



*South African Revenue Service*

Dear Valued Stakeholder

The Gauteng North region of the South African Revenue Service (SARS) is embarking on an exciting initiative to offer a focused service to businesses in the region from 1 April 2022. This refocused offering will see businesses being categorised into Big Businesses (Annual Turnover of R200m to R999m) and Medium, Small and Micro Businesses (Annual Turnover of below R199m) in the Gauteng North region (covering Pretoria, Midrand, Central Johannesburg and Soweto).

This new initiative forms part of SARS' strategic objective of making it easy for taxpayers and traders to comply and fulfil their obligations.

The Big Business model will be based on the principles used for the Large Business and International Unit (LBI) i.e. that of a "one-stop shop" whose mandate is to offer an efficient service to its clients at various steps in the lifecycle of each tax product. The lifecycle of a tax product includes, but is not limited to, registration, declaration/filing and post-filing activities such as verification, audit, dispute resolution and debt collection.

Clients who wish to make use of these services can book a virtual appointment by using SARS' online booking system (go to [www.sars.gov.za](http://www.sars.gov.za) and click on "Book an Appointment") and then use the Company/Trust/Entity Representative drop-down option. Tax practitioners who represent big business clients can continue to select the "Tax Practitioner" drop-down option.

**Please Note:** Appointments can only be booked using the online booking system – and not via the SARS Contact Centre or SMS booking option.

Clients are encouraged to only make appointments for queries which cannot be resolved on eFiling.

We trust that this new service offering will fill the gap between LBI clients and other big businesses to make complying with your tax obligations as easy and seamless as possible.

Sincerely,

**THE SOUTH AFRICAN REVENUE SERVICE**

**29 March 2022**

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