Imibuzo Edla Ngokubuzwa kuLwaphulo lweNkcukacha ye-Tshiamiso

1. Kwenzeke ntoni?

1.1. Uxwebhu lobumfihlo oluqulethe iinkcukacha yobuqu yenani labantu abafumene amabango kwi-Tshiamiso Trust ikhutshiwe yaza yafunyanwa sisidlangalala. Uphgando lusaqhubeka kodwa kuyabonakala ukuba kweli nqanaba unobangela wokukhutshwa kwenkcukacha uqale ngaphandle kwe-Trust kumaqabane abelwe inkcukacha ukua enze inkqubo yamabango.

2. Yenzeke nini lento?

2.1. Ngokwabaphandi bethu kubonakala ukuba ingxelo iphume ngeveki eqala nge-20 Juni 2022, nangona kunjalo owona mhla wokuphuma kwenkcukacha awukaqinisekiswa.

2.2. Siye sayiqaphela lento nge-23 Juni 2022 saza saqhagamshelana nawe ngokukhwulea kangangoko sinako emva kwalo mhla, emva kokuba siye sagqiba uphando lwethu lwangaphambili.

3. Ingaba uyazi ukuba ngubani okhuphe inkcukacha?

3.1. Njengoninzi lweziganeko ezifana nezi, abaphandi basenkundleni ngelishwa, kweli nqanaba,khange bakwazi ukumisela ukuba leliphi iqela lenkcukacha elikhutshiweyo. Kusenokungenzeki ngathi ukuba sitsho ngokuqiniseka ukuba ngubani obandakanyekayo ekuthumeleni i-imeyile.

3.2. Ukuba sifumana isazisi seqela elibandakanyekayo ekukhutshweni kwenkcukacha, siza kwazisa.

4. Andifuni ukuqhubeka ne-Tshiamiso Trust, kufuneka ndenze ntoni?

4.1. Siikela ingqalelo kwiinkxalabo zakho; sibhetelisa ukuqhubeka nokukuncda kwibango lakho. Xa kwenzeka ungasanqweneli ukuqhubeka nokufumana ibango lakho kunye nathi uvumelekile ukwenza njalo kwaye siza kuliyeka ibango lakho lembuyekezo.

5. Yintoni kanye kanye ekhutshiweyo?

5.1. Isixa esilinganiselweyo senkcukacha yobuqu kuquka amagama, iinombolo ze-ID, idilesi yasekhaya, iinombolo zomqhagamshelwano nenye inkcukacha yezonyango elinganiselweyo yonke lento ibiqulethwe yinkcukacha ekhutshiweyo. Nangona kunjalo, kusenokwenzeka ukuba ayizizo zonke iindidi ezingentla ebezibhalwe kwi-spreadsheet malunga nawe, kunye nenkcukacha yobuqu encinci ekhutshiweyo.

5.2. Singakuvuyela ukuxubusha iimeko nganye ngokungqalileyo njengoko sifuna ukukunika ulwazi ngendlela ochaphazeleke ngayo.

6. Kwenzeka ntoni ukuba kubonakala ukuba inkcukacha yam isetyenziswe zizaphuli-mthetho?

6.1. Njengoko kuqulethwe kwisaziso sethu sokuqala kuwe, siya kukukhuthaza, njengesilumkiso, ukuba ulandele ezi ngcebiso zokhuseleko:

a) hlolisisa iakhawunti yakho yasebhanka netyala kunye nemeko yekhadi le-debit xa kukho izinto ezikrokrisayo. Xa ubona nantoni na ongayiqondi okanye ebonakala ikrokrisa, okanye ubona nakuphi ukukhutshwa kwemali ngendlela yobuqhopholo ekhadini letyala okanye ele-debit, kufuneka uqhagamshela ibhanka;

b) qaphela naluphi unxibelelwano olungahlengiswanga olubuza ngenkcukacha yakho yobuqu okanye olukuthumela kwiphepha lewebbhu ekufuna inkcukacha yobuqu;

c) kuphephe ukucofa iilinki okanye ukudawunloda izinto ezincanyathelisiweyo ezivela kwii-imeyile ezikrokrisaayo; kwaye.

6.2. Ukuba ufumanisa ukuba ubulixhoba lokubona ubusela okanye ubuqhopholo, ngokukhawuleza kufuneka uthathe amanyathelo okukhusela inkcukacha yakho uphinde wazise nebhanka yakho okanye abanye ababoneleli beenkonzo. Usenokuphinda ufune ukuqhagamshelana namapolis.

7. Yintoni enokwenziwa ngenkcukacha efunyenweyo?

7.1. Kungenzeka ngezaphuli-mthetho ukuba zisebenzise inkcukacha ekhutshiweyo bazame ukuzenza wena.

7.2. Eyona nto ebalulekileyo kweli nqanaba kukuba uthathe amanyathelo okuzikhusela, njengoko kubonisiwe kwileta yethu.

8. Ngawaphi amanyathelo aza kuthathwa yi-Tshiamiso Trust ukukhusela inkcukacha yam kwixesha elizayo?

8.1. Sithwala uxanduva lokukhusela inkcukacha yakho yobuqu ngokunzulu kwaye siyazisola ngokwehla kwesi siganeko.

8.2. Ukhuseleko lwakho lubalulekile kwishishini lethu kwaye sithatha amanyathelo okuphucula iinkqubo zethu eziza kuphucula ukhuseleko zize zinqabise inkcukacha yakho yobuqu.

8.3. Sigcina inkcukacha yethu yokhuseleko ingaphantsi kohlolisiso ukuze silwe nomngcipheko weziganeko ezifana nale ingenzeki kwixesha elizayo..

8.4. Sihlolisisa ngokwengeziweyo iinkqubo zethu kwindawo yokwabelana ngenkcukacha namaqela aceliweyo xa kuthunyelwa ibango lakho ekulweni nakuphi ukukhutshwa okongeelekileyyo ukuba kungenzeki.

9. Ingaba i-Tshiamisio Trust iza kundibuyekeza?

9.1. Okwangoku asilindelanga ukuba ujamelane nako nakuphi ukuphulukana ngenxa yesiganeko. Ukuba ucingela ukuba ujamenele nako nakuphi ukuphulukana, nceda usicebise ngokwendlela kwaye siza kubuyela kuwe ngokuphathelene nalento.

10. Ivunyelwe njani ukuba yenzeke lento?

10.1. Ekuqhubeni ibango lakho lembuyekeo, sinyanzelekile ukuba sabelane ngenkcukacha namanye amaqela abandakanyeka kwinkqubo yebango. Ngoxa sineenkqubo nezivumelwano ezikhoyo zokulawula le nkqubo kubonakala kuphando lwangaphambili ukuba enye yala maqela ivumele inkcukacha uphume kwindawo yabo.

11. Bangaphi abantu abachaphazelekileyo?

11.1. Malunga ne-1500 yabantu.

12. Kutheni lento ndingaxelelwanga kwangoko?

12.1. Besifuna ukwazisa bonke abantu abachaphazelekileyo ngokukhawuleza kangangokunokwenzeka.

12.2. Kuye kwafuneka ukuba senze uphando ngesi siganeko ngaphambi kokuba snxibelelane nawe – okokuqala, kuye kwafuneka ukuba siqinisekise inkcukacha eyona nkcukacha ikhutshiweyo kwaza kwafuneka ukuba sazi ukuba ngawaphi amabango ekusenokwenzeka ukuba achaphazelekile. Ukongezela besi kwaye sisazama ukuchonga elona qela elinoxanduva lokukhutshwa kwenkcukacha.

13. Ingaba kufuneka ndithathe amanyathelo ongezelelweyo okhuseleko lobuqu?

13.1. Nceda ujonge ngentla malunga nesikhokhelo sendlela yokuzikhusela.

14. Ndivile ukuba uphulukene nenkcukacha, ingaba nam ndiyachaphazeleka?

14.1. Ukuba awukafumani saziso esivela e-Tshiamiso Trust loo nto ithi awuchaphazelwanga yilento.

15. Ndiza kuya kwiphepha-ndaba ndize ndibhale kwi-Tweeter ngale nto.

15.1. Ngokunikwa ubunjani bobumfihlo bolwazi oluchaphazelekayo siya kukucebisa ngokuchasene noku.

15.2. Sikutsho oku hayi kuba sifuna ukukhusela umdla wethu – ukuba uchaza esidlangalaleni ukuba inkcukacha yakho ibe sengozini, unokugqamisa isazisi sakho ize inkcukacha yakho ine sesichengeni.

16. Ndifuna ukwenza isikhalazo ngokusemthethweni- ngubani oza kubhala aze ajongane nalento.

16.1. Iqabane lam liza kuqhagamshelana nawe ngokukhawuleza ukuze nixubushe/libhale phantsi isikhalazo sakho- complaints@tshiamisotrust.com .

17. Ndiwazisa njani amaPolisa malunga nesi siganeko?

17.1. Ukuba ungathanda ukwazisa amaPolisa malunga nesiganeko nendlela esithe sakuchaphazela ngayo, uqhagamshelwano kufuneka lwenziwe ngamapola asekuhlaleni.

17.2. Ukuthetha nje ngokubanzi, kuzolindeleka ukuba amaPolisa aziswe ngengxaki xa unobungqina bokwenziwa kolwaphulo-mthetho. kuphela.

18. Ingaba sele uwazisile amaPolisa?

18.1. Aikawazisi amaPolisa malunga nesiganeko. Siza kuxela kuphela xa sinobungqina bemisebenzi yolwaphulo-mthetho kodwa okwangoku ayilotyala lento. Nangona kunjalo, njengoko kuyimfuneko ngokoMthetho Wokukhusela Inkcukacha Yobuqu wazise uMlawuli weNkcukacha.

19. Ingaba sele umazisile uMlawuli weNkcukacha?

19.1. Ewe, njengoko kuyimfuneko ngokoMthetho Wokukjhuselo Inkcukacha Yobuqu wazise uMlawuli weNkcukacha. Esi saziso sathunyelwa kumlawuli malunga nexesha elifana nelo owathunyelwa ngalo isaziso. Sizimisele ukusebenzisana nalo naluphi uphando umlawuli anqwenela ukuluqhuba ngokuvumelana neembopheleleko azinikiweyo.