NOTICE TO PENSIONERS: Proof of Life Verification 2026

To ensure the regular payment of pensions, starting from **18 September 2026**, all INPS pensioners residing in South Africa will receive a specific paper form by post from Citibank. This form must be completed, and **proof of life must be submitted by 18 January 2027**, using one of the following methods:

1. By post

Send the Citibank form to the following postal address:

PO Box 4873, Worthing BN99 3BG, United Kingdom

The form must be correctly completed, dated and signed, accompanied by supporting documentation, and countersigned by an **"acceptable witness"** (see the list at: https://www.citibank.com/tts/sa/inps/acceptable_witness.html).

2. Through an authorised Patronato (pension assistance office)

You may request assistance from an authorised Patronato that has access to the Citibank online portal:

- **ACLI** 95 Linksfield Road, Dowerglen/Edenvale 1609 – Johannesburg
  Email: cev@paclisa.co.za
  WhatsApp: 072 803 0811
  Contact person: Ms Renata Scaricabarozzi
- **UIM** 71 Linksfield Road, Dowerglen/Edenvale 1612 – Johannesburg
  Email: uim@uimsudafrica.com
  WhatsApp: 074 947 9877
  Contact persons: Ms Francesca Cristaudi, Ms Flaiani and Ms Gadaleta

3. In person at the Consulate General

Starting from **21 October 2026**, you may visit this Consulate General on **Wednesdays between 11:30 a.m. and 1:00 p.m., without an appointment**.

You must bring and submit at the counter:

- The form received from Citibank, correctly completed with your personal details and signed.
- A photocopy of a valid identity document.

4. By collecting your pension in person through Western Union

You may collect your pension in person at Western Union agencies in South Africa.

Collecting your pension in this manner constitutes valid proof of life, thereby exempting you from having to send the paper form to Citibank.

Special circumstances

If the pensioner is physically or mentally incapacitated, resides in a public or private nursing home or healthcare facility, suffers from medical conditions that prevent them from travelling, is legally incapacitated, or is being held in a detention facility, it is necessary to contact **Citi's support service**.

Upon request, Citi will send the alternative proof-of-life certification form by email.

Alternatively, this form may be requested from the aforementioned Patronati, as they are able to generate and print the documentation required for the alternative proof-of-life procedure.

Important reminder

Pensioners who have not received the form sent by Citibank N.A. may request it from the Patronati authorised to access the Citibank agent portal. These offices can also carry out proof-of-life verification through a **video call service**.

Further information and contact details

Website: www.inps.citi.com
Email: inps.pensionati@citi.com
Citibank toll-free number: **0800 0322913**