

## **Dear Tax practitioner**

As you are aware, we are entering an unprecedented period in our history as a young democracy. It is a time in which we need to show social solidarity by taking care of ourselves and all South Africans.

The President of South Africa Mr Cyril Ramaphosa has announced a nationwide lockdown with effect from midnight on Thursday 26 March 2020 in view of the escalating COVID-19 pandemic.

Taking into account the devastating economic impact of this pandemic, the President also announced a number of measures to help tax compliant companies in distress and their affected employees, especially Small, Medium and Micro Enterprises (SMMEs).

To give effect to the President's lockdown instructions and to minimise face to face contact, I wish to inform you that SARS has taken a decision to ensure that alternative processes are in place for you to be able to engage with SARS.

This would include:

### **1. Online services**

If you need to interact with SARS, please use our online channels such as eFiling, the SARS MobiApp, and e@syFile. The following are available on eFiling:

- Enquire on debt outstanding and make a payment
- Enquire on returns outstanding
- Tax Compliance Status (Application of TCS)
- Notice of Registration (IT150)
- Filing of Tax Returns
- Update personal details (including Bank Details)
- Request Statement of Account
- Register for Income Tax
- Submission of Supporting Documents for an audit case
- Lodge a Dispute
- Tax Product Registration
- Tax Directive Management
- Lodge a complaint
- Username Retrieval and Password Reset

### **2. SARS Contact Centre**

SARS will have staff available at the SARS Contact Centre which you can engage with them on 0800007277. The following services are available at the SARS Contact Centre:

- Enquire on debt outstanding
- Enquire on returns outstanding
- Tax Compliance Status
- Filing of Tax Returns
- Request Statement of Account
- How to Submit supporting documents for an audit case
- Lodge a complaint
- Username Retrieval and Password Reset
- Request for advise

### 3. Dedicated e-mail facility for tax practitioners

We do recognise that not all services are available through the online channels and via the SARS Contact Centre and we have therefore provided the following dedicated E Mail channels for you to engage with SARS: Please note that this is for tax practitioners only – e-mail facilities for the general public is set out below:

[Pcc.north@sars.gov.za](mailto:Pcc.north@sars.gov.za) (North regions, including Pretoria, North West, Limpopo, Mpumalanga & West Rand)

[Pcc.central@sars.gov.za](mailto:Pcc.central@sars.gov.za) (Central regions including East Rand, Soweto, Alberton & Vereeniging)

[Pcc.east@sars.gov.za](mailto:Pcc.east@sars.gov.za) (Kwa-Zulu Natal)

[Pcc.south@sars.gov.za](mailto:Pcc.south@sars.gov.za) (Western Cape)

General Mail for the public:

- [Contact.north@sars.gov.za](mailto:Contact.north@sars.gov.za) (North regions, including Pretoria, North West, Limpopo, Mpumalanga & West Rand)
- [Contact.central@sars.gov.za](mailto:Contact.central@sars.gov.za) (Central regions including East Rand, Soweto, Alberton & Vereeniging)
- [Contact.east@sars.gov.za](mailto:Contact.east@sars.gov.za) (Kwa-Zulu Natal)
- [Contact.south@sars.gov.za](mailto:Contact.south@sars.gov.za) (Western Cape)

### Debt Related Matters

- **Any outstanding debt queries and deferred arrangements requests may be sent to the following email addresses during lockdown.**
  - [Debt1@sars.gov.za](mailto:Debt1@sars.gov.za) for Alberton branch (including Nigel, Germiston, Brakpan, Boksburg, Benoni, Vereeniging and Springs) and Mpumalanga Province
  - [Debt2@sars.gov.za](mailto:Debt2@sars.gov.za) for Pretoria, Limpopo and North West Provinces

- [Debt3@sars.gov.za](mailto:Debt3@sars.gov.za) for KwaZulu Natal and Eastern Cape Provinces
- [Debt4@sars.gov.za](mailto:Debt4@sars.gov.za) for Western Cape, Northern Cape and Free-State Provinces
- [Debt5@sars.gov.za](mailto:Debt5@sars.gov.za) for Large Business Centre, Gauteng Central (Including Johannesburg, Roodepoort, Randfontein and Krugersdorp)

### **Specific Topic Matters**

- Where you have account related queries: [Accounts@sars.gov.za](mailto:Accounts@sars.gov.za)
- Where you have queries regarding third party appointments: [TPA@sars.gov.za](mailto:TPA@sars.gov.za)
- Where you require account journals to be done: [journals@sars.gov.za](mailto:journals@sars.gov.za)
- Where a Statement of Account is required: [SOA@sars.gov.za](mailto:SOA@sars.gov.za)
- Where you have queries regarding related to AA88 appointments: [AA88@sars.gov.za](mailto:AA88@sars.gov.za)
- Where you want to file a dispute on a Trust Income Tax: [Trustdispute@sars.gov.za](mailto:Trustdispute@sars.gov.za)
- Where you are required to file a Donations Tax form IT144: [DonationsTax@sars.gov.za](mailto:DonationsTax@sars.gov.za)

#### **4. Limited service at our branch by way of appointment**

Should any of these channels not be able to deal with your specific issue and if you still want to consult a SARS agent, you can, in exceptional circumstances, book an appointment at a SARS branch. Go to the SARS website to make the appointment

You are though reminded of the Lockdown requirements that are in place when you are travelling to a SARS branch. An appointment letter will be emailed to you with your details and the detail of your appointment prior to the visit. Any person who has been confirmed as having contracted the Covid-19 virus may not visit the branch. SARS will also request you to complete a form / register when visiting the branch to determine certain risk factors.

#### **5. Escalations**

Where all processes have failed in resolving your specific tax matter the following escalation steps are in place:

- The Complaints process available to eFilers and at the SARS Contact Centre.

- The Office of the Commissioner on [OOC@sars.gov.za](mailto:OOC@sars.gov.za) . Please ensure you have utilized all other channels before engaging with the Office of the Commissioner.
- The Tax Ombud is available on [www.taxombud.gov.za](http://www.taxombud.gov.za)

Tax Practitioners are urged to engage through their Recognised Controlling Bodies on systemic escalations. Individual queries must be resolved through the channels above.

RCBs in turn will utilise the existing escalation procedure through the Private Sector stakeholder management team at SARS:

Mineé Hendricks [mhendricks@sars.gov.za](mailto:mhendricks@sars.gov.za)

Vonani Nkanyane [vnkanyane@sars.gov.za](mailto:vnkanyane@sars.gov.za)

Sibusiso Ntombela [SNtombela3@sars.gov.za](mailto:SNtombela3@sars.gov.za)

Further information pertaining the economic and tax measures announced by the President will be shared with the RCBs as soon as the details thereof have been finalised. SARS is very appreciative of the assurance that has been given by the respective RCBs that they will assist in whatever manner possible to disseminate this information to their members.

I appeal to you to remain compliant by fulfilling your and your client's tax, customs and excise obligations even during this lockdown. If we all act collectively, our country will be better placed to deal with a similar crisis in future.

Sincerely

Edward Chr Kieswetter  
SARS Commissioner