



# FAQs

## ASSET ASSIST PROGRAMME

### SYSTEM FAQs

- **What happens if we don't get confirmation email after creating the account?** Use the attached Registration, Login, Basic Screening & Finance Application Steps for Asset Assist.
- **Will the system allow you to apply if you have previously applied or have an existing application under way?** Yes, if the application was not approved or unsuccessful in the previous call. It will allow if you were not previously approved.
- **For companies registered with CIPC and SARS is it possible to proceed with the application if you have not provided the tax information?** You need to provide that registration information if the company is registered with CIPC and SARS.
- **Will the system allow you to proceed if you have not captured the contact details and members details?** The information must be provided, and membership or shareholding must be 100%.
- **Is it compulsory to complete the Development Impact Statistics?** Yes, it is compulsory.
- **Is it compulsory for applicants to capture target market?** Yes, it is compulsory.
- **Will the system allow you to proceed if you have not captured most recent clients and clients you are targeting?** Yes, it will but its recommended you capture the information if available.
- **Is it compulsory to capture turnover information?** For existing business, it is compulsory and if its over R1m, it will not allow applicants to proceed.
- **Is it compulsory to complete previous financial support?** Yes, it is.
- **Is it compulsory to attach the supporting documents?** Yes, it is and must be in line with the list of documents as advertised.
- **Will the application be registered if the applicant does not finish all the steps and click finish tab?** No, it will not be registered if the applicant number has not been generated. Applicants must complete all the steps and click finish to receive the application number.
- **Where should I send queries if I get stuck while processing the application?** servicedesk@dsbd.gov.za

### PRODUCT FAQs

- **Do start-ups qualify for the Asset Assist funding?** Yes, they qualify.
- **Does a sole proprietorship qualify for the Asset Assist Funding?** Yes, they qualify.
- **Does an informal or unregistered business qualify for Asset Assist Funding?** Yes, they qualify.
- **Can the applicant qualify for funding whilst registering for permits in line with the legislative requirements governing the type of business?** Yes, but it must provide proof that they are in the process of applying for the permits.
- **What if the owner is not actively involved in running the business but employs a full-time employee to run the operations?** Yes, they apply.
- **Do applicants with default judgements and/ or court judgements qualify for the funding?** Yes
- **Will applicants based in Peri urban areas qualify for the Asset Assist funding?** Yes, they qualify.
- **Will cooperative trust qualify for the Spaza Shop Funding?** No, they do not qualify as they are a specific programme for Cooperatives.
- **Will equipment/machinery/stock only be purchased via specific delivery channels or will applicants be allowed to purchase from other suppliers?** A Delivery Channel Partner will be appointed by the Department to purchase and deliver approved equipment.
- **Do non-South Africans qualify for the funding?** Yes, the owner of the business must be a South African citizen or naturalised as a South African citizen prior to 1994 as per the BBBEE Act.
- **What are the turnaround times for processing the application to procurement?** Turnaround times may range from one to six months after the adjudication of application. To speed up the turnaround times, applicants must ensure that ALL support documentation are submitted as per the Asset Assist checklist.

**For enquiries email us on: [servicedesk@dsbd.gov.za](mailto:servicedesk@dsbd.gov.za)**



**small business  
development**

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