

## Media Releases 2009

### Urgent notice to taxpayers and tax practitioners

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**Wednesday 14 January 2009** -- Many taxpayers in the country have again waited for the last 2 weeks of the Tax Season to submit their income tax returns to SARS.

To date 850 000 returns have been submitted via eFiling and SARS expects that this number may more than double before the submission deadline.

However, it seems that many people require assistance from SARS with their eFiling logon and password details.

This is putting immense pressure on the SARS call center.

SARS appeals to taxpayers and tax practitioners who have forgotten their password or login details to visit [www.sarsefiling.co.za](http://www.sarsefiling.co.za) where they can resolve this online rather than over the telephone.

The call centre can handle up to 500 calls simultaneously but is currently receiving many more as taxpayers and practitioners who have left things to the last minute.

Additional call center agents have been deployed today.

Since the start of this year SARS has also received numerous requests from tax practitioners for more time to submit the returns of their clients.

For these reasons SARS has decided on the following—

- **Taxpayers using eFiling have an additional 15 days until 5 February 2009 to submit their income tax returns electronically**
- **Taxpayers who continue to encounter problems to access the call centre are advised to go to a SARS branch office for assistance.**
- **Until 23 January 2009 – the initial deadline – SARS will be able to complete and capture the return of the taxpayer electronically. This channel of assistance is available ONLY until 23 January 2009. After that date all returns must be submitted electronically via eFiling.**

SARS also requests callers to the SARS call centre to be patient and considerate when they have problems to get through or are kept waiting for long periods.

To speed up assistance callers are reminded to have their ID number and income tax reference numbers at hand when they call and, if possible to call during off-peak periods (before 9am and after 4pm).

ENDS.