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SARS online:
www.sars.gov.za
Telephone 012 422 4000

RECOGNISED CONTROLLING BODIES

Dear RCBs,

IMPACT OF CORONAVIRUS ON SARS SERVICES

As you are aware, President Ramaphosa announced important and far reaching steps to contain the spreading of the COVID19 virus in South Africa. He has also called on us to work together as a nation, and as a SARS valued stakeholder and a critical partner in the tax eco system, we would like to request your assistance.

We would like to urge the Recognised Controlling Bodies to reach out to all their members and their respective clients in return to please **limit access to the SARS Branches**. SARS services are available through electronic channels and we urge you to please use these as opposed to bringing clients into Branches, or visiting Branches yourself. If necessary, SARS may also introduce its own screening procedures before access to Branches is granted. To note:

- Please ensure that, if either you or your respective clients have been travelling abroad since mid-February, you do not visit a SARS Branch unless you have been cleared by a health practitioner.
- Clients or practitioners that have been requested to self-isolate or suspect they have been in contact with a person that has tested positive of the COVID 19, please do not visit a Branch office.

SARS staff will also not be attending meetings unnecessarily, and where possible will encourage teleconferences or other methods of communication.

You are reminded of the electronic channels available to you:

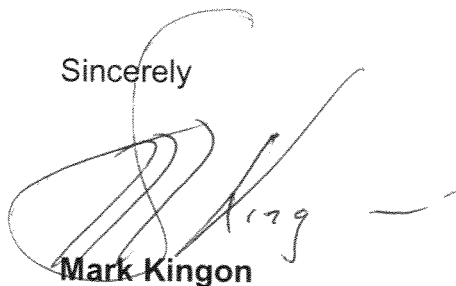
- eFiling: www.sarsefiling.gov.za
- Contact Centre: 0800 00 7277
- Customs E-mail: newcustomsacts@sars.gov.za
- Tax Regional Contact Details: Regional Contact Details (as per SARS Website)
- SARS website: www.sars.gov.za

Please also see attached a notification for your information that has been issued to traders as to the impact on SARS Customs functionalities.

It is at such times that we value the partnership we have with you and will ensure that we communicate with you regularly, and in turn will welcome your communication and feedback on matters that require attention. As you will be no doubt also considering measures to keep your workforce safe, and at the same time, keep services going, we wish you well and appreciate your assistance to SARS in this regard.

This is a critical period for SARS in terms of revenue collections and now, more than ever, our country requires everyone to pay their fair share. Please ensure that payments are made on time and that COVID19 uncertainty is not used as a reason for non-payment. Should difficulties be experienced please contact SARS proactively. The stakeholder management team is on standby to assist you with any further queries you may have in this regard.

Sincerely

A handwritten signature in black ink, appearing to read 'Mark Kingon', with a large, stylized flourish above it.

Mark Kingon

Head: Stakeholder Relations, Integrity and Anti-Corruption

Date: 2020-03-17