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Circular: 0015/2024
Expiry date: None

To: Deputy Directors-General, Chief Directors, Directors, Deputy Directors, Chief Education Specialists, Circuit Managers, Principals/Line Managers and recognised employee parties

Short summary: *Implementation of the amended Z56 form for the change of banking details and withdrawal of the use of affidavits in respect of both brick-and-mortar and virtual banking to counteract fraud.*

Subject: Implementation of further amendments to the Z56 form and the process whereby employees change their banking details

1. This circular must be read in conjunction with Circular 0020/2002, dated 14 February 2002, Circular 0120/2003, dated 07 May 2003, Circular 0036/2006, dated 30 June 2006, and Circular 0075/2021, dated 19 November 2021, concerning the need to deposit all salary and related payments directly into employees' bank accounts. This circular serves to repeal and replace the abovementioned circulars insofar as they enforce the use of forms or procedures concerning the payment of salaries directly into employees' bank accounts.
2. The current process of informing the Western Cape Education Department (WCED) of a change of banking details requires employees to sign the Z56 form in the presence of a Commissioner of Oaths to attest to the validity of their banking details. However, despite this control measure the sophistication of fraudsters has necessitated the further strengthening of the change of banking details process.
3. The revised Z56 form requires the details of the employee's supervisor, line manager or principal. It also requires a representative of the bank where the account is held to attest to the correctness of the banking details provided.
4. The inclusion of a banking details confirmation letter from the bank remains a requirement as banking details will not be uploaded to or changed on PERSAL without it. No electronic signatures will be accepted.
5. The Z56 form must be provided to the Directorate: Service Benefits via the employee's supervisor, line manager or principal. The only exception to this will be the hand delivery of the Z56 form and supporting documents to the WCED's Walk-In Centre by the employee themselves. The employee will be required to provide his/her barcoded identity document (ID) or Smart ID card to the Client Services agent to verify his/her identity and to make a copy thereof which must accompany the Z56 form.

6. **The WCED will continue to accept the electronic submission (via email) of compliant banking details change requests sent via supervisors, line managers or principals. Staff from the Directorate: Service Benefits will advise employees of further checks and, if successful, the banking details change will be captured on PERSAL. The WCED reserves the right not to change banking details should these checks fail. For security purposes the nature of these further checks cannot be divulged in this circular as it could compromise the process and assist fraudsters.**
7. In respect of virtual banking, the employee must make provision for the time that it will take the bank to process the Z56 form and, if not directly employed by the bank, the representative of the bank must provide proof of appointment by the bank to act as a broker or representative on its behalf. A banking details confirmation letter from the bank must accompany the Z56 and supporting documents.
8. The amended Z56 form can be accessed and downloaded from the People Management Practices System.
9. When requesting a change in banking details, employees must ensure that they do not close their existing bank accounts until their salaries have been paid into their new bank accounts. If needed, the WCED Client Services may be contacted on 0861 819 919 to confirm whether the banking details change has been finalised on PERSAL. **The Client Services agent will only be allowed to confirm or deny whether the banking details provided by an employee reflect on PERSAL and will under no circumstances provide any banking details to any employee or enquirer.**
10. This new process will take effect from **01 June 2024**.
11. The WCED takes any fraudulent activity implicating itself or its employees seriously and is working on measures to manage the consequences of such actions. Consequence management is a proactive tool in the evolution of processes and systems to ensure that, in this instance, employees' salaries are safeguarded and those that attempt to commit fraud face the consequences of their actions.
12. Supervisors/line managers/principals must ensure that the content of this circular is brought to the attention of all their staff and keep evidence that it has been communicated.

SIGNED: LJ ELY

ACTING HEAD: EDUCATION

DATE: 2024-04-19