



WELCOME TO OUR

Monthly Newsletter

we're so glad you're here!

FICA Lite Cards Limit change

FLEXPAY (PAYMENTOLOGY - PROCARD)

Please note that Flexpay has changed their name to Paymentology.

Effective 1 May 2024, any FICA Lite cards with balances exceeding R25,000 will go into restricted status. In addition, any loads that will increase the balance to more than R25,000 will be rejected. Restricted cards will not be usable. In short the balance of incoming and outgoing amounts cannot exceed R25,000.

However, should the change affect your cardholders, we recommend that you migrate the affected cardholders to the FULL FICA product by submitting the required documentation. i.e.

- South African Residents: Identity document + Proof of Address
- Temporary Residents: Passport + Permit + Proof of Address
- Asylum Seekers: Asylum Seekers Document + Proof of Address

Please contact Paymentology at support@paymentology.com or 0861 10 12 10 / 011 514 2600.



Paysoft Disbursement / Lite Cards limit changes

Please take note of the limit changes with regards to Paysoft Disbursement and Lite cards.

Card product comparison

DESCRIPTION	DISBURSEMENT CARD	LITE CARD	PLUS CARD
FICA requirements	Name, surname, ID number or Passport number	Copy of ID document only (SA Residents), or copy of Passport & Work Permit (Temporary Residents)	Copy of ID document (SA Residents), or copy of Passport & Work Permit (Temporary Residents) plus Proof of address
International transactions	Not Allowed	Allowed	Allowed
Balance thresholds	R 10 000.00	R 20 000.00	No limit
Maximum daily credit into account	R 10 000.00	R 20 000.00	No limit
Maximum daily debit spend	R 10 000.00	R 20 000.00	No limit
Maximum monthly debit spend	R 10 000.00	R 20 000.00	No limit

**“Training is not an expense, but an investment in human capital.”
- Roy H. Williams**

We have noticed that users are experiencing difficulties and frustration as a result of not having had training. If you are using our software, you should have attended at least one training session, as per our terms and conditions.

If you have never had training on our software before, please contact us to arrange a training session at your convenience.



BCEA Earnings Threshold

BASIC CONDITIONS OF EMPLOYMENT ACT

The Minister of Employment and Labour issued Government Gazette Number 50254 on 5 March 2024 to increase the BCEA Earnings threshold from R241 110.59 per annum to R254 371.67 per annum with effect from 1 April 2024.



High Call Volumes

With the IRP5 season in full swing, we are experiencing high call volumes. Every client's call is extremely important to us, and we will get back to you as soon as possible.

Please feel free to use the automated callback function on our telephone system, by leaving a voice message. Our integrated system automatically logs a support ticket, with the voicemail attached, which ensures that you are called back as soon as possible.

In addition to contacting us telephonically, you can send us an e-mail, with a detailed explanation of your problem, to support@donkerhoekdata.co.za . You can also chat to us via our website's chat-function at www.donkerhoekdata.co.za .

Your patience is greatly appreciated during this busy time

IMPORTANT DATES

21 March 2024	Human Rights Day – Public Holiday
29 March 2024	Good Friday – Public Holiday
01 April 2024	Family Day – Public Holiday
01 April 2024	2024 Employer Reconciliation Submissions Open
27 April 2024	Freedom Day – Public Holiday
01 May 2024	Workers Day – Public Holiday
29 May 2024	Election Day – Public Holiday
31 May 2024	2024 Employer Reconciliation Submissions End

License & Account Queries

PLEASE CONTACT OUR ACCOUNTS DEPARTMENT.

T: +27 (0)21 874 1047 E: accounts@donkerhoekdata.co.za

Thank You!

T: +27 (0)21 874 1047 F: +27 (0)86 439 519



[@donkerhoekdata](#) | sales@donkerhoekdata.co.za

www.donkerhoekdata.co.za