

Facility Name			
Monitor name			
Date			
Facility Type	(mark one with an X one below)		
SAPO	Paypoint	Community Hall	Other:

Survey

1. Gender

Male	Female
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2. Age

Under 25 years	26-40 years old	41-60 years old	Older than 60 years
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3. What kind of grant/s do you receive - or are you applying for? (Select all those that apply)

	State Old Age Grant
	Disability Grant
	Child-Support Grant
	Foster Child Grant
	Care Dependency Grant
	War-Veteran's Grant
	Social Relief of Distress
	Grant in aid

4. How did you know that you had to do a card swap?

SASSA	Media	Word of Mouth	Other:
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5. Which documents were you told to bring with?

ID document	Bank card	Other: (please specify)
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6. Was your card swop successful?

Yes?	No?
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7. If no, why did you need to come back? (Select all those that apply)

<input type="checkbox"/>	The system was offline
<input type="checkbox"/>	The SASSA / SAPO card was out of stock
<input type="checkbox"/>	I was missing some of the documents
<input type="checkbox"/>	Biometric authentication failure
<input type="checkbox"/>	Other (please specify)

8. How many times have you come to this office for the same issue - because it was not resolved the first time?

<input type="checkbox"/> This is my 1st visit for this issue	<input type="checkbox"/> This is my 2nd visit for this same issue	<input type="checkbox"/> This is my 3rd or more visit for this same issue
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9. SAPO Bank account

Please answer **yes** or **no** to the following questions, by indication of an 'x'

	Yes	No
Did you receive all of these documents:		
Description of bank account		
Rates and fees		
Terms and conditions		
Were the documents explained in a way you could understand?		

Did you set your new card up with a fingerprint?		
Did you set your new card up with a pin?		
Are you aware of the complaints procedure?		
Did you know that if you use your card at a commercial ATM you will pay bank charges?		

10. Excluding queue time, how long did it take for the process to be completed once you were at the counter?

5 mins or less	6 - 10 mins	11 - 15 mins	16 - 20 mins	more than 20 mins
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11. How long did you stand in queue for?

Less than 30 minutes	30 minutes - 1 hour	1 - 2 hours	2 - 4 hours	4 - 6 hours	More than 6 hours
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12. How easy is it for you to get to this facility?

Very difficult	Difficult	Easy
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13. How far do you have to travel to get to this facility?

Under 2km	Between 2km and 5km	Between 5km and 10km	Over 10km
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14. What was the total amount you had to pay for the transport to get to this facility?

Nothing	Less than R10	R11 - R25	R26 - R50	R51 - R75	More than R75
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15. What do you think about the service provided at this facility? (Select a single answer using an X)

	Poor	OK	Excellent
What was the state of the waiting area?			
Is there adequate shelter, seating, toilets, disability access, clean water and cups, good ventilation?			
Were queues managed well?			
Were you treated respectfully?			
Did the staff work hard to help people?			

16. Do you know where to receive your next payout?

SAPO	Commercial ATM	Merchant / Retailer	Other: (please specify)
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17. Follow up

Please indicate if you would be happy for us to potentially follow-up within in the upcoming months:

Yes - I am happy to be part of the follow-up group	No - I would not like you to follow up
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If you are happy to continue and be part of this research, please provide your consent by giving us some of your details:

Full Name

Contact Number