

Pretoria Head Office  
299 Bronkhorst Street,  
Nieuw Muckleneuk,  
0181  
Private Bag X923,  
Pretoria, 0001  
SARS online:  
[www.sars.gov.za](http://www.sars.gov.za)  
Telephone 012 422 4000

## **BUSINESS AND INDUSTRY ASSOCIATIONS**

Dear valued Stakeholder,

### **IMPACT OF CORONAVIRUS ON SARS SERVICES**

As you are aware President Ramaphosa announced important and far reaching steps to contain the spreading of the COVID19 virus in South Africa. He has also called on us to work together as a nation, and as a critical partner and stakeholder in the tax eco system we would like to request your assistance.

We would like to urge you to reach out to all your members and/or clients to request them and their employees to make use of SARS services through electronic channels rather than visiting a SARS branch in person. It may be necessary for SARS to introduce its own screening procedures before access to Branches will be granted, which may mean that persons who have been travelling abroad for any period after mid-February, or persons who have been requested to self-isolate or suspect they have been in contact with a person that has tested positive are likely to be affected.

SARS staff will also not be attending meetings unnecessarily, and where possible will encourage teleconferences or other methods of communication.

The available electronic channels are:

- SARS eFiling
- SARS e@syFile™ for employers

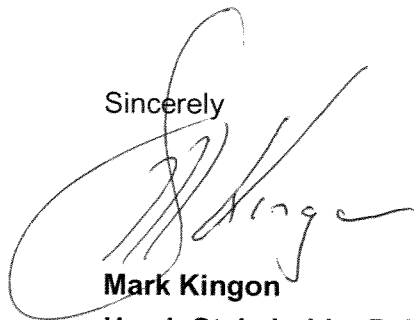
- SARS MobiApp
- Call Centre: 0800 00 7277
- Tax Regional Contact Details: Regional Contact Details (as per SARS Website)
- SARS website: [www.sars.gov.za](http://www.sars.gov.za)

Please also see attached a notification for your information that has been issued to traders as to the impact on SARS Customs functionalities.

It is at such times that we value the partnership we have with you and will ensure that we communicate with you regularly, and in turn will welcome your communication and feedback on matters that require our attention. As you will be no doubt be considering measures yourself as to how you keep your own workforce safe, and at the same time, keep services going, we wish you well and appreciate your assistance to SARS in this regard.

This is a critical period for SARS in terms of revenue collections and now, more than ever, our country requires everyone to pay their fair share. Please do all that you can to ensure that payroll tax payments to SARS are made in full and on time, and that EMP501 reconciliation returns are complete, correct and filed on time. Should difficulties be experienced please contact SARS. The stakeholder management team is on standby to assist you with any further queries you may have in this regard.

Sincerely



**Mark Kingon**

**Head: Stakeholder Relations, Integrity and Anti-Corruption**

**Date:** 2020-03-17