

WE HAVE LAUNCHED NSFAS CHAT

NW1@nsfas.org.za and **NSFAS Connect** is no longer available. We have introduced **NSFAS Chat** to simplify your **customer service experience**. **NSFAS Chat** is now available for all NSFAS Wallet reset requests.



For students with NSFAS Wallet reset, unlock or unblock requests, the below steps are available to assist you:

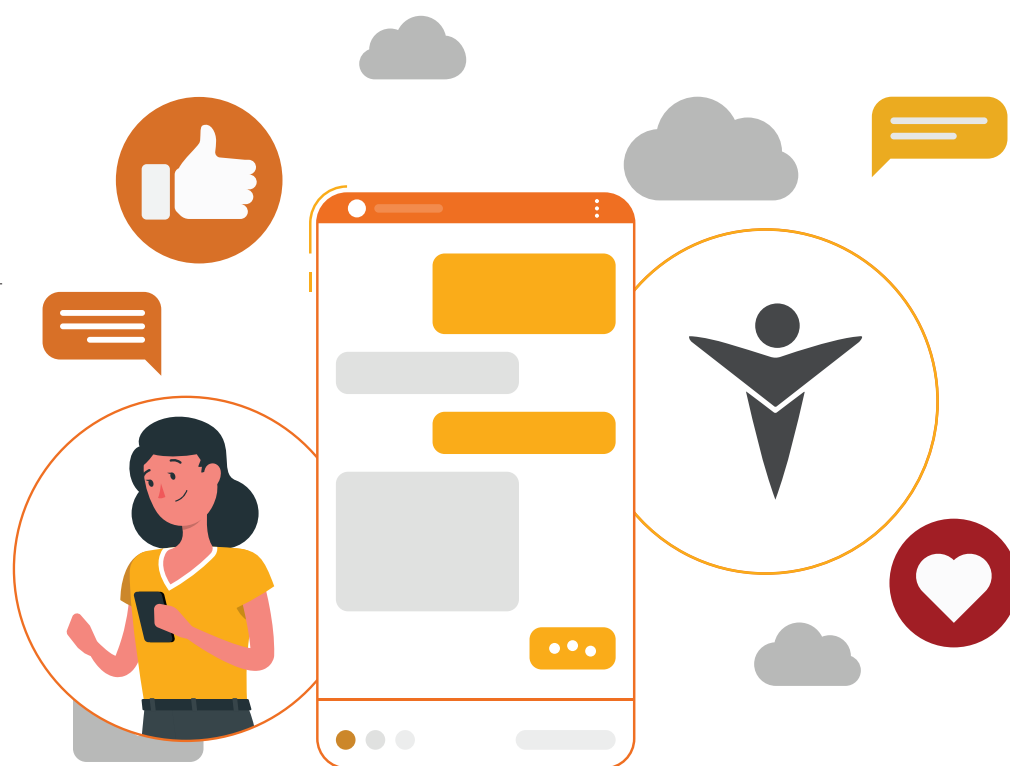
To reset your NSFAS Wallet account: Log on to your **myNSFAS account** by going to **www.nsfas.org.za**, click **myNSFAS**, log into your **account** and click **NSFAS Chat**. To chat to one of our friendly consultants. To assist you with **resetting your NSFAS Wallet account**, you will be requested to provide a **copy of your ID** as well as your **cellphone number** and **email address**.

To unlock your NSFAS Wallet: Send an email to **unlock@nsfas.org.za**. Please provide the following information in your email:

- ✓ Your **ID Number** and **ID copy**
- ✓ Your **full names** and **surname**
- ✓ Your **cellphone number** and **email address**
- ✓ Your **physical** and or **postal address**
- ✓ Full description of your **query**

To unblock your NSFAS Wallet: Send an email to **unlock@nsfas.org.za**. Please provide the following information in your email:

- ✓ Your **ID Number** and **ID copy**
- ✓ Your **full names** and **surname**
- ✓ Your **cellphone number** and **email address**
- ✓ Your **physical** and or **postal address**
- ✓ Full description of your **query**



For Any other NSFAS Wallet questions: Send an email to **walletquery@nsfas.org.za**. Please provide the following information in your email:

- ✓ Your **ID Number**
- ✓ Your **full names** and **surname**
- ✓ Your **cellphone number** and **email address**
- ✓ Your **physical** and or **postal address**
- ✓ Full description of your **query**

Should you need help with any other NSFAS query, you can get in touch using the following channels:

✉ **Email:** info@nsfas.org.za

📘 **Facebook:** National Student Financial Aid Scheme

🐦 **Twitter page:** @myNSFAS

📷 **Instagram:** @myNSFAS