

TERMS AND CONDITIONS FOR THE USE OF THE GRINDROD SASSA CARD AND ACCOUNT

1. DEFINITIONS

- 1.1. **"ATM"** means an automated teller machine;
- 1.2. **"Bank"** means Grindrod Bank Limited, a public company registered in South Africa as a bank in terms of the Banks Act 94 of 1990 (registration number: 1994/007994/06) and an authorised financial services provider (FSP number: 6317);
- 1.3. **"Biometrics"** means your fingerprint(s) captured during enrolment which is used as a security and authentication measure in respect of Card Transactions requiring a biometric authentication or verification;
- 1.4. **"Cardholder" / "you" / "your"** means a person in whose name a SASSA Account has been opened and to whom a linked SASSA Card has been issued;
- 1.5. **"Card Transaction"** includes, but is not limited to, any SASSA Account-based transaction undertaken using a SASSA Card and PIN or Biometrics for the purposes of paying for any goods or services at a POS Device, withdrawing cash, doing an electronic funds transfer or transacting using any other channel;
- 1.6. **"CPS"** means Cash Paymaster Services (registration number: 1971/007195/07), its successors in title or assigns;
- 1.7. **"CPS Call Centre"** means the call centre operated by CPS. The call centre's number is **0800 600 160** and it is toll free from a landline;
- 1.8. **"Complaint"** means a Cardholder complaint denying that he/she entered into a particular Card Transaction, or otherwise disputing the validity of a Card Transaction;
- 1.9. **"Disclosures"** means the disclosures required in terms of the Financial Advice and Intermediary Services Act 37 of 2002, attached hereto marked Annexure B;
- 1.10. **"FICA"** means the Financial Intelligence Centre Act, 2001;
- 1.11. **"Frequently Asked Questions"** means the document answering frequently asked questions of Cardholders, attached hereto marked Annexure A;
- 1.12. **"Limits"** means both local ATM and POS Card Transaction limits;
- 1.13. **"Merchant"** means a supplier of goods and services, and includes an ATM owner;
- 1.14. **"PIN"** means the four digit Personal Identification Number (PIN) chosen by a Cardholder and which is used as a security and authentication measure in respect of Card Transactions requiring a PIN;
- 1.15. **"POS Device"** means a device enabled to accept SASSA Cards for the purposes of payment for goods and/or services;
- 1.16. **"SASSA"** means the South African Social Security Agency;
- 1.17. **"SASSA Account"** means the savings account opened by the Bank and held in the name of the Cardholder, for the purposes contemplated in these Terms and Conditions;
- 1.18. **"SASSA Card"** means a MasterCard-branded debit card issued by the Bank to a Cardholder, which is linked to the Cardholder's SASSA Account;
- 1.19. **"SASSA Card Transaction Fees"** means the fees charged for every Card Transaction performed, and all other fees and charges relating to your SASSA Account as set out in the document attached hereto marked Annexure C as may be amended from time to time;
- 1.20. **"Terms and Conditions"** means this document and all annexures to it, including the Frequently Asked Questions,

Disclosures and SASSA Card Transaction Fees as may be amended from time to time;

- 1.21. **"we" / "us" / "our"** means the Bank and CPS and their authorised agents.

2. INTRODUCTION

- 2.1. Your use of the SASSA Account and SASSA Card is subject to these Terms and Conditions.
- 2.2. **By using your SASSA Card you shall be deemed to have accepted these Terms and Conditions.**

3. SASSA CARD

- 3.1. The SASSA Card shall remain the property of the Bank. We shall be entitled, at any time and in our sole and absolute discretion, to:
 - 3.1.1. require you to return your SASSA Card; or
 - 3.1.2. cancel or suspend your use of the SASSA Card, and we shall not be liable for any damages or loss suffered by you as a result.
- 3.2. The SASSA Card is valid from the date of issue until the expiry date reflected thereon, whereupon you will be issued with a new SASSA Card, subject to the terms and conditions of this Agreement. You will be required to collect your new card from a CPS Branch or SASSA office upon expiry date.
- 3.3. On receipt of the SASSA Card you undertake to immediately sign the signature panel on the back with a pen.
- 3.4. You are the only person who may use the SASSA Card. You may not transfer the SASSA Card, or authorise any other person to use the SASSA Card.

4. LIABILITY AND INDEMNITY

- 4.1. You must inform us if your SASSA Card has been lost or stolen or if someone else knows your PIN. This can be done through the Call Centre on **0800 600 160** (toll free from a landline) or at any SASSA office. As soon as you do, we will take immediate steps to prevent it from being used to access your account.
 - 4.1.1. You agree that you are liable for all amounts debited to your SASSA Account including amounts debited as a result of any unauthorised and/or illegal access to your SASSA Account by third parties, prior to having so informed us.
 - 4.1.2. You may also be liable for any losses if you act negligently, without reasonable care or in breach of these Terms and Conditions and this has caused or contributed to losses, regardless of whether or not you so informed us.
 - 4.1.3. If you act fraudulently you will be liable for all losses.
- 4.2. You undertake –
 - 4.2.1. to use your SASSA Account and SASSA Card in accordance with the provisions of these Terms and Conditions;
 - 4.2.2. not to perform Card Transactions that, together with the Card Transaction fees, will exceed the available credit balance in your SASSA Account;
 - 4.2.3. not to perform Card Transactions that transgress the Card Transaction limits e.g. daily or monthly limits as set out in the Frequently Asked Questions, that are applicable to your SASSA Account;
 - 4.2.4. to comply, at all times, with all applicable legislation including, but not limited to FICA;
 - 4.2.5. not to use your SASSA Account and/or SASSA Card for any unlawful purpose whatsoever.

- 4.3. Other than as a result of our reckless conduct, under no circumstances shall we be liable to you for any loss or damages whatsoever and howsoever arising including as a result of the Bank refusing to authorise or blocking any Card Transaction on your SASSA Account, or blocking your SASSA Account and/or SASSA Card; or the failure, malfunction or delay of any computer systems (hardware and software), electronic devices including POS Devices, mobile devices or networks required to access your SASSA Account and/or use your SASSA Card.
- 4.4. We shall not be liable to you under any circumstances for consequential, indirect, special, punitive or incidental damages.
- 4.5. It shall, at all times, be your responsibility to satisfy yourself as to the accuracy and completeness of Card Transactions when using your SASSA Account and SASSA Card.
- 4.6. You indemnify us against all claims, damages and losses we may suffer as a result of your use of the SASSA Account and SASSA Card.
- 4.7. **If you dispute any Card Transaction, you must make a Complaint within 3 (three) months of such transaction. If you do not do so, you will be deemed to have waived any right, for repayment or otherwise, which you may have against us in respect of such Card Transaction, regardless the circumstances of the Card Transaction.**
- 4.8. **You will be liable for all amounts owing in terms of these Terms and Conditions, including without limitation, in respect of the SASSA Card Transaction Fees.**
- 4.9. **As security for your obligations set out in paragraph 4.8 above, the money in your SASSA Account and all rights that you may have against us to claim payment of those monies will be subject to a first, perfected, and prior lien, security interest, and right of set-off in our favour and your rights are ceded in security in our favour as continuing, covering security for the payment in full of any amounts you may owe us whether in terms of these Terms and Conditions or otherwise.**
- 4.10. **We may without notice to you, set-off any of your obligations to make payment to us under these Terms and Conditions against our liability to you in respect of any credit balance in your SASSA Account. All amounts owing (or any part thereof) will be debited from the credit balance in your SASSA Account and paid to CPS. If you have insufficient funds standing to the credit of your SASSA Account, you will remain liable to us for any unpaid balance of the amounts owing which were not recovered from your SASSA Account.**

5. COMPLAINTS

- 5.1. You should report Complaints to the Call Centre. All Complaints will be dealt with in accordance with applicable laws and regulations.
- 5.2. For any dispute relating to debit orders, you should first attempt to resolve the dispute with the party with whom the debit order was signed ("the User"). Should this fail, you may contact the Call Centre to report the disputed debit order. All disputed debit orders will be dealt with in accordance with applicable laws and regulations. If you inform us of the dispute within 40 (forty) days of the disputed debit order, we will immediately credit your SASSA Account and return the debit to the User. If you inform us of the dispute after 40

(forty) days of the disputed debit order, we will send a request to the User's bank to provide proof of the debit order mandate. If the User's bank is unable to provide such proof within 30 (thirty) calendar days, we will credit your SASSA Account. If however the User's bank provides sufficient proof of the mandate, you must settle the dispute with the User directly.

5.3. If we do not resolve your Complaint or debit order dispute or if you are not satisfied with the outcome, you may contact the Ombudsman for Banking Services. Physical address: 1st Floor, Houghton Place, 51 West Street, Houghton, Johannesburg South Africa. Postal address: P O Box 5728, Johannesburg, 2000. Telephone number: 011 712 1800 / 0860 800 900. E-mail address: info@obssa.co.za.

5.4. We will not be liable to you if a Merchant does not accept or honour your SASSA Card. You must resolve any dispute directly with the Merchant concerned.

5.5. Any dispute between you and a Merchant will not affect our rights and obligations including, without limitation:

5.5.1. our right to receive payment from you for SASSA Card Transaction Fees; and

5.5.2. the Bank's obligation to effect payments to Merchants and pass corresponding debits to your SASSA Account.

5.6. Should you ask us to reverse any debits to your SASSA Account we are entitled to charge a fee for this service. We do not represent or warrant that we will be successful in reversing debits to your SASSA Account.

6. CONSENTS AND DISCLOSURES

6.1. You consent to us:

6.1.1. carrying out identity and fraud prevention checks on you, and in this regard to collect information about you from third parties;

6.1.2. using your personal information, as defined in the Protection of Personal Information Act 3 of 2014 and including biometric data, to render banking services to you;

6.1.3. providing your personal information to third party service providers for the **express purpose of providing you with the banking services** referred to in these Terms and Conditions, and in this regard you also consent to us as well as the aforementioned parties storing and processing your personal information.

6.2. We shall be entitled to disclose your personal information where we are legally compelled to do so.

7. FOREIGN TRANSACTIONS

7.1. Your SASSA Card may only be used for transactions within the borders of South Africa.

8. FICA DOCUMENTATION

8.1. Should we inform you telephonically that we require proper and legible FICA documentation, i.e. a valid South African identity document or valid proof of residence, you need to go to your nearest Net1 Financial Services branch with the required documentation within 3 (three) working days of the request.

8.2. We reserve the right to suspend your SASSA Account should you fail to provide us with the requested FICA documentation within the aforementioned time.

9. MONTHLY ACCOUNT STATEMENTS

9.1. You can request statements from CPS by calling the CPS Call Centre.

10. ADDRESS AND PARTICULARS

10.1. Your physical address provided to us is the *address* which you choose as the address where any documentation, notice or process of court may be served on you.

10.2. You must promptly advise us in writing of any change to your personal particulars. If you change your residential address or other particulars, you may be required to provide us with documentary proof before we will accept the changes.

11. SUSPENSION, CLOSURE AND TERMINATION OF SASSA ACCOUNT

11.1. If you do not transact on your SASSA Account for 3 (three) consecutive months, your SASSA Account shall become 'dormant'. We shall be entitled to close your SASSA Account 1 month after the SASSA Account becomes dormant.

- 11.2. If you suspect that your SASSA Account, SASSA Card or PIN has been compromised in any way, you must contact the CPS Call Centre. Your SASSA Account and SASSA Card will be suspended immediately. You can go to any SASSA office to re-activate your SASSA Account and SASSA Card.
- 11.3. If we suspect that your SASSA Account, SASSA Card or PIN has been compromised in any way, we may suspend your SASSA Account and SASSA Card and inform you telephonically within a reasonable time of the suspension. You can go to any CPS Branch or SASSA office to re-active your SASSA Account and SASSA Card.
- 11.4. The Bank shall be entitled to close your SASSA Account immediately upon receipt of instructions from CPS to do so.
- 11.5. We may, in our sole discretion and at any time, suspend or terminate your use of your SASSA Account and SASSA Card at any time and without any liability to you whatsoever. If we terminate your right to use the SASSA Card it must be returned to us immediately or destroyed.
- 11.6. The termination of a SASSA Account by you or us shall not affect:
 - 11.6.1. any Card Transaction undertaken prior to the effective date of termination;
 - 11.6.2. the liability of any party in respect of things done or omitted to be done prior to the effective date of termination, and the provisions of this Terms and Conditions shall continue in full force and effect.
- 11.7. **When your SASSA Account is closed in terms of these Terms and Conditions, we will charge you the Account Closure Fee set out in Annexure C hereto.**

12. MINORS

- 12.1. Should you be younger than 18 years of age you represent and warrant that you –
 - 12.1.1. have obtained your guardian's consent to enter into this Terms and Conditions and open a SASSA Account; or
 - 12.1.2. that you are an emancipated minor; and
 - 12.1.3. that you are older than 16 years.
- 12.2. To the extent that you have entered into these Terms and Conditions in your capacity as a guardian for a minor child you:
 - 12.2.1. represent and warrant that you have consented to the minor child entering into this Terms and Conditions; and

- 12.2.2. bind yourself jointly and severally as a surety for, and co-principal debtor *in solidum* with the Cardholder (being the minor child) in respect of all and any amounts which are now, or may become owing by the Cardholder(s) to us.

13. WAIVERS

- 13.1. Any indulgence, leniency or extension of time which we may grant you shall not, in any way, prejudice us or preclude us from exercising any of our rights in the future.

14. GENERAL

- 14.1. If there is a difference between your records and ours, our records will be regarded as being correct, unless you are able to prove otherwise.
- 14.2. To the extent that MasterCard Rules apply to this Terms and Conditions, such Rules are incorporated herein by reference. We undertake to store, process and transmit our cardholder data securely and in accordance with MasterCard and Payment Card Industry Standards.
- 14.3. We may amend these Terms and Conditions at any time. Publication of such amendments by such means as we may select will constitute valid notice of the amendment to you and such amendments will be effective immediately, or as otherwise stated in the notice. **However, if you do not agree with the amendments then you must notify us that you wish to close your SASSA Account. If you do not notify us that you wish to close your SASSA Account, then you will be deemed to have accepted the amendments to the Terms and Conditions.**
- 14.4. You may not amend or vary these Terms and Conditions at all.
- 14.5. Should any clause in these Terms and Conditions become illegal, invalid or unenforceable in any respect the remaining clauses will not be affected or impaired thereby.
- 14.6. These Terms and Conditions shall be governed by, and construed in accordance with, the laws of the Republic of South Africa and all disputes, actions and other matters relating thereto shall be determined in accordance with such laws.
- 14.7. You consent to the jurisdiction of the Magistrate's Court irrespective of the amount in dispute. In the event that we take legal action against you, you agree to pay our legal costs on an attorney and own-client scale as well as tracing agents charges and collection fees.
- 14.8. You may not cede or assign or otherwise make over or dispose of any of your rights or obligations in terms of these Terms and Conditions.

ANNEXURE A TO THE TERMS AND CONDITIONS FOR THE USE OF THE GRINDROD SASSA CARD AND SASSA ACCOUNT FREQUENTLY ASKED QUESTIONS

WHAT TYPE OF CARD AND ACCOUNT DO I HAVE

You are registered on the national social grant payment system of SASSA and qualify for a savings bank account with Grindrod Bank linked to a SASSA branded bank card (the SASSA Card).

HOW DO I GET MY GRANT MONEY ON MY SASSA CARD

- CPS has to verify your fingerprint once every month before you receive your social grant money.
- You can verify your fingerprint at –
 - any SASSA cash pay-point on the specific day that SASSA allows you to draw your money between 09:00 and 16:00, by placing your finger onto the fingerprint scanner on the CPS payment machine; or
 - certain participating merchant stores during operating hours, by placing your finger onto the fingerprint scanner on the loading device in the store. Contact the CPS Call Centre on **0800 600 160** (toll free from a landline) to find the store nearest to you.
- Once your voice or your fingerprint has been verified, your social grant money is loaded onto your SASSA Card and you can start using your SASSA Card.

WHERE AND HOW CAN I WITHDRAW CASH

There are 4 ways:

1. At SASSA cash pay-points

- You may only go to a SASSA cash pay-point on the specific day that SASSA allocates to you between 09:00 and 16:00. This allocated day is specified on your monthly receipt.
- At the cash pay-point a CPS payment officer will assist you to insert your SASSA Card into a payment machine.
- You will be requested to place one of your fingers onto a fingerprint scanner to verify your fingerprint.
- Once your fingerprint is verified, you can determine the amount of money you wish to withdraw.
- The payment machine will then dispense your cash and you will receive a receipt stating the amount you withdrew and how much money you still have available on your SASSA Card.
- The withdrawal is free of charge.

2. At participating merchant stores

- You can use your SASSA Card to draw money at participating merchant stores during operating hours. Contact the CPS Call Centre on **0800 600 160** (toll free from a landline) to find a participating merchant store near you.
- At the cashier, you will be required to verify your fingerprint or to key in your secret PIN.
- Once your fingerprint or PIN has been verified, you can determine the amount you wish to withdraw.
- The cashier or store assistant will then provide you with your money and you will receive a receipt stating the amount you withdrew and how much money you still have available on your SASSA Card.
- The withdrawal is free of charge.
- **ATMs within participating stores attract banking fees, just like normal ATMs. YOU WILL BE CHARGED FEES TO WITHDRAW AT OTHER ATM'S.**
- **No participating store may compel you to purchase goods if you only want to draw money.**

3. At ATMs

- You can use your SASSA Card to draw money on any day and at any time that the ATM is operating.
- You will insert your card into the card reader slot and key in your PIN.
- Once your PIN has been verified, you choose the type of bank account (a savings account) and the amount of money you wish to withdraw up to a maximum of R 5,000.
- Your money will be dispensed by the ATM and you will receive a receipt stating the amount you withdrew and how much money you still have available on your SASSA Card.
- The withdrawal is **not free of charge – normal bank fees will be charged** to your account the following month.

4. At certain non-participating stores

- You can use your SASSA Card to draw money at certain non-participating merchant stores during operating hours. Contact the CPS Call Centre on **0800 600 160** (toll free from a landline) to find a non-participating merchant store near you.
- A cashier or store assistant will insert your card into a point-of-sale device.
- You will be requested to key in your PIN.
- Once your PIN has been verified, you can determine the amount you wish to withdraw.
- The cashier or store assistant will then provide you with your money and you will receive a receipt stating the amount you withdrew and how much money you still have available on your SASSA Card.
- The withdrawal is **not free of charge – normal transaction fees will be charged** to your account the following month.

HOW DO I DEPOSIT MONEY INTO MY ACCOUNT

There are 3 ways:

1. Salary/Third Party Deposit

- You can ask your employer to transfer your salary into your account. For other people who want to put money into your account, simply give them your name, account number and branch code (584000) and tell them it's a savings or cheque account. They can then electronically transfer the money into your account. It should reflect in your account within 24 hours.

2. EasyPay Outlets

- Step 1: Go to any EasyPay point e.g. Checkers, Pick n Pay, SPAR, Woolworths etc. and tell the teller you want to make an EasyPay payment.
- Step 2: Hand the teller the cash that you would like to pay into your account.
- Step 3: Advise the teller to use the EasyPay number on the back of your card (above the EasyPay logo) to complete your deposit. You will receive a slip as proof of payment.
- Your money should reflect within 24 – 48 hours.

3. Electronic Fund Transfer (EFT)

- Step 1: If you have a bank account with another bank, log onto that bank's internet site and set yourself up as a beneficiary with your SASSA Account number and the Grindrod Bank branch code (584000) provided.

- Step 2: Type in the amount you would like to transfer into your account. If it asks you what type of account, you can select either a transmission, cheque or savings account and submit the request.
- Your money should reflect within 24 hours.

WHERE CAN I USE MY SASSA CARD

- You can use your SASSA Card for purchases at any store where MasterCard is accepted.
- A cashier or store assistant will insert your card into a point-of-sale device and you will be requested to enter your PIN.
- Keep all receipts as proof of your purchase.

HOW DO I KNOW HOW MUCH MONEY I HAVE ON MY SASSA CARD

You can request a balance enquiry –

- at SASSA cash pay-points, free of charge;
- through the Call Centre on **0800 600 160** (toll free from a landline);
- at participating stores, free of charge;
- at ATMs at **normal bank charges**; or
- at non-participating stores at **normal transaction costs**.

WHAT FEES DO I PAY

See the detailed fee guide marked as Annexure C.

DO I HAVE ANY TRANSACTION AMOUNT LIMITS

Transaction amount limits depend on the documentation received from you on registration. If you provided a copy of your identity document and proof of where you stay, you are only limited to R 5,000 for ATM withdrawals. However, if you only provided a copy of your identity document and no proof of where you stay, you can only spend R5, 000.00 a day or R25, 000.00 in a month in South Africa and you can't have more than R25, 000.00 in your account. If any of your transactions in one 24 hour calendar day puts you over the R5, 000 daily limit, the transaction will fail and you will get an SMS telling you that you have to report to your nearest SASSA office with your identity document and proof of where you stay. Your account will not be blocked and you will be able to transact again the next day. Proof of where you stay includes a utility bill e.g. electricity or water bill, a recent municipal rates / tax invoice, a recent bank statement or financial statement from another financial institution or a current lease agreement. The document must be less than 3 months old and show your name and your home address. Contact the CPS Call Centre on 0800 600 160 (toll free from a landline) if you are uncertain.

HOW DO I GET A STATEMENT

You can contact the CPS Call Centre on **0800 600 160** (toll free from a landline) and ask for a statement to be sent to you.

WHAT HAPPENS IF I DON'T AGREE WITH A TRANSACTION ON MY STATEMENT

You must contact the Call Centre **first on 0800 600 160** (toll free from a landline) to log your query.

WHAT HAPPENS IF I FORGET MY PIN OR THINK SOMEBODY KNOWS WHAT MY PIN IS

Your PIN is the 4-digit number that you choose when you first receive your SASSA Card. It is your responsibility to keep your PIN safe. If you forgot your PIN, you will not be able to use your SASSA Card where a PIN is required for the transaction. If you suspect someone knows your PIN and uses your SASSA Card without your permission or if you forgot your PIN, you will have to go to your nearest SASSA office to reset your PIN free of charge. You do not need to replace your SASSA Card. You need to inform to report it immediately if you suspect someone knows your PIN and uses your SASSA Card without your permission. This can be done through the **Call Centre on 0800 600 160** (toll free from a landline) or at any SASSA office.

WHAT HAPPENS IF I USE THE WRONG PIN

If you have entered the wrong PIN three times at an ATM, participating store or non-participating store, your SASSA Card will be locked and you will not be able to withdraw money or use your SASSA Card. You do not need to replace your SASSA Card if it is locked, but you will have to go to your nearest SASSA office to unlock your SASSA Card free of charge.

WHAT HAPPENS IF I LOSE MY SASSA CARD

If you lose your SASSA Card you must report it to your nearest SASSA office and get a replacement card at the SASSA office at a cost of R 20. You must contact the CPS Call Centre on **0800 600 160** (toll free from a landline) to block your lost SASSA Card if you cannot go to your nearest SASSA office immediately after you have lost your SASSA Card.

WHAT HAPPENS IF MY SASSA CARD DOES NOT WORK PROPERLY?

If your SASSA Card does not function properly, you must go to your nearest SASSA office to replace your faulty SASSA Card. If you hand over your faulty SASSA Card at the SASSA office, your SASSA Card will be replaced free of charge.

MAY I USE MY SASSA CARD AS SECURITY TO GET A LOAN FROM A MONEY LENDER?

No, you may not use your SASSA Card as security to get a loan from a money lender. You may also not hand over your SASSA Card to a money lender should you have loaned money from a money lender.

ANNEXURE B

DISCLOSURES IN TERMS OF THE FINANCIAL ADVISORY AND INTERMEDIARY SERVICES ACT 37 OF 2002 ("FAIS ACT")

PARTICULARS OF FINANCIAL SERVICES PROVIDER

Cash Paymaster Services (Pty) Ltd ("CPS") is an authorised financial services provider ("FSP") in terms of the Financial Advisory and Intermediary Services Act 37 of 2002 ("FAIS Act"). CPS receives variable commissions and other fees in respect of the intermediary services that it renders.

Registered Name: Cash Paymaster Services (Pty) Ltd
Trading Name: Cash Paymaster Services
Legal Status: Private Company
FSP Number: 46069
Registration Number: 1991/007195/07
Physical Address: 3rd Floor, President Place, Corner Jan Smuts Avenue & Bolton Road, Rosebank, 2196
Postal Address: P.O. Box 2424, Parklands, 2121
Telephone Number: 0800 600 160
Fax: 086 235 7799
Website: www.net1.com
Key Individual: Janie Marx
E-mail Address: janie.marx@net1.com
Compliance Officer: Warren Segall (CO No. 6769)
E-mail Address: janie.marx@net1.com

CPS carries professional indemnity insurance cover and accepts responsibility for the actions of its authorised representatives.

CPS is authorised to render the following intermediary services:

- 1) Long-term deposits (exceeding 12 months)
- 2) Short-term deposits (12 months or less)

PARTICULARS OF PRODUCT SUPPLIER

The SASSA Card programme is operated by Cash Paymaster Services (Pty) Limited, a subsidiary of Net1 Applied Technologies South Africa (Pty) Limited, with banking services provided by Grindrod Bank Limited, an authorised FSP.

Registered Name: Grindrod Bank Limited
Trading Name: Grindrod Bank Limited
Physical Address: 5 Arundel Close, Kingsmead Office Park, Durban, 4000
Postal Address: P.O. Box 3211, Durban, 4001
Telephone Number: 031 333 6600
Fax: 031 571 0505
Website: www.grindrodbank.co.za
Compliance Department: 031 333 6637

CPS does not have any direct or indirect financial interest in the product supplier.

COMPLAINTS RESOLUTION PROCESS

Should you have any FAIS-related complaint, lodge your complaint in writing via post or fax to CPS (see details above). Should you be dissatisfied with CPS's response to your complaint, lodge your complaints by contacting the Independent Adjudicator (see details below).

Should you be dissatisfied with the Independent Adjudicator's response to your complaint, you can contact the FAIS Ombudsman or the Ombudsman for Banking Services within 6 months from receiving the response to your complaint from the Independent Adjudicator:

FAIS Ombudsman:

Postal Address: P.O. Box 74571, Lynnwood Ridge, Pretoria, 0040
Telephone: 012 470 9080
E-mail Address: info@faisombud.co.za
Website: www.faisombud.co.za

Ombudsman for Banking Services:

Postal Address: P.O. Box 5728, Johannesburg, 2000
Telephone: 086 066 2837 / 011 712 1800
E-mail Address: info@obssa.co.za
Website: www.obssa.co.za

ANNEXURE C
GRINDROD SASSA CARD – TRANSACTION FEES

GRINDROD BASIC OFFERING CARD TRANSACTION FEES	
	Pay As You Transact (incl. VAT)
POINT OF SALE	
Monthly Fixed Fee	R10,00
Minimum Balance	R0,00
Balance Enquiry SMS upon EFT Credit	R0,00
RETAILERS	
Balance Enquiry	R1,40
Purchase	R0,00
Withdrawal	R2,53
Cash Back with Purchase	R2,00
Insufficient Funds	R2,00
Daily Limit Exceeded	R2,00
Transaction Cancelled	R2,00
Denied Transaction	R2,00
Hot Card	R2,00
ATM	
GRINDROD ATM	
Cash Withdrawal	R4.00 + R1.50 per R100 or part thereof
Balance Enquiry	R0,00
Insufficient Funds	R0,00
Daily Limit Exceeded	R0,00
Denied Transaction	R0,00
Hot Card	R0,00
Hot Card - Card Capture	R0,00
Invalid PIN	R0,00
Excess PIN Retries	R0,00
Excess PIN Retries - Card Capture	R0,00
Expired Card	R0,00
Expired Card - Card Capture	R0,00
Access Restricted	R0,00
Access Restricted - Card Capture	R0,00
Any Other Invalid Transaction	R0,00
OTHER ATM	
Cash Withdrawal	R5.00 + R1.50 per R100 or part thereof
Balance Enquiry	R5,00
Insufficient Funds	R1,91
Daily Limit Exceeded	R1,91
Denied Transaction	R1,91
Hot Card	R1,91
Hot Card - Card Capture	R5,70
Invalid PIN	R1,91
Excess PIN Retries	R1,91
Excess PIN Retries - Card Capture	R5,70
Expired Card	R1,91

Expired Card - Card Capture	R1,91
Access Restricted	R1,91
Access Restricted - Card Capture	R5,70
Any Other Invalid Transaction	R1,91
OTHER TRANSACTIONS	
Account Closure Fee	R50,00
Card Replacement Fee	R21,50
Mobile Banking Fee - Airtime Purchase	R0,50
Electricity - SMS Fee	Fee 50c per token/SMS
My Balance Fee	R 0.75 (Max R7.50 per month)
My EFT Debits Fee	R 0.75 (Max R7.50 per month)

The SASSA Card programme is brought to you by Cash Paymaster Services (Pty) Limited (Registration number: 1971/007195/07), a subsidiary of Net 1 Applied Technologies South Africa (Pty) Limited, with banking services provided by Grindrod Bank Limited, an authorised FSP. Cash Paymaster Services (Pty) Ltd ("CPS") is an authorised FSP (FSP number 46069) and licensed as a financial services provider in terms of Section 8 of the Financial Advisory and Intermediary Services Act 37 of 2002 ("FAIS Act").