



National Student Financial Aid Scheme

10 Brodie Road, House Vincent, 2nd Floor, Wynberg, Cape Town, 7700  
Private Bag X1, Plumstead, Cape Town, 7800  
Tel No.: 0860 067 327 | 021 763 3200 | Email: info@nsfas.org.za

**OFFICE OF THE EXECUTIVE OFFICER**  
**CONFIDENTIAL**

**THE COMMUNICATORS FORUM**

Dear Members

**ADVICE ON RECENT PHISHING SCAM TARGETING NSFAS FUNDED STUDENTS**

We would like to advise you, as members of the Communicators Forum, and request that you assist us in advising our valued students who are funded by the National Student Financial Aid Scheme (NSFAS) that there is currently a phishing scam targeting students, including first-entering and returning students.

The scammers are advising our students that there is a technical issue with the NSFAS sBux system and subsequently, NSFAS will be making contact with them. **Please note that this information is incorrect** and it is a scam that is used to get hold of personal details and personal information of our students. Phishing messages and phone calls are designed to steal money. We urge and warn every student to be cautious and report whenever they receive the following SMS:

*'Dear Student, due to technical issue we are updating sbux accounts. You will be contacted by our agent your cooperation will be appreciated. NSFAS RefNo.062638'*

As our most valued customers, we would like to advise all the students that **these SMSes are NOT from NSFAS** and NO contact centre agent will contact any of our students to ask for any personal details especially asking for pin/password or voucher number. Please be aware that NSFAS is not having any technical issue with sBUX and we are not updating any accounts.

We urge our students to rather contact NSFAS on 08600 67 327 upon receiving these suspicious SMS.

Issued by

**Kagisho Mamabolo**  
**Head of Marketing and Communications**  
**Cape Town**

**28 April 2017**



**Board Members:**

Mr Sizwe Nxasana - Chairperson | Msulwa Daka - Executive Officer | Ms Julia De Bruyn |  
Mr Jaco Van Schoor | Mr Lumko Mtimde | Ms Nafisa Mayat | Mr Nathan Johnstone  
Prof Neil Garrod | Ms Sibongile Masinga | Prof Themba Mosia | Mr Thabo Moloja | Mr Yershen Pillay | Ms Pearl Whittle



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