



## REPUBLIC OF NAMIBIA

### Ministry of Finance

---

## Frequently Asked Questions about the Emergency Income Grant of the Economic Stimulus and Relief Package

---

### 1. What is the Emergency Income Grant (EIG)?

The Emergency Income Grant is a once-off payment of N\$750.00 in cash per qualifying person on the basis of having lost income or experienced difficult circumstances during the COVID-19 lockdown periods. The grant seeks to provide interim relief for the most vulnerable in our society at household level in all regions of the country. This will help to ensure that a basic standard of living is maintained during the lockdown periods.

### 2. Who qualifies to be beneficiary of the Emergency Income Grant?

All Namibians 18 – 59 years of age employed or self-employed in the informal sector and have lost income during the lockdown period. All the unemployed persons in this age bracket also qualify for this grant. Employed persons and persons who receive other state grants do not qualify for the EIG grant. Persons who have lost jobs or reduction of income in the formal sector of the economy will be assisted by the Social Security Commission or other announced support measures.

### 3. How should I apply for the Emergency Income Grant?

Applications will be made through MTC (Mobile Telecommunications Limited Pty, Ltd). Each applicant must undertake that his or her information will be verified and may be used for tax enforcement purposes. Criminal charges will be laid against those who intentionally provide false information to fraudulently gain from the EIG.

The application process takes less than 5 minutes.

**Step 1:** SMS the letters “EIG” to 141222 from any MTC number

**Step 2:** Read the disclaimer carefully and if you qualify and agree proceed using the easy to follow prompts and screens that will display during the application process

**Step 3:** Enter your Surname as indicated on your Namibian ID card

**Step 4:** Enter your full ID number (11 numbers for new IDs and 13 number for old IDs)

**Step 5:** Enter the cell phone number to which the bank must send your e-token (this does not have to be the same number as the phone you are using to apply)

**Step 6:** Enter the number that corresponds to the region listed in which you live

**Step 7:** Enter the number that corresponds to the bank service that you prefer to collect your income grant from

**Step 8:** Enter the number that corresponds to your income level in the previous month

**Step 9:** Enter the number that corresponds to your income level in the current month

**Step 10:** Commit to an undertaking that the information provided is correct and can be verified with law enforcement or other sources.

**Step 11:** Your application will now be processed – please allow 72 hours for the process to be completed. First payments will be made on 14 April 2020.

### 4. Do Namibians already receiving existing state grants qualify for the Emergency Income Grant?

No. Persons already receiving social grants do not qualify for the Emergency Income Grant

### **5. Do students qualify for the Emergency Income Grant?**

Students receiving NSFAP grants and loans are already recipients of Government funds, and do not qualify for the grant.

### **6. What are the requirements for applying for this grant?**

This is a self-nomination process whereby applicants are required to have, or make use of an active cell phone number, Namibian ID number and send their name through an SMS to 141222. SMS "EIG" to 141222 to start the registration process, or dial \*141\*222#.

### **7. What will happen if I do not have an ID No?**

You require a valid Namibian ID in order to complete the verification process, thus you would be unable to register for the grant if you do not have a Namibian ID. Please apply for a Namibian ID with the Ministry of Home Affairs, Immigration, Safety and Security.

### **8. Is the SMS process applicable to other mobile telecommunications services provider?**

You would have to register via an MTC number (even if it is not your own phone). At the fifth step in the registration process, you must then enter your own cell phone number – here you can enter a non-MTC number.

### **9. How will I received my money?**

After the approval of the application, you will receive a token from the bank you have selected in the application process. The token would be for one of the following e-money products offered by the respective bank namely; e-wallet, bluewallets or easy-wallets. The token can then be redeemed using the cardless services at that bank's ATM, or can be used to transact directly via the various value added services provided by the various wallets. Payments of the Emergency Income Grant shall commence on 14 April 2020.

### **10. Do I need to have a bank account or existing wallet to benefit from EIG?**

No. The funds will be transferred via the e-money token of your preferred bank. If you do not have a wallet, one will be automatically created for you.

### **11. How long should one wait for the application to be approved?**

The approval process can take up to 2 days. You will be notified once your application has been approved. After this you should receive your token from the bank within 24 hours. Payments of the Emergency Income Grant shall commence on 14 April 2020. Please be patient as we will be dealing with a large number of recipients.

### **12. How many times will the grant be given to the beneficiaries?**

This is a once off payment, which is only aimed at supporting individuals, households and communities during the current lockdown period. Beneficiaries are urged to use the grant prudently and for securing the most basic needs.

### **13. What if an applicant does not own a cell phone?**

Applicants who do not own a cell phone can apply through a trusted person's phone using your own information. At the fifth step in the application process, you must enter the number to which the e-token should be sent. Do not give your information to a person who you do not trust.

### **14. Until when am I allowed to apply for the EIG and what will happen if I don't apply by that time?**

The system will be open for applications until 30 April 2020 at 11:00am. After this time, you will no longer be eligible for the Emergency Income Grant.

### **15. I don't have a cell phone wallet, what should I do?**

If you do not have a wallet, don't worry. Pick your preferred banking institution (preferably the one with the closest ATM, and one without long ATM queues for social distancing purposes) and a wallet will be automatically created for you.

### **16. How do I know when I have been verified and when payment has been made?**

You will receive an SMS when you are verified and a further SMS when payment is made. Please be patient as we will be dealing with a large number of recipients.

### **17. Why am I not eligible, I have also experienced hardship due to COVID-19?**

There are various support initiative in the COVID-19 response package, and the EIG is just one. If you are ruled out of receiving this support, there will be another support package that you can apply for. Please consult the list of packages announced by the Minister of Finance and the Social Security Commission to see what other support is available.