



National Student Financial Aid Scheme

PRESS RELEASE

MARCH 27, 2020

NSFAS UPDATE ON THE NATION-WIDE LOCKDOWN

Following the directive by President Cyril Ramaphosa of a nation-wide 21-days, lock-down, and an update by the Minister of Higher Education, Science and Technology Dr Blade Nzimande the National Financial Aid Scheme (NSFAS) has applied precautionary measures in line with the lock-down.

NSFAS offices will be closed for the duration of the lock-down. This closure will not have an impact on NSFAS operations with regards to the student cycle (application processing, appeals, and allowances) however the Contact Centre number will be suspended for the duration of the lock-down.

A contingency plan has been implemented to strengthened alternative communication channels and platforms to ensure full accessibility.

NSFAS has introduced a virtual contact centre which is accessible from 08h30 to 17h00, Monday to Friday on the following platforms:

- Email: info@nsfas.org.za
- Facebook: National Student Financial Aid Scheme
- Twitter: myNSFAS
- Instagram: myNSFAS
- NSFAS Connect: www.nsfas.org.za and log into your myNSFAS account

NSFAS Connect gives a student access to quick facts, frequently asked questions, submit and track a query using a case number.

NSFAS would like to encourage students to monitor their MyNSFAS profiles for funding statuses, and updates. Students who do not have the MyNSFAS profiles need to register and open these profiles urgently.

ISSUED BY: NSFAS ADMINISTRATOR, DR RANDALL CAROLISSEN

The above contact details are to be used for media purposes only. For any other inquiries contact 0800 067 327

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Private Bag X1, Plumstead, Cape Town, 7801

T: 0800 067 327 | 021 763 3200
E: info@nsfas.org.za
W: www.nsfas.org.za

OFFICE OF THE ADMINISTRATOR

The appointment of Dr Randall Carolissen as the Administrator to the National Student Financial Aid Scheme is in terms of Section 17A to 17D of the NSFAS Act (Act 56 of 1999 as amended), effective from August 21, 2019 as published in the Government Gazette by the Minister of Higher Education, Science and Technology, Dr Bonginkosi Emmanuel Nzimande, MP.