



the gpaa

Department:
Government Pensions Administration Agency
REPUBLIC OF SOUTH AFRICA

MEDIA STATEMENT

17 April 2024

For Immediate Release

GPAA SYSTEMS RESTORED, PENSION ADMINISTRATION BACK TO NORMAL

The Government Pensions Administration Agency (GPAA) wishes to correct the article published by *MyBroadband* on 15 April 2024 (***The system is offline-Government pension fund goes silent after data breach***). On 16 February 2024, the GPAA experienced a cyber-attack which necessitated the agency to shut down its systems. The shut down was a swift precautionary measure to terminate possible interface with external systems while we investigated the extent of the breach. The GPAA went on and took appropriate steps to intensify its security and safety.

The GPAA acknowledges and understands the temporary inconvenience that this had caused for Government Employees Pension Fund (GEPF) clients. Since the incident occurred, the GPAA has undertaken an extensive process to restore ICT services and capabilities without compromising the security of the organisation's information and technology assets. Our systems have since been restored and we continue to pay pension claims.

We strongly condemn the claims by *MyBroadband* that our systems are down and clients cannot verify or have a view of their benefits (*"No government employee is able to see what their pension is sitting at."*) This is factually incorrect and creates the false impression that at the current moment or the date of publishing the story, our systems were down.

The only system that is down is the Self-Service App (a recently created solution), which is not the only platform that our clients can use to access their profiles or benefit statements. The Self-Service application makes it easier for clients to access the information that is available on our pension administration solution without accessing the other channels available for requesting information. We created the Self-Service App to improve our client offering and are proud of it. However, we have been servicing our clients prior to the onboarding of the solution and its temporary unavailability does not make it impossible for clients to interact with us. We have never closed our doors or stopped processing pension. *MyBroadband* has failed to adhere to one of the basic tenets of journalism, namely, give the GPAA an opportunity to state its side of the story before publishing misleading and inaccurate information.

Work on the recovery process of the Self-Service App is ongoing. We will bring it back online after the solution has been tested and confirmed as safe. It should be noted that the recovery work will include the strengthening of security and this could take longer than anticipated. This is however the correct path to follow if we are to avoid any future occurrences.



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We also wish to reiterate that payment of benefits has not been affected in anyway. The turnaround time for payment of pensions remains 60 days and those who believe that their cases are overdue should enquire with us via the Call Centre number stated below or visit their nearest office. Employer departments should continue to submit exit claims as per the usual processes that existed prior to the incident. **All monthly pensions payments for the months of February, March and April 2024 were processed to our pensioners.**

Members, pensioners and beneficiaries can now do the following for assistance regarding any pension related enquiries:

1. Visit the nearest GEPF branch.
2. Contact the call centre on 0800 117 669.
3. Send an email to enquiries@gepf.co.za

All members may also contact their respective provinces directly on the following e-mail addresses:

North West: northwestenquiries@gpaa.gov.za

KwaZulu Natal: kwazulunatal.enquiries@gpaa.gov.za

Free State: freestatenquiries@gpaa.gov.za

Eastern Cape: ecpenquiries@gpaa.gov.za

Western Cape: westerncapenquiries@gpaa.gov.za

Northern Cape: northerncape.enquiries@gpaa.gov.za

Mpumalanga: mpumalangaenquiries@gpaa.gov.za

Limpopo: limpopoenquiries@gpaa.gov.za

Gauteng: gautengenquiries@gpaa.gov.za

/Ends.

Media Enquiries: media@gpaa.gov.za /Mack Lewele 082 450 5076

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