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Over 1.4 million people in South Africa will now be able to apply for smart ID cards from Monday, May 12 2025. The new cards are intended for both permanent residents and naturalised citizens.The Department of Home Affairs revealed that the cards were due to be launched following recent feedback from Minister Hanno Labuschagne.In other news, South African banks have partnered with the DHA to open more branches where passport and Smart ID applications can be submitted. This will add 30 new locations to the list, which already has 27 sites offering these services.The DHA says it is currently testing a ninth Standard Bank branch for the service. Some people are experiencing issues with their Smart ID or Green ID renewals. A recent report on eFiling suggests that some applicants may need additional documents to complete the process.Others have had problems with bank branches where passport and Smart ID applications can be submitted. For example, one user reported being unable to book an appointment on the DHA website.The Department of Home Affairs has been working to improve its services. Recently, it was announced that a new law will introduce quotas for foreign nationals in South African companies, aimed at reducing unemployment.For those seeking a passport or Smart ID card, there is no need to queue again, as 30 bank branches now offer these services. The Department of Home Affairs is struggling with long and chaotic queues outside its offices across South Africa. Minister Aaron Motsoaledi must urgently address this issue. Democratic Alliance MP Adriaan Ross has called on the minister to resolve the problem.Meanwhile, many people are facing difficulties in applying for replacement Smart ID cards and renewing their documents due to call centre issues and unresponsive emails. One new service, Bunny Hop, offers birth registration services but users are unsure about its effectiveness.In recent months, Home Affairs' IT system has been experiencing downtime, affecting the issuance of smart ID cards and passports. However, all other services remain available at front offices nationwide.Minister Motsoaledi recently criticized the State Information Technology Agency (SITA) for failing to deliver reliable services. He also praised the Department's new echannel, which allows users to apply for Smart IDs, passports, and minor passports online. The process involves completing online forms, making payments, booking appointments, and biometric scanning at a bank branch. Users can save time by applying through the echannel compared to manual applications. Some tips include checking eligibility requirements, using participating banks or DHA branches, applying for both Smart IDs and passports on the same form, and simultaneous filling in separate applications for minor children. Online payments work similarly to SARS' system, but require authorisation from online banking sites.However, users have reported issues with the in-branch database client crashing during biometric scanning, forcing them to restart the process. Despite these challenges, many are impressed with the echannel's efficiency and time-saving potential.To book an appointment for minor passports, follow these steps: Firstly, ensure that all required payments have been made; although, there's an exception where you can only make online payments at some branches. However, if you don't pay online, you cannot schedule an appointment or receive the necessary confirmation letter needed to visit a branch initially.The process for making an online payment is similar to SARS's online payment system - submit a payment request and authorise it by logging into your normal banking site. Look for 'SARS e-filing payments' within your bank's online banking portal. It's recommended to carry all paperwork, even the ones that were previously uploaded, as they might be re-uploaded anyway.When booking appointments for minor passports, try to select an "off-peak" time; taking photos of children can be challenging, and using manual camera mode may cause additional issues.One major issue with the in-branch database client is that it often crashes when performing certain actions such as taking manual or automatic photos, previewing PDFs from scanned documents, which results in having to restart everything from scratch every time.Additionally, for passport renewals, it's advisable to bring your old passport with you during the application process to avoid being treated as a lost or stolen application and paying extra fees. The six-month rule may apply if your current passport is close to expiring; however, taking your old passport along is still the best option.Lastly, there seems to be confusion regarding online application access for dual citizens; it's not related to age restrictions and can be done by anyone regardless of their banking arrangement.paraphrased text herelt seems there's confusion about applying for an ID card using the new online process as a dual citizen born outside South Africa. The fact is, being a dual citizen has no bearing on your eligibility for an ID card. What matters is where you were born - if it was in South Africa, you can apply for the card. If not, there's a catch: currently, non-SA-born citizens can't apply for the ID card yet. However, this might change in the future, but as of now, the online process isn't open to them.To clarify, the standard green ID book is still available to all citizens, regardless of their place of birth or dual citizenship status. The new online process appears to be more about convenience and possibly for those born in South Africa who want a more modern ID card option.Your confusion stems from the possibility of being a dual citizen but not being eligible for the ID card yet due to your non-SA birth. It's best to wait until further notice or clarification on the eligibility criteria, especially if you're considering applying specifically for the new ID card.Online Payments for Home Affairs Offices: A Standard Bank and Capitec ExperienceI recently had to make an online payment for my biometric data capturing at the Home Affairs office, and I wanted to share some observations about the process. Firstly, it's essential to note that online payments are not mandatory, but they can save you time during your visit.When visiting a Standard Bank branch, you need to book an appointment online on eHomeAffairs and make payment before your scheduled appointment. However, some branches may not offer Home Affairs payment services, so you'll be redirected to this page to complete the step.I visited two FNB branches (one in PTA and another at Canal Walk) and found that they didn't have separate systems for processing online payments or dealing with DHA computers. At one branch, I was told that FNB would only start rolling out their eHomeAffairs payment system next year. It appears that the Home Affairs kiosks within Standard Bank branches are designed to facilitate internet banking payments, which require account number and branch details. One can't help but wonder why they don't offer a more straightforward online payment option.A few possible reasons for this design include identity verification and generating revenue for the banks. SARS manages the system on behalf of DHA, ensuring that funds are sent to the treasury directly.I found an online tip about confirming payment with the e-filing option on your online banking account, which made my experience much smoother. However, I couldn't find this feature in ABSA internet banking, as it appears to be only available for South African citizens.When renewing my passport, I encountered some issues with the Home Affairs system. Despite specifying that my passport was due to expire within six months, they charged me a penalty fee of R800. According to the system, this is normal if you apply later than advised. In my case, I received my new passport in just one week.In conclusion, online payments for Home Affairs offices can be a convenient option but may require some technical expertise or help from friends and family. It's always a good idea to double-check with your bank about their specific requirements and availability of features like the e-filing system.the hassle of last-minute applications. My passport was already expired, so I'm not sure if the six-month rule applies correctly. Fortunately, you can apply a bit later to avoid the penalty, which is what I did. The system is quite efficient and painless, especially when using designated bank branches for biometric and photo collection. Mine expires next year, but I applied last month, taking only a week from the first visit to collection, with each visit lasting under 10 minutes. Thanks to phonyjunk and lotus for their advice. I'm thinking of letting my current application lapse to avoid the penalty. My passport will be close to six months from expiry when I plan to travel overseas, so unless I pay the extra R400, I'll have to time my trip accordingly. There's also a bug in the system if you pay online, you'll always be charged the penalty. To avoid this, you need to go to a Home Affairs office for biometrics and payment. No, it seems like you can't avoid paying up. Smart ID application process and cost: a Smart ID costs the same as the old ID book, with your first one free and reissues priced at R140. If you trade in your green ID book, you'll need to pay R140. When voting, they don't put a stamp on the ID card anymore; instead, they scan the barcode. This process is electronic, even for the old ID. Maybe they still use stickers for the old ones, but isn't that just to prevent double voting?Before your current passport expires. And yes, you should still be able to apply for a second passport, I believe. Should have read this thread before doing my application. I chose an FNB branch for collection, and then saw the extra R400 charge. So now I'd rather go to a Home Affairs branch. Does anyone know how I can amend my application? Or cancel the current one and start a new one? Also - if I apply for a new passport while my old one still has lots of time left on it, will it still be able to use the old one? I really need two passports for the amount of travel I do - visa applications become a problem, where I need to travel on the passport while it's still waiting for a different visa at some other country's embassy. I have used two different SA passports interchangeably in the past. If I remember correctly, you are allowed to have 2 passports which is both still valid, 2 or so years ago my friend went on a year long trip threw Africa so he got a second passport with a lot of pages. If your passport has expired but it still has a valid visa in it, you are also allowed to still carry that passport for purposes of the visa, but have to carry a second valid passport as well. Dear Forumites, your counsel and help please: I find myself stuck midway through the DHA registration process with no recourse. I had ambitiously attempted to register using my UK mobile as the dropdown box joyfully presented a full list of country codes. Naturally, being a Department of Home Affairs production, the coders are unlikely to have been intellectual rocketships, hence they actually possess no means of sending the OTP required for registration to a foreign mobile number. And as you expect there is no workable error processing in the phone number... Do you know of a tame coder or contact centre bod who could delete or reset my profile? - Do you know if the Home Affairs bods in the bank branches could effect the same or put in a request to do so? I am in the country and have access to at least two branches doing the HO service. I think I may be resigned to having to do this the old way and waste a day at the home affairs office. Last edited: Feb 7, 2018 So you applied using a foreign phone number, but you can't change it on the contact details reset screen? Is there not an option for OTP via email? Do you have an application reference number? If I had to hazard a guess, I would so you need to get in touch with the call centre. I'm not sure if a Home Affairs branch would be able to help with e-channel registrations (I gather you are not yet busy with the actual application for ID / Passport but only the registration process). So you applied using a foreign phone number, but you can't change it on the contact details reset screen? That's right, it wont accept the details previously registered with. I am quite certain I have entered everything correctly and the email address and answer to secret question are unlikely to be incorrect so I think the issue lies with the phone number. In fact, when I log in regularly (rather than using the reset screen) I am taken straight to a dialogue asking for the OTP sent to the last four digits of my UK number. Is there not an option for OTP via email? Nopers Do you have an application reference number? As you mentioned above, this is still just the DHA registration element and no application exists as yet. I think they have merely recorded my attempt at registration using my ID number as a primary key. If I had to hazard a guess, I would so you need to get in touch with the call centre. I'm not sure if a Home Affairs branch would be able to help with e-channel registrations (I gather you are not yet busy with the actual application for ID / Passport but only the registration process). No luck with that number at various times during the day. Will try again tomorrow though. I guess Ill resign myself to doing it the old fashioned way. I know someone involved with a SARS website and the same team allegedly built the DHA one so perhaps a dev or contact centre person will be unearthed. Thanks you Sylomanka, you have very nice hair. Thumbup.png Dear Forumites, your counsel and help please: I find myself stuck midway through the DHA registration process with no recourse. I had ambitiously attempted to register using my UK mobile as the dropdown box joyfully presented a full list of country codes. Naturally, being a Department of Home Affairs production, the#####ARTICLEIm stuck with profile setup on foreign mobile number, no way to reset - need help deleting profile, is Home Affairs a good option?Applying for an ID card as a South African citizen born abroad am a S.A. citizen born in another country and can apply for an ID card online, but had issues with biometrics at the home affairs office.The main concern was about passports, which doesn't seem to be an issue for me.Can you pay for application fees online or at the bank?I've never used the online system before and found it difficult to reset my profile due to a foreign number.I tried to register for another person's ID by accident but they caught me. They have a failsafe, like a joined-up key. If that didn't work I had to either go the manual route and never use the online system again or keep trying until I got help from the call centre. Just don't confuse them with foreign number talk, right? Anyway, how did you manage to register? Don't they check your number via SMS first? My guess is that if you applied too early, you might get penalties online or at a branch.But then again, if you have two passports and one of them is expiring soon, the penalty will still apply. However, the branches are more likely to waive it. The problem is that the online system just uses an algorithm, so I got my passport cancelled temporarily while I did the application. Then they re-activated it when I was done.The process was quite long. I arrived at 8am and had to wait until 10:30am before they could help me. They even cancelled my active passport! After that, I had to go to the photo booth and then wait for a supervisor to look at my online application. Turns out it needed editing, so I had to call the call centre. Luckily, I didn't have to wait long on the phone. The consultant told me that my office for finishing the application was still set to FNB Merchant, even though I went to Randburg. So I had to edit that too and then re-submit my application. After that, it was back to Randburg Home Affairs for another hour or so.I'm hoping to get my Smart ID by the first week of March now. I got an SMS confirming receipt of my application, but not my passport. It's taken me 2 weeks to receive it after applying, which is way longer than it took me to apply in the first place. Gosh, what a process that was!I went to the Home Affairs branch at Canal Walk with my pre-filled form. The official opening time was supposed to be 8am, but I arrived just before then and joined a long queue around the parking lot. When the gate unlocked at 8am, a person was there to control the flow of people inside. As for those who didn't have online applications, they were asked if they had their own pre-filled forms. However, I was told that these forms are no longer available, so I'm not sure how the process works for them.I wanted to cancel my pending application (R400+R400 penalty), but it seemed impossible. The only option was to proceed with the application since I would need a new passport by March 2018 due to less than six months left on my current passport. From an email I received, it looks like the R400 penalty can only be waived at the Home Affairs branch office in person, and I hadn't paid anything yet. The letter said that if I don't present myself for biometric capturing within 120 days, the application will be cancelled.I wanted to cancel my pending application (R400+R400 penalty) but found no way to do it. It appears there is no option to cancel an application, only edit it. If you don't plan to apply at all, let the application lapse after 120 days. On the other hand, if you want to avoid the penalty, wait until six months left on your passport and edit your existing application, changing the reason for the application.At Std Bank Canal Walk, I spoke to Home Affairs staff about cancelling my pending application (R400+R400 penalty). They told me that the R400 penalty can only be waived at the Home Affairs branch office in person with the old passport. However, they can process a refund after the fact but it may take up to a year. Additionally, they said that you need to have a transactional account or a credit card to apply for the Passport /Smart ID through them.However, I had no issues using the Canal Walk Standard Bank Home Affairs branch with my bank of choice, FNB. They sent me an SARS E-filing payment request to my FNB account, and after approving it, they took my biometrics, and seven days later I received my new card and passport.I applied for a maxi passport and Smart ID on February 9th, but the SMS only confirmed receipt of the ID application. When I checked on the passport application status, I got an reply on Monday that I should email with my ID no. However, the system said that the passport application was declined without any reason given.give me a priority ticket there and than to redo the application. So - fingerprints and photo again, but then they said I needed to pay again, even though I had my receipt from the first application. No - their payment system had changed in the interim. I'd have to pay again, and then apply for a refund of my first payment. Aaargh! I had no money on me, and it was closing time. But the supervisor assured me I could come the next mornin and jump the queue. So I got the form I needed to complete for the refund, headed off to the bank to get that form completed and stamped, and to the police station to get an affidavit (yes, really!). Back again the next mornin, cash in hand, plus documentation for the refund, and reapplied. Soon after completin the process, I got a reply to my email sent the day before: "Good day. Application was declined please revert to the office of application. Apologies for inconvenience. Let us know as soon as you've done this such that we can escalate it to be printed." So I emailed them a copy of my receipt for the new application. Got notified by SMS and email on Thursday that my passport was ready for collection. Whew! I don't know what went wrong with the first application, but I must commend Home Affairs for tryin their best to minimise the inconvenience as a result. I had my new passport two weeks after my initial - failed - application. Now - let's see how long it takes to get that refund! That's strange, I bank with FNB and I had no problem using the Canal Walk Standard Bank Home Affairs branch. I applied online, they sent a SARS E-filing payment request to my FNB account, I approved it, printed out the receipt they sent you, went to Canal Walk Standard Bank, they said that you need to have a transactional account or a credit card to apply for the Passport /Smart ID through them.However, I had no issues using the Canal Walk Standard Bank Home Affairs branch with my bank of choice, FNB. They sent me an SARS E-filing payment request to my FNB account, and after approving it, they took my biometrics, and 7 days later I had my new card and passport. As far as I know who you bank with should be completely irrelevant, unless they've changed the process. I tried to this, it does not work. Standard Bank will only process applications for Standard Bank clients that have paid with their Standard Bank account card using the online process and have made a booking. There are also several notices posted to this effect at the Canal Walk branch. Currently FNB does not have a bank in Cape Town that can process this. Damn ridiculous. I tried to this, it does not work. Standard Bank will only process applications for Standard Bank clients that have paid with their Standard Bank account card using the online process and have made a booking. There are also several notices posted to this effect at the Canal Walk branch. Currently FNB does not have a bank in Cape Town that can process this. Damn ridiculous. That sucks! They must have changed the process then. I did use the system almost 2 years ago when it first came out. This is so stupid though, I can't understand why what bank you bank with should have to do with being able to use the Canal Walk branch. Home Affairs just rents their little hokkie from Standard Bank. Other than that they are not affiliated to Standard Bank in any other way. You should be able to pay with any method from any bank and use the Canal Walk branch. Quick question guys, I bank with Capitec, so cant use e Home Affairs to get my ID card or renew my passport. If I do a online application with FNB, open account, transfer money to that account to do my applications for ID card and Passport, then after I have my card and passport, close the account again, is that OK? Any problems with that? As far as I can tell, there is no way to cancel an application. But you certainly can edit it. If you don't intend applying at all, just let the application lapse (which it will, after 120 days). If you do intend applying to a bank and want to avoid the penalty, then perhaps wait until it's less than 6 months to your passport expiry date, then go in and edit your existing application, changing the reason for the application to "less than 6 months left on the passport" and hopefully the penalty will disappear. If you want to apply with more than 6 months left on your passport, either pay the penalty at a bank, or go into a Home Affairs branch. A few hours ago, I edited my application to add the Smart ID and change my reason to "expiring in less than 6 months". It was still adding the R400 penalty. So then I removed the passport renewal and now it says I just owe R140 for the Smart ID, I'll give it 24 hours or more and edit it again and re-add the passport renewal and see what happens then. I tried re-adding the passport application and again the R400 penalty was applied. I've since called Home Affairs contact center and they tell me that if I am doing the online application, I will have to pay the R400 penalty as long as there is still a single day of validity left on the passport. One has to go into an actual HA branch to remove that penalty. You can't get the Std Bank HA staff to remove it asIt seems like you're stuck with a hefty R400 penalty for your passport application, which is applied when there's still one day of validity left on the passport. The only way to remove this fee is to physically visit an actual Home Affairs branch and pay in person. But what about using online applications? According to Home Affairs contact center, if you're doing it online, you'll have to pay the penalty as long as your passport has a single day of validity left. Unfortunately, you can't get the Std Bank HA staff to remove it without first paying the R400 fee. To avoid Randburg and some extra hassle, you've decided to take this route - but why is there an additional R400 charge in the first place? Let's try to figure out what's going on here.Smart ID and Passport Services to be Rolled Out in Major Cities Across South AfricaThe Department of Home Affairs is set to roll out smart ID and passport services at various branches across South Africa, with some banks already experiencing delays due to the pandemic. Absa and Nedbank branches were originally scheduled for 2020 but have been delayed, while three FNB branches are scheduled to be rolled out in 2021.According to Nedbank, the bank is waiting on the Department of Home Affairs to finalise a partnership agreement before continuing its roll-outs. Under the new agreement, banks will be able to use their own staff to offer E-Home Affairs services. Currently, the DHA appointed staff manage and operate dedicated areas within participating banks where they process appointments that are booked via the DHA website.Standard Bank has only one branch scheduled for 2021, which was affected by resource challenges during the pandemic. FNB, on the other hand, remains committed to expanding its smart ID and passport service to more branches over the next 12 months.I'm really frustrated with my main number, which was ported years ago, and it can't get OTPs from ANY government department, but an alternate one works. I often forget to provide the alternative or they already have my main number and try to use it. Yeah, I moved to a place where this kind of thing is common.Seriously! I returned from the UK 4 years ago and it's been a nightmare trying to get ANYTHING official done in this country. NOTHING works. I've been trying to register on the DHA website, but it just hangs when I try to proceed past the second page, even after trying different browsers and computers. It's laughable.Maybe I should just go back to the UK where things like this actually work. If you're gonna offer a service, make sure it works properly, it's not rocket science. And \*\*\*\* knows what they teach web designers/engineers in this place, 'cause it ain't proper coding.@Ted76 Just give up your SA citizenship and everything will be fine, but Ha! Like many of us, I'm lucky to live in two countries, the outcome of next year's elections might decide my future. Is the legal official website to book an appointment for passport renewal? ask because a google search shows some unsecured pages to other websites I just register there then logon.Finally got my passport and ID, one step closer to leaving this country!So here is my advice, I'll spare you the drama I had to go through. Use your mobile phone to book an appointment using this link ( ) Make sure you have enough cash on you or on your card because their payment system is trash Make buddies with one of the people there, ask a lot of questions including their name When you go to collect, you cannot book an appointment. They will make you wait in line because they don't want to work. Walk up to security and tell them you're coming to see the person you made buddies to collect your documents with and they will let you in. If you don't make buddies and you have to wait in line more than an hour, call the local police. That's how we eventually got in. True story.Good luck or is the above advice recommended?The link specified from look like this:One more question - do I need to make an online appointment or chance my luck on a walk-in?Last edited: Dec 11, 2023 I recently ran into the same problem. I finally figured out a work around when you can't receive OTPs anymore on the ehomeaffairs3 website. If you reset your account's password you will finally be able to receive an OTP again. Hope this helps! Just a reminder that OTP only work during work hours....as I just found out.Been trying to send/resent OTPs for 15mn until they all arrive at 6am! have been trying to get into the (SA) E Home Affairs website but not receiving the OTP via sms even though the last four numbers reflected is correct. Cant get through to the callcentre and none of my emails are being answered.Trying to apply for a replacement for my Smart ID and renew my passport. But cant get into the site without first receiving and inputting the OTP. Has anyone else experienced this and what did you do? I'm trying to avoid going to the offices.I went into detail about how frustrating this ordeal is. I'm hoping that there is a logical explanation for this. Your number is not perhaps listed in the DMSA's DNC database?Found out the hard way that database blocks legitimate sms like this as well.I'm having the same issue, been trying all day to register and log in, but nothing's working. I found this link but I'm not sure when it was posted. The OTP system seems to be offline, and it doesn't work after hours. I've been trying to login since last year, but it doesn't work. The system is down, and I've sent emails but haven't received a response. Has anyone had success with paying through Absa online? I've been trying to apply for a replacement for my Smart ID and renew my passport, but I can't get into the site without receiving the OTP. I've tried calling the call centre, but they just tell me it's a common problem and nothing can be done unless it's a common problem. I've had to change my number twice, and it still doesn't work. I'm getting SMSs from every unknown organisation except Home Affairs. I'm starting to lose hope. I've tried calling for hours, but I've never got a human to talk to. Has anyone else had this problem? I'm just trying to avoid going to the offices. I'm so frustrated. I changed my number this morning, and I was able to make a booking. Maybe I'm just lucky. I don't know why I can't receive the OTP. Has anyone figured it out? I'm starting to think it's just a conspiracy.I've been trying to access OTP since January 2023, but it still doesn't work. In May, I also failed to receive the OTP. I recently switched from MTN to Vodacom, but nothing has changed. The Department of Home Affairs says to follow these steps: Click forgot password tab, contact details have changed. Then enter your SA 13-digit ID number, previous and current contact details, security questions, and fill out the prompt menu for profile reset. I tried this but still can't get my issue resolved. The problem is that they don't guarantee appointments will be ready before we leave again. Now we're forced to do renewals via the consulate here.I just found out about a new requirement where only passport holders can collect their passports, and letter of authority/power of attorney isn't accepted anymore. It's frustrating because I've been trying for months. Recently, I tried using another sim card on my original provider while roaming, but it worked. My partner had an appointment booked yesterday, so I'm not the only one having trouble.The solution is to change your number to your partner's and fill out the security info. Then, you'll get a temporary password via email. Reset your password, and you should receive an OTP on your partner's cell. After that, log in again using the OTP to fill out the forms and book an appointment. Be sure to update your application form so it doesn't populate with your partner's number.I've been trying to apply for a passport since January 2023 but have encountered several issues. In January, the online form wouldn't allow signatures. May brought CAPTCHA problems, while July had a completely broken website. Now, the OTP function is not working. I've tried contacting the department multiple times, but no one responds to phones or emails. It's very frustrating.I'm really hoping to leave this country soon and can't even apply for a passport due to these issues. Maybe God will help us. In July, my partner and I both tried applying in the morning, but I couldn't receive an OTP while he got his appointment booked. We finally figured out that changing our numbers to each other's and filling out security info worked. Make sure to update your application form so it doesn't fill up with your partner's number.Thanks for sharing this solution, and I'll try again. Finally, I received my passport and ID yesterday, one step closer to leaving Oh man, the struggles of dealing with Home Affairs in South Africa can be a real challenge. To make things easier for you, I recommend using your mobile phone to book an appointment via this link ( ). Just ensure you have sufficient funds on hand, as their payment system can't receive OTPs anymore on the ehomeaffairs3 website. If you reset your account's password you will finally be able to receive an OTP again. Hope this helps! Just a reminder that OTP only work during work hours....as I just found out.Been trying to send/resent OTPs for 15mn until they all arrive at 6am! have been trying to get into the (SA) E Home Affairs website but not receiving the OTP via sms even though the last four numbers reflected is correct. Cant get through to the callcentre and none of my emails are being answered.Trying to apply for a replacement for my Smart ID and renew my passport. But cant get into the site without first receiving and inputting the OTP. Has anyone else experienced this and what did you do? I'm trying to avoid going to the offices.I went into detail about how frustrating this ordeal is. I'm hoping that there is a logical explanation for this. 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