



South African Revenue Service

Dear Stakeholder

RE: RCB FORUM SUBMISSION: SARS PLANS TO DISCONTINUE THE TAX PRACTITIONER CONTACT CENTRE SERVICE

During the RCB Forum meeting which took place on the 28 July 2022, SARS shared with the members of the forum that we are looking at multiple ways to address the Practitioner engagement options. Subsequent to this meeting, SARS drafted internal documents detailing further engagement enhancements underway.

The development has started on these enhancements e.g., e-Booking and Live chat feature functionalities. We will soon communicate with the forum these developments.

In response to your submission with regards to the specific aspects raised to not decommission the Contact centre number for practitioners, SARS understands your concerns and will first deploy these enhancements and over time evaluate in collaboration with Practitioners on the way forward.

Sincerely,

THE SOUTH AFRICAN REVENUE SERVICE

03 October 2022