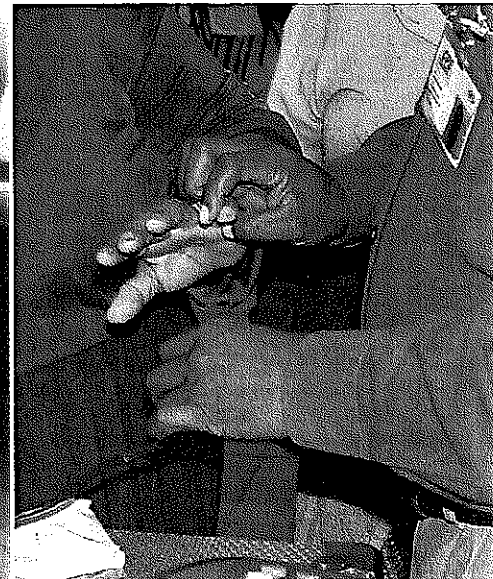




sassa
SOUTH AFRICAN SOCIAL SECURITY AGENCY

DISPUTES UPDATE

2016-2018



social development

Department
Social Development
REPUBLIC OF SOUTH AFRICA



NDA
National
Development
Agency

1. Introduction

SASSA started recording the disputed deductions as from the 2016 financial year. The number of cases reported for each financial year were as follows:

2016/17:	131 026
2017/18:	24 434
Amount Refunded:	R2 037 715

It should be noted that these do not all represent illegal deductions, but rather disputed deductions which were reported to SASSA. In many cases, the beneficiary acknowledged having bought the financial product, but only wanted the deductions not to continue in the future.

The above disputed deductions are for a number of products, including EFT disputes (for loan repayments); ATM disputes (where the ATM either did not give the money requested; declined the transaction or swallowed the card); disputes related to the sale of pre-paid electricity and/or airtime. In resolving the disputes, SASSA arranges for the specific card to be blacklisted for future product sales (meaning that no more pre-paid products can be loaded to that specific card, but that the card remains active for grant payments and withdrawals) and then refers the matter to be investigated by the service provider. Not all disputes result in refunds to the beneficiaries.

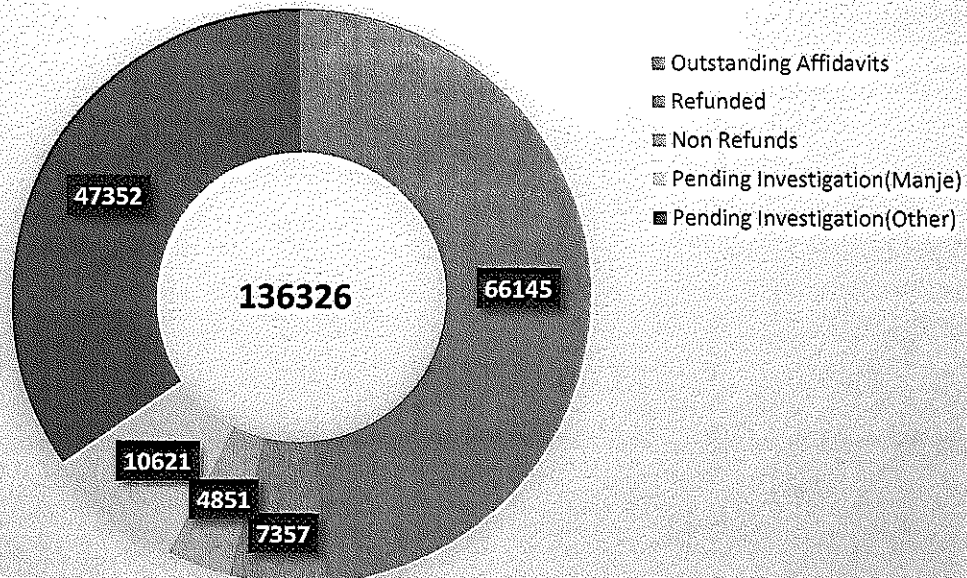
SASSA has no record of illegal deductions. However, it can be assumed that those deductions which resulted in a refund could be seen as illegal, as the investigation confirmed that the mandate for the deduction was not given.

2. Current Status

The below reflects the disputes reported and recorded

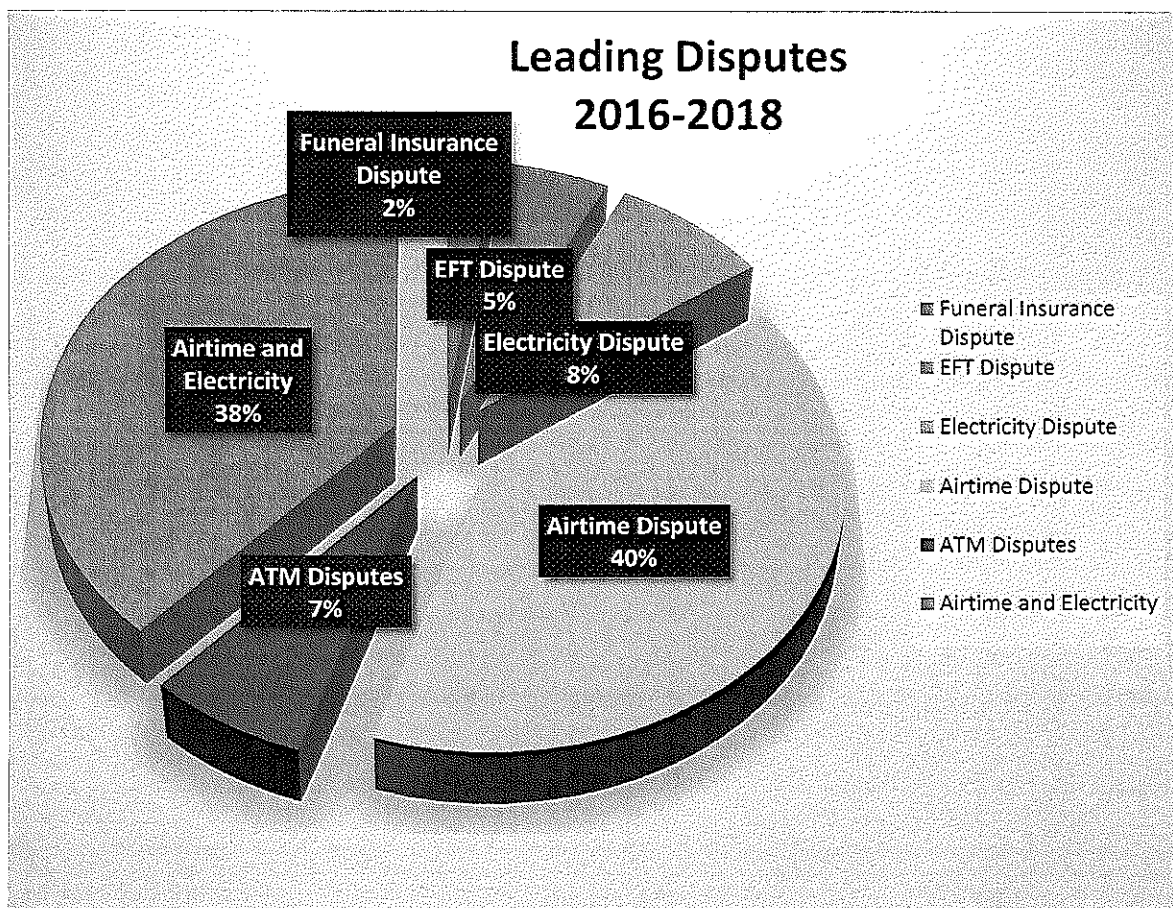


Recorded Disputes January 2016 to January 2018

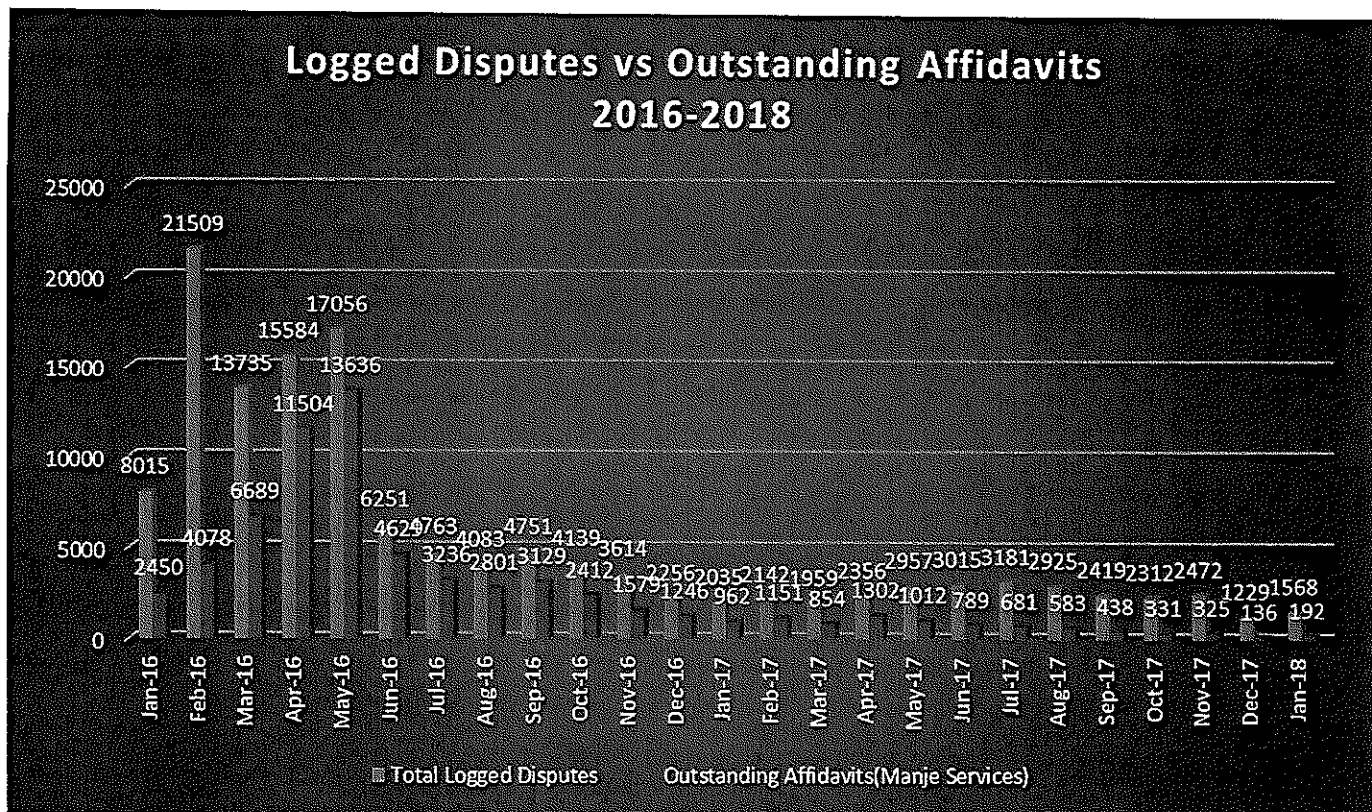


3. Type of Disputes

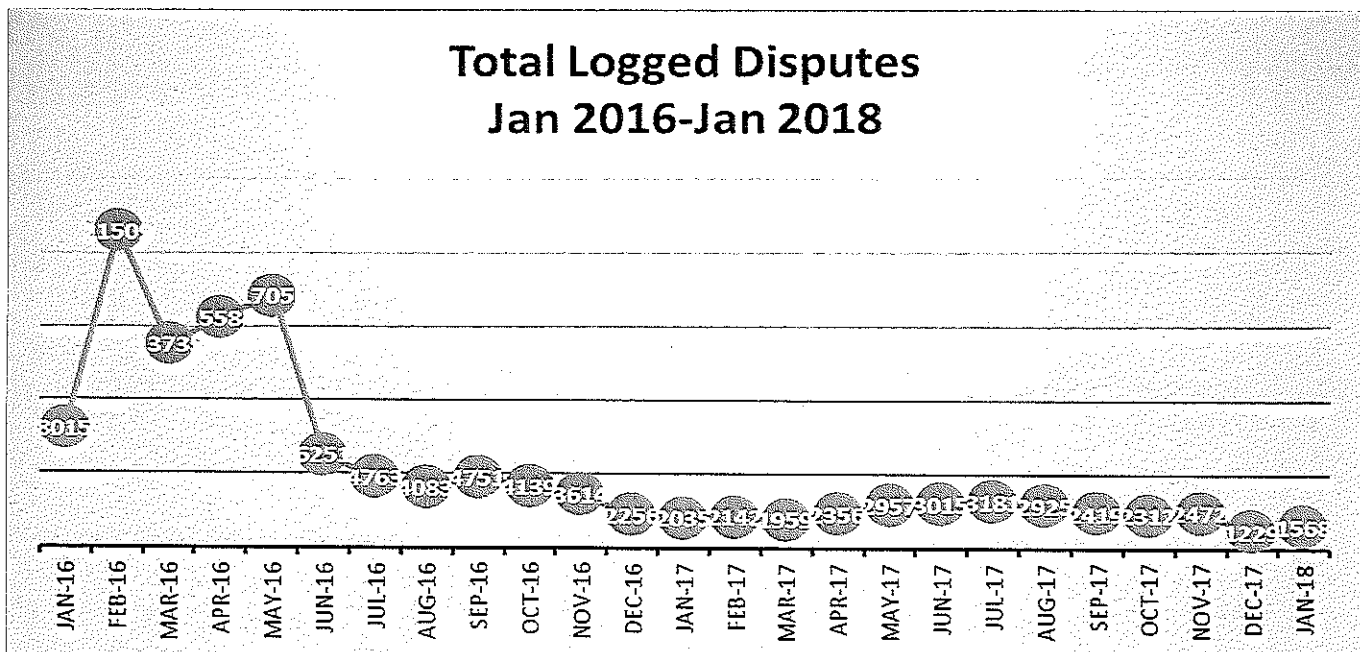
The below reflects the overall disputes nationally



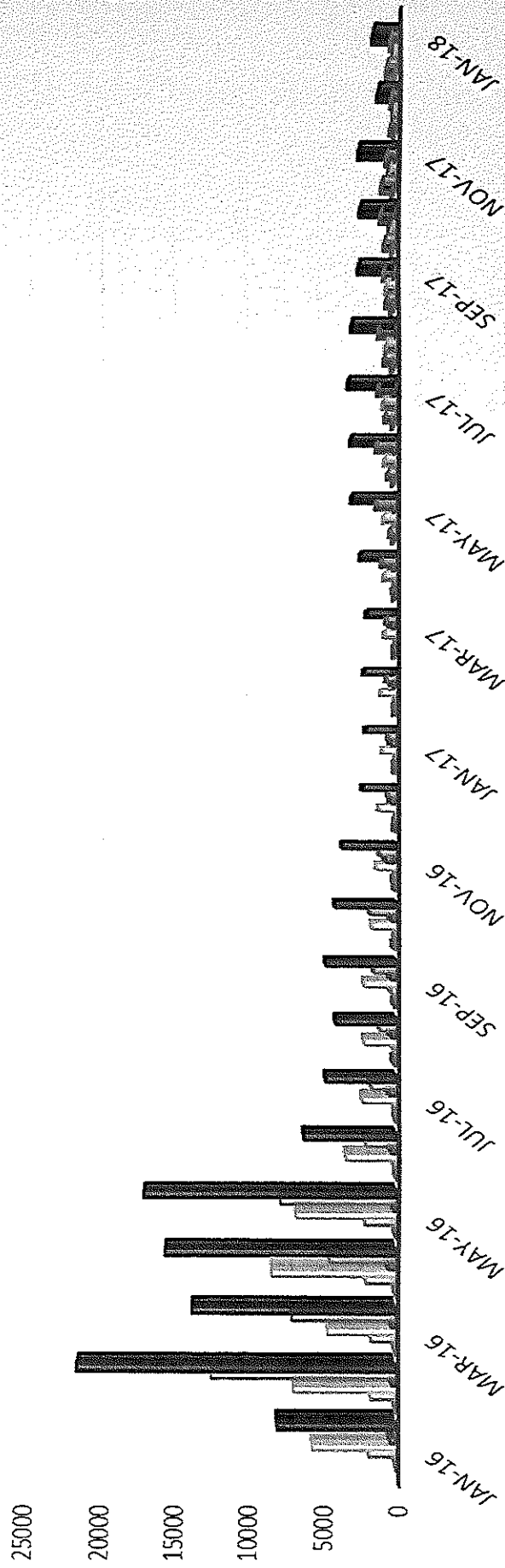
4. Logged Disputes vs Outstanding Affidavits



5. Total Logged Disputes



Total Logged Disputes



	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
Funeral Insurance Dispute	46	59	60	46	51	42	64	195	163	197	133	130	105	95	99	92	162	165	186	260	259	163	214	135	127
EFT Dispute	59	34	85	69	85	63	68	39	73	86	210	65	119	124	116	176	353	517	682	733	567	677	888	362	673
Electricity Dispute	1850	1728	1679	2041	2106	250	89	204	382	54	85	10	19	17	3	38	5	4	2	5	3	5	3	0	1
Airtime Dispute	5637	6900	4578	8389	6759	3408	2294	2143	2159	1636	1314	1127	889	959	737	776	801	710	795	623	563	175	354	191	178
ATM Disputes	423	322	332	562	242	416	558	387	442	390	754	417	402	334	389	356	337	330	350	181	284	352	406	203	199
Airtime and Electricity	0	12466	7001	4477	7813	2072	1690	1115	1532	1776	1118	507	501	613	615	918	1299	1289	1166	1123	743	940	607	338	390
Total Logged Disputes	8015	21509	13735	15584	17056	6251	4763	4083	4751	4139	3614	2256	2035	2142	1959	2356	2957	3015	3181	2925	2419	2312	2472	1229	1568