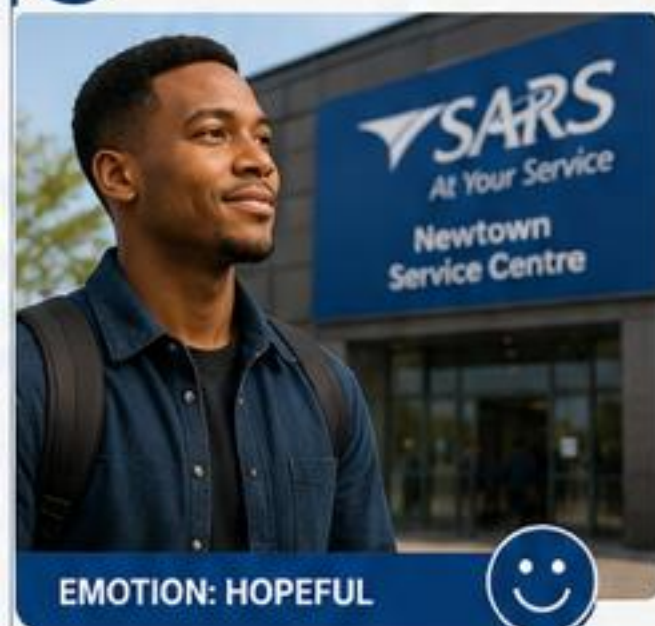


THATO'S SARS SERVICE CENTRE EXPERIENCE

From arrival to resolution – The *Power of Done.*

1 OPENING SCENE – EXTERIOR



EMOTION: HOPEFUL



Meet Thato.
After trying SARS digital channels with some challenges and now preferring human assistance. He has decided to visit a SARS Service Centre for help.

2 ARRIVAL & MEETER GREETER



EMOTION: WELCOMED & ASSURED



On arrival at the Newtown Service Centre, he is welcomed by a SARS official. His query is assessed whether it's a simple enquiry, submitting a return, updating details, or resolving a dispute. His documents are also checked, and he is issued a service ticket.

3 QUEUE & WAITING AREA



EMOTION: PATIENT & CONFIDENT



Thato proceeds to the waiting area and waits for his ticket number to be called. This queue system ensures fair and orderly service. He remains seated until his number appears.

4 ASSISTED eFILING OPTION



EMOTION: SUPPORTED & EMPOWERED



Thato can use an assisted eFiling station to submit returns, update banking details, or check compliance. A SARS agent is available to guide him and ensure accuracy.

5 SELF-SERVICE OPTIONS



EMOTION: IN CONTROL



Alternatively, Thato can transact independently using his own device, a self-service kiosk, or by scanning a QR code to access SARS digital platforms.

6 SERVICE CONSULTANT ENGAGEMENT



EMOTION: RELIEVED & RESOLVED



When his number is called, he proceeds to a Service Consultant. His identity is authenticated, and his request is resolved whether updating records, submitting a return, or resolving an account issue. Supporting documents are verified and the service is completed.

7 COMPLETION & NEXT STEPS



EMOTION: SATISFIED & EMPOWERED



Thato receives a case number and clear guidance on next steps. Where applicable, confirmations are sent via SMS or email.



8 CLOSING SCENE



EMOTION: CONFIDENT & READY FOR WHAT'S NEXT



The Power of Done.

When it's done, you can move forward with confidence.

Through a balance of digital enablement and human support, SARS ensures every taxpayer receives the help they need simply, efficiently, and with confidence.



PEOPLE
We are here to help.



OUR PROMISE TO YOU
DIGITAL
Simple. Secure. Available.



TRUST
Fair. Consistent. Confidential.