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**NATIONAL ASSEMBLY**

**QUESTION NUMBER: 570**

**DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 03 MARCH 2023**

**INTERNAL QUESTION PAPER NUMBER: 6 - 2022**

**570. Mr D M Stock (ANC) to ask the Minister of Social Development: [132] [Question submitted for oral reply now placed for written reply because it is in excess of quota (Rule 137(8))]:**

Considering the decision taken by the SA Post Office to cede all its rights and obligations of the Master Services Agreement entered into with the SA Social Security Agency to Postbank SOC Ltd, what are the updates on the finalisation of the process? NW634E

**REPLY**

The Master Services Agreement (MSA) was ceded and assigned with its obligations as-is to Postbank in September 2022, and Postbank assumed responsibility for the function from 01 October 2022. The matter of ceding has thus been finalised.

However, in the cession agreement, an option to review the MSA has been provided for. This process started in November 2022 and is still in progress with the expected date of completion being April 2023. It is important to note that the original MSA was ceded as-is and will remain in operation until the new MSA is concluded. Thus, there should be no change in terms of service delivery.