



# HOW TO CLAIM

CLAIMS OPEN ON 16 SEPTEMBER 2024

1



CLAIM VIA  
MEMBER  
PORTAL,  
FRONTOFFICE  
CALL CENTRE

2



REGISTER/  
LOGIN ON  
THE  
MEMBER  
PORTAL

3



CLAIM BY  
SELECTING THE  
TWO POTS ICON  
ON MEMBER  
PORTAL

4



HOME AFFAIRS  
DATA  
VERIFICATION

5



INDICATE ANY  
SECTION 37D  
DEDUCTIONS

6



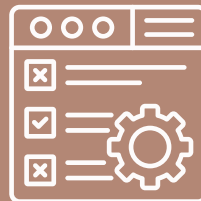
COMPLETE  
BANK DETAILS  
AND AMOUNT  
TO BE  
WITHDRAWN

7



FOLLOW LINK  
FOR FACIAL  
VERIFICATION

8



VALIDATION  
CHECKLIST  
WILL DISPLAY

9



YOU WILL  
RECEIVE SMS  
CONFIRMATION

10



TAX, CLAIM  
FEE AND  
SECTION 37D  
WILL BE  
DEDUCTED

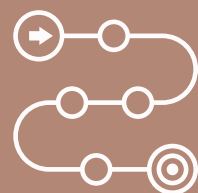
11

YOU WILL RECEIVE  
SMS CONFIRMATION  
ONCE PAYMENT IS  
DONE WITH LETTER  
AND IRP5/IT3A



12

ALLOW 4  
WEEKS FOR  
PROCESSING  
OF CLAIM



## WHERE TO CLAIM

### WALK IN CENTRE

- JHB
- PE
- DURBAN
- CAPE TOWN
- BLOEMFONTEIN

### MEMBER PORTAL

[psspf.benefitcounsellor.com](https://psspf.benefitcounsellor.com)

CALL CENTRE 0861 177 775

CHAT CENTRE 087 240 7006