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SARS ONLINE SERVICES

External Guide

GUIDE TO SARS MOBILE TAX SERVICES

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1 SUMMARY

a) SARS is expanding its mobile and self-help services to make it easier for taxpayers to comply. You can now use mobile channels to resolve many tax queries faster and more conveniently. This guide explains which mobile tax services are available, how to use them, and what to check before you start.

2 INTRODUCTION

a) SARS offers mobile tax services to make compliance easier and to improve service. You can use these services on a smartphone (with data) or on a standard mobile phone (using SMS or USSD). If you need help, you can also use channels such as WhatsApp, eBooking call-backs, or the SARS Contact Centre.

Note: Selected services are available free of charge on SMS and USSD for taxpayers who do not have internet access.

3 LEGISLATIVE REQUIREMENTS

a) To protect your personal information, SARS uses two-step authentication across its mobile services. This supports secure communication in line with the Protection of Personal Information Act and Chapter 6 of the Tax Administration Act (including the rules issued under section 255(1)).

4 SARS TAX SERVICE MOBILE PROVISIONS

a) You can use your mobile phone to contact SARS and resolve tax queries through the following channels:

i) Telephone
ii) SARS MobiApp
iii) WhatsApp
iv) SMS
v) USSD

b) Standard mobile phones allow you to make calls, send SMS messages, and use USSD codes. Smartphones offer additional features, such as mobile applications and internet-based services, which allow access to a wider range of SARS services.

c) You can contact SARS by calling the SARS Contact Centre. A SARS service consultant will assist you with your tax query. This service is only available during normal working hours.

d) You can download the SARS MobiApp on your smartphone from the relevant app store. Once installed, you can use the app to resolve most tax queries at any time. You can also use WhatsApp to interact with SARS remotely for general tax enquiries and selected Personal Income Tax (PIT) services.

e) The SMS and USSD channels are available to taxpayers who use standard mobile phones. To use the SMS channel, you send a specific text message to SARS for selected services. SARS will respond by SMS with the requested information or next steps.

f) To use the USSD channel, dial the SARS USSD code on your mobile phone. A menu of available services will appear on your screen. After you select an option and complete the required verification, the result will be displayed on your device.

5 SMART MOBILE DEVICE TAX SERVICES

5.1 SARS MobiApp

a) The SARS MobiApp is a mobile application that you can install on your smartphone. The app works on Android (version 5.0 or higher), iOS (version 10.0 or higher), and devices that use the Huawei App Gallery. To ensure the best performance, download the latest version of the app from Google Play, the Apple App Store, or the Huawei App Gallery.

b) You can use SARS MobiApp to manage your Personal Income Tax matters. The app is available to individual taxpayers and registered tax practitioners and allows you to:

i) Register for tax.
ii) Submit your Income Tax Return for Individuals (ITR12).
iii) Make payments for outstanding Personal Income Tax.
iv) View your auto-assessment.
v) Resolve other tax-related queries.

c) For step-by-step instructions, refer to the following external guides:

i) How to register for the SARS MobiApp.
ii) How to use the SARS MobiApp to submit your Income Tax Return.
iii) How to make payments to SARS via the SARS MobiApp.
iv) Services offered by SARS via the SARS MobiApp.

5.2 SARS on WhatsApp

5.2.1 How to request tax services on WhatsApp

a) You can use WhatsApp to contact SARS for general tax enquiries or selected Personal Income Tax (PIT) services. To use this service, **save** the **SARS WhatsApp number** (**0800 11 7277**) to your contacts and **send SARS a message**.

b) When you contact SARS on WhatsApp for the first time, you will receive the terms and conditions for using the service. You must accept the terms and conditions before you can continue. Once you have accepted them, you can send your greeting or tax related query. SARS will then display a menu of available Personal Income Tax services.

c) The following **services** are available on the **WhatsApp menu**:

i) Tax Reference Number
ii) Statement of Account
iii) Refund Status
iv) Audit Status
v) Notice of Assessment
vi) Register for Tax
vii) Auto Assess Status
viii) Two-Pot Progress
ix) Upload Documents
x) Two-Pot Calculator

d) After you select a service, SARS will ask you to complete an authentication process. Once your identity has been verified, SARS will send the result of your request (such as your IT150, Statement of Account (SOA), or ITA34) to your registered email address. The IT150 will also be sent to you through WhatsApp chat.

Note: You must have a valid email address on SARS records to receive these documents.

e) When using the **Two-Pot Progress** option to check the status of your two-pot tax directive application, SARS will display one of the following statuses:

i) **Finalised** – Your two-pot directive application has been approved. You may contact your fund administrator regarding payment.
ii) **Declined** – Your two-pot directive application has been declined. Contact your fund administrator for further information.
iii) **In progress** – Your two-pot directive application is still being processed. Please check again later.

f) If no directive application is found, the following message will be displayed:
"*There are no tax directive applications received on the tax reference number provided.*"

5.2.2 Things to note when contacting SARS on WhatsApp

a) Before using WhatsApp to contact SARS, please note the following:

i) To use Personal Income Tax (PIT) services on WhatsApp, you must be registered as a Personal Income Tax taxpayer with SARS.
i) The WhatsApp number you use must match the contact number registered on your SARS profile.
ii) This service is not available to tax practitioners.
iii) You need data or internet access to use WhatsApp.

5.2.3 WhatsApp Terms and Conditions

a) When you contact SARS on WhatsApp for the first time, SARS will send you the terms and conditions for using the service.

b) Please read the terms and conditions by selecting the link provided. If you agree to the terms and conditions:

i) Select the **Accept** button.

c) If you do not accept the terms and conditions, you will not be able to use the WhatsApp service.

d) The terms and conditions apply for a limited period. Once they expire, you will be prompted to review and accept them again before you can continue using the service.

5.2.4 How to request general tax advice on WhatsApp

a) You can use WhatsApp to request general tax advice from SARS as follows:

i) Open WhatsApp on your mobile device and select the SARS WhatsApp number saved in your contacts.
ii) Send your question to SARS.
iii) SARS will reply with an answer. Follow the prompts on the screen and rephrase your question if required.
iv) If your question is not resolved:
A) Call the **SARS Contact Centre on 0800 00 7277** or visit **www.sars.gov.za**

5.2.5 How to request your tax reference number on WhatsApp

a) You can use WhatsApp to request your tax reference number from SARS using the mobile number registered on your SARS profile.

b) Request your **tax reference number** as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Tax Reference Number**, and tap **Send**.
iv) Enter the required **personal details** for authentication by sending your **ID or passport number**.

c) Once your details have been verified:

i) your **tax reference number** will be displayed in the WhatsApp chat, and
ii) your **Notice of Registration (IT150)** will be sent as an attachment.

Note: The **IT150** document is encrypted. You will need to enter your **ID or passport number** to open the file. For passport holders, enter all letters in **UPPERCASE**.

If the service menu does not appear, type **menu** to display it again.

5.2.6 How to request your statement of account on WhatsApp

a) You can use WhatsApp to request your **Statement of Account (SOA)** from SARS using the mobile number registered on your SARS profile.

b) Request your **Statement of Account** as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi or Hello)*.
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Statement of Account**, and tap **Send**.
iv) Enter the required **personal details** for authentication:
A) **ID or Passport number**.
B) **tax reference number**, and
C) **email address**.

v) Once your details have been verified:
A) your **Statement of Account (SOA)** will be attached in the WhatsApp chat, and
B) your **Statement of Account (SOA)** will be sent to your email address as per SARS records.

Note: The **SOA** document is encrypted. You will need to enter your **ID number or passport details** to open the file.

If the service menu does not appear, type **menu** to display it again.

5.2.7 How to request your refund status on WhatsApp

a) You can use WhatsApp to check your **refund status** with SARS using the mobile number registered on your SARS profile.

b) Request your **refund status** as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Refund Status**, and tap **Send**.
iv) Enter the required **personal details** for authentication:
A) **ID or Passport number**, **and**
B) **Tax reference number**.

c) Once your details have been verified, SARS will display a message showing the **status of your refund in the chat**.

If the service menu does not appear, type **menu** to display it again.

5.2.8 How to request your audit status on WhatsApp

a) You can use WhatsApp to check your **audit status** with SARS using the mobile number registered on your SARS profile.

b) Request your **audit status** as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Audit Status**, and tap **Send**.
iv) Enter the required **personal details** for authentication:
A) **ID or Passport number**, and
B) **tax reference number.**

c) Once your details have been verified, SARS will display a message showing the **status of your audit in the chat**.

If the service menu does not appear, type **menu** to display it again.

5.2.9 How to request your notice of assessment on WhatsApp

a) You can use WhatsApp to request your **Notice of Assessment (ITA34)** from SARS using the mobile number registered on your SARS profile.

b) Request your Notice of Assessment as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Notice of Assessment**, and tap **Send**.
iv) Enter the required **personal details** for verification:
A) **ID or Passport number.**
B) **tax reference number**, and
C) **email address**.

v) Once your details have been verified:
A) your **Notice of Assessment (ITA34)** will be attached in the WhatsApp chat, and
B) your **Notice of Assessment (ITA34)** will be sent to your email address as per SARS records.

Note: The **ITA34** document is encrypted. You will need to enter your **ID number or passport details** to open the file.

If the service menu does not appear, type **menu** to display it again.

5.2.10 How to register for Personal Income Tax on WhatsApp

a) You can use WhatsApp to **register for Personal Income Tax (PIT)** with SARS.

b) Register for Personal Income Tax as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Register for Tax**, and tap **Send**.
iv) Enter the required **personal details** for registration, including:

A) your **valid South African ID number**.
B) your **name and surname**.
C) whether you have an **email address** (and provide it if applicable), and
D) your **residential address** (street number, street name, suburb, city, and postal code).

Note: Your ID number must be a valid South African ID number.

c) Once your details have been verified:

i) your **tax reference number** will be displayed in the WhatsApp chat, and
ii) your **Notice of Registration (IT150)** will be sent as an attachment.

Note: The IT150 document is encrypted. To open it, enter your **ID**.

If the service menu does not appear, type **menu** to display it again.

5.2.11 How to check your auto assessment status on WhatsApp

a) You can use WhatsApp to check whether SARS has selected you for **auto assessment** during filing season. Use the mobile number registered on your SARS profile.

b) Check your auto assessment status as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Auto Assess Status**, and tap **Send**.
iv) Enter the required **personal details** for authentication:
A) **ID or Passport number**, and
B) **tax reference number.**

c) Once your details are verified, SARS will display your **auto assessment status** in the WhatsApp chat.

If the service menu does not appear, type **menu** to display it again.

5.2.12 How to enquire on the progress of your two-pot tax directive application on WhatsApp

a) You can use WhatsApp to check the **progress of your two-pot tax directive application** using the mobile number registered on your SARS profile.

b) Check the progress of your application as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Two-Pot Progress**, and tap **Send**.
iv) Enter the required **personal details** for verification, then send your:
A) **South African ID number**, and
B) **tax reference number**.

c) Once your details have been verified, SARS will display the **status of your two-pot tax directive application** in your chat and send the result to you by **SMS**.

If the service menu does not appear, type **menu** to display it again.

5.2.13 How to submit supporting documents on WhatsApp

a) You can submit supporting documents for your SARS queries via WhatsApp, without needing to visit a branch or use eFiling.

b) To submit supporting documents:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.

ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Upload Documents**, and tap **Send**.

iv) Enter the required **personal details** for verification:
A) **ID or Passport number**, and
B) **tax reference number**.

v) Once verified,
A) Select the applicable **case number**, then
B) Select the **+** or **paperclip** icon, (depending on your device).
C) Follow the prompts to upload your documents.
I) Select files from your phone (e.g. PDFs or images).

vi) After uploading your document, select one of the following options:
A) **Add more documents**.
I) select the **+** or **paperclip** icon and follow the prompts.
II) after all documents have been uploaded, select **Yes submit now**.
B) **Submit the attached document**.
I) Select **Yes, submit now**.
C) **Cancel submission**.
I) Select **Cancel**

c) Once submitted, you will receive a confirmation that all your documents have been successfully submitted.

d) **Note the following when uploading documents.**

i) Upload the correct file type.
A) **Recommended format:** PDF.

If your documents fail verification, they will show a **"Rejected"** status. Select the **"How to Upload"** option to view file type specifications and limitations.

ii) Ensure images are clear and legible.
iii) Upload a maximum of 10 documents.
iv) Ensure all supporting documents are attached before submitting.

5.2.14 How to calculate your two-pot tax directive on WhatsApp

a) You can use the Two-Pot tax calculator on WhatsApp to get an estimated payout amount if you plan to withdraw from the Two-Pot Retirement System.

b) Request a Two-Pot tax calculation as follows:

i) Open **WhatsApp** and select the **SARS WhatsApp number** saved in your contacts.
ii) Send a greeting (for example, *Hi* or *Hello*).
A) SARS will reply with a list of available services.

iii) Select **Choose an option**, then select **Two-Pot Calculator**, and tap **Send**.
iv) Enter the required **personal details** for verification, including:

A) your **South African ID number**,
B) your **tax reference number**,
C) your **annual income**, and
D) the **amount you plan to withdraw**.

c) After your details have been verified, SARS will send you a **Calculation** link. Select the link to view your **estimated Two-Pot payout amount**.

Note: The amount shown is an **estimate only** and may change once your directive is processed.

If the service menu does not appear, type **menu** to display it again.

6 STANDARD MOBILE DEVICE TAX SERVICES

6.1 SARS SMS Channel

a) You can use the **SARS SMS channel** to request selected **tax services free of charge** by sending an SMS to SARS. SARS will reply by SMS with the requested information. If your request relates to **booking**, a SARS service consultant will call you back to arrange an appointment.

b) The following services are available on the SARS SMS channel:

i) **Check if your Personal Income Tax (PIT) return is due:** SARS will send an SMS to confirm whether you need to submit a return or if no submission is required.
ii) **Request your tax reference number:** SARS will send you your **Notice of Registration (IT150)**. This service is available to registered taxpayers only.
iii) **Request your account balance or Statement of Account (SOA):** SARS will send your account balance details or Statement of Account by SMS or email, where applicable.
iv) **Request an appointment (eBooking):** SARS will call you back to book an appointment with a service consultant.

6.1.1 Things to note when using the SARS SMS Channel

a) The SARS SMS channel:

i) is **free of charge** for **Individual Taxpayers** for **Personal Income Tax (PIT)** services.
ii) is **not available to tax practitioners**.
iii) use the cell phone number registered with SARS when using this service.

b) To request an **eBooking appointment** via SMS, you must be **registered for Personal Income Tax**. If you are not registered for Personal Income Tax, you can register via the following channels:

i) use the WhatsApp channel (*See section 5.2.10 for detailed steps), or*
ii) use the USSD channel *(See section 6.2.3 for detailed steps).*

c) If you have concerns about your registration details (for example, duplicate ID or tax reference numbers), follow the instructions in the SARS SMS response or contact the SARS Contact Centre. You will not be able to use the SMS service until you have resolved these issues.

d) Make sure your SMS includes all **required details**, such as your **ID number, passport number, or asylum-seeker number**. If any details are missing or incorrect, SARS **cannot process your request**.

6.1.2 How to request tax services via the SARS SMS Channel

a) You can request selected tax services by sending an **SMS** to SARS. Make sure your message is **worded correctly** and sent to the **correct number**.

b) When sending an SMS to SARS:

i) Start your message with the **service keyword** for the tax service you need, followed by a **space**, and then your **required details** (such as your ID, passport, or asylum-seeker number).
ii) Send **one SMS per request** and include only the details required for that service.
iii) Each SMS service has a specific **SMS format**:
   A) the **service keyword** tells SARS which service you are requesting.
   B) the **space** separates the keyword from your personal details, and
   C) the **details** identify you as the taxpayer.

c) Send your SMS to **47277**.

d) SARS will verify your details and reply with the requested information by **SMS** or **email**, depending on the service you requested.

6.1.3 How to request an eBooking appointment via the SARS SMS Channel

a) You can request an **eBooking appointment** by sending an SMS to SARS. SARS will contact you to arrange the appointment.

b) To request an eBooking appointment:

i) Send an SMS in the following format: **Booking ␣ ID number / Passport number / Asylum-seeker number** *(Example: Booking 8308245*** or Booking A0296****).
ii) Send the SMS to **47277**.

c) If the details, you sent are correct:

i) SARS will send an SMS to confirm that your request has been received, and
ii) a SARS service consultant will call you to book the appointment.

d) For more information about the documents and details required for your appointment, refer to the "Book an Appointment at a SARS Branch – External Guide" available on the SARS website **www.sars.gov.za**.

6.2 SARS USSD Channel

a) You can use the **SARS USSD channel** by dialling a **USSD code** on your mobile phone. A USSD code starts with an asterisk (*****), ends with a hash (**#**), and allows you to access services without using data. Dial ***134*7277#** to access SARS USSD services.

b) When using the SARS USSD channel:

i) Dial the SARS USSD code on your phone. A menu of available tax services will appear on your screen.
ii) Select the service you need by following the on-screen prompts.
   A) Input the number to the service.

iii) Enter your **personal details** (for example, your ID number) when asked.
iv) SARS will verify your details and display the result on your screen. For some services, SARS will also send the result to you by **email**.
v) After viewing the result, you can return to the main menu to request another service or exit the channel.

c) The following services are available on the SARS USSD channel:

i) **What's my tax number?** View your tax reference number and confirm that you are registered for **Personal Income Tax (PIT)**.
ii) **Account balance** Check whether you have a debit or credit balance on your Personal Income Tax account, including any administrative penalties.
iii) **Tax return status?** Check whether you are required to submit an Income Tax return.
iv) **Two-Pot tax calculator** Get an **estimated payout amount** if you plan to withdraw from the Two-Pot Retirement System. *(See section 6.2.4 for detailed steps.)*

v) **Register for tax** Register for Personal Income Tax and receive your tax reference number on your mobile device. *(See section 6.2.3 for detailed steps.)*

vi) **Two-Pot Progress** Check the status of your two-pot tax directive application. The following statuses may be displayed:

A) **Finalised** – Your application has been approved. Contact your fund administrator regarding payment.

B) **Declined** – Your application has been declined. Contact your fund administrator for more information.

C) **In progress** – Your application is still being processed. Please check again later.

Note: If no application is found, the following message will be displayed: *"There are no tax directive applications received on the tax reference number provided."*

6.2.1 Things to note when using the SARS USSD Channel

a) The SARS USSD channel:

i) is **free of charge** for **Individual Taxpayers** for **Personal Income Tax (PIT)** services.

6.2.2 How to request tax services via the SARS USSD Channel

a) **Dial the USSD code** on your mobile phone to access selected tax services, making sure you use the cell phone number you registered with SARS.

Note: If you are not registered with SARS and want to register for PIT, simply dial the USSD code, select **Register for tax** from the menu, and follow the steps outlined in section 6.2.3.

b) Request a tax service as follows:

i) Dial the SARS USSD code ***134*7277#** on your mobile phone. A menu of available tax services will appear on your screen.

ii) Follow the on-screen instructions and select the tax service you need.

iii) Enter the required **personal details** (for example, your ID number) when prompted.

iv) SARS will verify your details and display the result on your screen. For some services, SARS will also send the result to you by **email**.

6.2.3 How to register for Personal Income Tax via the USSD Channel

a) You can use the **SARS USSD channel** to register for **Personal Income Tax (PIT)** without using data.

b) Register for Personal Income Tax as follows:

i) Dial the SARS USSD code ***134*7277#** on your mobile phone.

ii) From the menu, select **Register for tax**.

iii) Enter the required **personal details** when prompted, including:

A) your **valid South African ID number**,

B) your **first name and surname**,

C) whether you have an **email address** (and provide it if applicable), and

D) your **residential address** (street number, street name, suburb, city, and postal code).

Note: Your ID number must be a valid South African ID number.

c) Once your details have been verified:

i) SARS will send your **tax reference number** to your mobile phone by **SMS**, and

ii) If you provided an email address, SARS will also send the information to you by **email**.

6.2.4 How to calculate your two-pot tax directive via the USSD Channel

a) You can use the **SARS USSD channel** to calculate an **estimated payout amount** for your two-pot tax directive without using data.

b) Calculate your two-pot tax directive as follows:

i) Dial the SARS USSD code ***134*7277#** on your mobile phone. A menu of available tax services will appear on your screen.
ii) Select **Two-Pot tax calculator** from the menu.
iii) Enter the required **personal details** when prompted, including:
   A) your **South African ID number**,
   B) your **tax reference number** (which must be active),
   C) your **annual income**, and
   D) the **amount you plan to withdraw**.

c) Once your details have been verified, SARS will send the **calculation result** to you by **SMS**.

Note: The amount provided is an **estimate only** and may change once your directive is processed.

6.2.5 How to enquire on the progress of your two-pot tax directive application via the USSD Channel

a) You can use the **SARS USSD channel** to check the **progress of your two-pot tax directive application** without using data.

b) Check the progress of your application as follows:

i) Dial the SARS USSD code ***134*7277#** on your mobile phone. A menu of available tax services will appear on your screen.
ii) Select **Two-Pot Progress** from the menu.
iii) Enter the required **personal details** when prompted, including:
   A) your **South African ID number**, and
   B) your **tax reference number** (which must be active).

c) Once your details have been verified, SARS will:

i) Display the **status of your two-pot tax directive application** on your screen.

7 CONTACT CENTRE SERVICES

a) You can contact SARS by calling the SARS Contact Centre to get help with a wide range of tax-related enquiries. This includes:

i) Requesting your tax reference number,
ii) Requesting your Statement of Account, and
iii) Following up on previous tax queries.

Note: Some services, such as updating your personal details or banking details, cannot be completed through the Contact Centre because they involve additional security and risk checks.

b) If you have a complex or risk-related tax query, you can request an eBooking appointment through the Contact Centre. A SARS service consultant will help you book an appointment and advise you on the documents you need to bring to resolve your query at a SARS branch.

7.1 How to request tax services telephonically

a) You can reach the SARS Contact Centre on the toll-free number **0800 00 7277**. If you're calling from outside South Africa, use **+27 11 602 2093**. Simply follow the voice prompts and choose the option that fits your enquiry. A SARS service consultant will help you with your query.

b) You can also use this channel to request an eBooking appointment for complex or risk-related matters. For more information on what is required for an eBooking appointment, refer to the "Book an Appointment at a SARS Branch – External Guide" available on the SARS website www.sars.gov.za.

8 DEFINITIONS AND ACRONYMS

Glossary A-M | South African Revenue Service (sars.gov.za)

DISCLAIMER

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i) Visit the SARS website at www.sars.gov.za;
ii) Make a booking to visit the nearest SARS branch;
iii) Contact your own Customs agent / Excise representative / tax advisor / tax practitioner;
iv) If calling from within South Africa, contact the SARS Contact Centre on 0800 00 SARS (7277); or
v) If calling from outside South Africa, contact the SARS Contact Centre on +27 11 602 2093 (only between 8am and 4pm South African time).