

## INTERNAL MEMO

**TO: ALL NSFAS STUDENTS**  
**FROM: STUDENT FINANCIAL AID**  
**DATE: 08 SEPTEMBER 2021**  
**RE: UNLOCKING YOUR NSFAS WALLET**

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Dear students,

### To unlock your account

Send an email to the contact center using the following email [unlock@nsfas.org.za](mailto:unlock@nsfas.org.za) and cc [wallet@cjc.edu.za](mailto:wallet@cjc.edu.za)

- ID Number and ID copy (front and back)
- Full names and surname
- Cellphone number and email address
- Physical and or postal address
- Full description of your query

### To verify your account

Send an email to the contact center using the following email [unverify@nsfas.org.za](mailto:unverify@nsfas.org.za) and cc [wallet@cjc.edu.za](mailto:wallet@cjc.edu.za)

- ID Number and ID copy (front and back)
- Full names and surname
- Cellphone number and email address
- Physical and or postal address
- Full description of your query

### To unblock your account

Please go to your Student Support Office to complete the allocated form and submit your certified ID copy.