



MEET DAVID
37, Salaried Employee

He wants Filing Season to be simpler than the last.

THE JOURNEY OF A TAXPAYER – FILING SEASON 2026

THE STORY OF DAVID

The Power of **DONE**

SARS At Your Service

Every year, as winter settles across South Africa, a different kind of season quietly begins. It is not marked by weather, but by preparation, anticipation and sometimes, uncertainty. It is **Filing Season**.

What David does not see is that long before he logs into eFiling, an intricate process is already underway...

PARTNERSHIP IN ACTION



SARS prepares, processes and guides.

You respond – by waiting when required, by acting when necessary, and by ensuring your information is accurate.

Where intention and behaviour align, the process becomes simpler, the effort reduces and the outcomes become more certain.

It's a partnership that makes the journey complete.

1 BEFORE YOU KNOW IT, WE'RE ALREADY WORKING

- Employers submit salary information.
- Banks transmit interest earned.
- Medical schemes and retirement funds share contributions.
- SARS processes, matches and validates the data.

If the data is accurate and on time, we can do more of the work before you even start.

2 YOU SEE MESSAGES. WE SEE GUIDANCE.

- Notifications remind David to:
- Update contact details
 - Verify banking information
 - Prepare for Filing Season

Helpful guidance from SARS.
Prompts that are easy to ignore.

3 1 JULY – THE MOMENT MANY THINK FILING SEASON BEGINS

But it begins differently for different taxpayers.

SARS has already identified taxpayers with straightforward affairs and done the heavy lifting.



What does this mean?

- Should he log in?
- Go to a branch?
- Call someone?

FROM SARS' PERSPECTIVE

- David's journey is almost complete. We've used the data to calculate his assessment.
- Nothing to complete.
 - No forms.
 - No calculations.
 - Just review.

WHAT DAVID NEEDS TO KNOW

- He does not need to rush.
- He does not need to visit a branch.
- He does not need to call SARS.
- He simply needs to check.

If everything is correct, then he is **DONE**.

4 NOT EVERYONE GETS THE MESSAGE

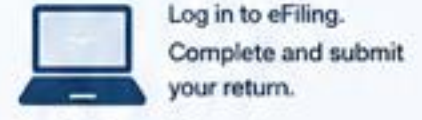
- Others are still waiting.
- This waiting period can feel uncertain.
 - Some try to act early.
 - But this phase is intentional.

GUIDANCE: WAIT TO BE CALLED.

SARS is processing data at scale – identifying, verifying and preparing the next group.

5 13 JULY – FILING SEASON BEGINS FOR OTHERS

For those who didn't receive a message before this date, it's time to act.



Log in to eFiling. Complete and submit your return.

Much of your information is already there. Forms are simpler. Guidance is clearer.

6 WHEN THINGS DON'T ALIGN

- Outdated details.
- Incomplete submissions.
- Mismatches occur.
- Verifications are triggered.
- Supporting documents are required.

The quality of information directly shapes your experience.

Accurate details = Faster process.
Incomplete details = Delays and extra steps.

7 WE'RE HERE TO HELP – CLOSER, FASTER, MORE CONVENIENTLY

SARS continues to evolve to bring assistance to you.

WHATSAPP
Send a message. Get answers.

ONLINE QUERIES
Submit your query anytime.

Lwazi AI ASSISTANT
Instant answers to common questions.

CONTACT CENTRES
We're here when you need to talk.

BRANCHES
Supporting you in person.

Use the right channel first – get faster resolution.
 Going straight to branches or calls creates delays for everyone.

8 THE JOURNEY REACHES ITS FINAL STEP

Filing Season ends when your affairs are finalised.

- Assessment complete
- Amounts settled
- Refunds paid (if due)
- Peace of mind



When you follow the journey, the outcome is

The Power of **DONE**.

THE REFUND MOMENT



Expecting a refund? We commit to processing within a defined timeframe.

It depends on:

- Correct & verified banking details
- No outstanding returns
- No unresolved debt

When everything is aligned, we deliver.

Refunds processed. Payments made. Journey complete.



KEEP YOUR DETAILS UP TO DATE
Accurate information is the foundation of a smooth experience.



WAIT TO BE CALLED
It's the simplest way to save time and effort.



ACT WHEN IT'S YOUR TURN
Respond when SARS communicates with you.



USE OUR DIGITAL CHANNELS
Faster, easier and available anytime.



TOGETHER WE GET IT DONE
A better experience. Better outcomes. A stronger South Africa.