOURCES REQUIREMENTS

The resources required to implement or operate the processes discussed above will include but is not limited to the following:

Resource	Telephone	Walk In	Email	Pay point
Human Resources	<ul style="list-style-type: none"> ▪ SASSA Officials(Call Centre/Hunting Lines) ▪ SAPO Officials 	<ul style="list-style-type: none"> ▪ SASSA Officials ▪ SAPO Official 	<ul style="list-style-type: none"> ▪ SASSA Officials 	<ul style="list-style-type: none"> ▪ Help-desk: Customer Care Officer ▪ Back Office Official ▪ SAPO Official
Infrastructure	<ul style="list-style-type: none"> ▪ Contact centre telephone system ▪ Office Phone ▪ Customer Care Application System ▪ Computer ▪ Access to network ▪ Email ▪ Scanner 	<ul style="list-style-type: none"> ▪ Customer Care Application System ▪ Computer ▪ Access to network ▪ Office phone ▪ Email ▪ Scanner 	<ul style="list-style-type: none"> ▪ Customer Care Application System ▪ Computer ▪ Access to network ▪ Office phone ▪ Email ▪ Scanner 	<ul style="list-style-type: none"> ▪ Customer Care Application System ▪ Laptop ▪ 3G connectivity ▪ Access to network ▪ Cellphone ▪ Email
Work Environment	<ul style="list-style-type: none"> ▪ Conducive contact centre environment ▪ Adequate staff resources 	<ul style="list-style-type: none"> ▪ Conducive centre environment ▪ Adequate staff resources 	<ul style="list-style-type: none"> ▪ Conducive contact centre environment ▪ Adequate staff resources 	<ul style="list-style-type: none"> ▪ Adequate staff resources
Information	<ul style="list-style-type: none"> ▪ Beneficiary details ▪ Complaint and/or Dispute details ▪ Outcome details ▪ SAPO process 	<ul style="list-style-type: none"> ▪ Beneficiary details ▪ Complaint and/or Dispute details ▪ Outcome details ▪ SAPO process 	<ul style="list-style-type: none"> ▪ Beneficiary details ▪ Complaint and/or Dispute details ▪ Outcome details ▪ SAPO process 	<ul style="list-style-type: none"> ▪ Beneficiary details ▪ Complaint and/or Dispute details ▪ Outcome details ▪ SAPO process
Materials	<ul style="list-style-type: none"> ▪ Standard Operating Procedure ▪ Affidavit ▪ BPRM Form 	<ul style="list-style-type: none"> ▪ Standard Operating Procedure ▪ Affidavit ▪ BPRM Form 	<ul style="list-style-type: none"> ▪ Standard Operating Procedure ▪ Affidavit ▪ BPRM Form 	<ul style="list-style-type: none"> ▪ Standard Procedure ▪ Affidavit ▪ BPRM Form
Financial resources	<ul style="list-style-type: none"> ▪ Form printing costs ▪ Staffing costs 	<ul style="list-style-type: none"> ▪ Form printing costs ▪ Staffing costs 	<ul style="list-style-type: none"> ▪ Form printing costs ▪ Staffing costs 	<ul style="list-style-type: none"> ▪ Form printing costs ▪ Staffing costs

BENEFICIARY PAYMENT RECOURSE MECHANISM | 2018

Resource (cost drivers)	Telephone	Walk In	Email	Pay point

SUMMARY

The mechanism does not require extra resources and infrastructure for implementation but will operate within the current resources in the regions and contact centre. The focus should be on re-organization/reprioritization of use of existing resources.

The operational costs for effective implementation of the mechanism need to be accommodated in the appropriated funds of the operational budget for both head office and the regions.

SPECIAL NOTICE: SASSA will pursue all possible means to encourage effective stakeholder co-operation.