

Dear Stakeholder

South African Revenue Service

CLOSURE OF ESCALATION MAILBOXES FOR THE ESTATES SEGMENT

The Estate segment escalation mailbox (estatesegment@sars.gov.za) was created in October 2020 to assist with complaints regarding the problems experienced by clients. The main objective was to provide a single point of entry to raise these issues with the Estate Segment by respective liaison personnel from Registered Controlling Bodies (RCB'S). This was to prevent an influx of similar queries and to become timeously aware of problems experienced in the Estate field.

Since the inception of the abovementioned mailbox, we instead received escalations and general first-time queries on all types of Estate queries. We assisted in resolving and responding to these complaints over the last 18 months.

The concerning issue is that there has been a significant increase in the use of this mailbox by many executors and not the respective RCB's liaison personnel as initially agreed. This resulted in clients bypassing the normal channels and abusing this mailbox to fast-track their queries.

In our effort to be fair to all clients and the service delivery that they are entitled to, this mailbox will be closed with effect from at 28 February 2022. Please find below the process to be followed for general queries and escalations:

1. Any queries and escalation should follow the correct channels set out on the SARS website.
2. The **standard channels** to be used are as follows:
 - For Tax Practitioners: pcc@sars.gov.za
 - For Taxpayers: contactus@sars.gov.za
 - SARS Online Query System
 - Send an SMS to 47277 requesting to make an appointment – send the keyword Booking (Space) ID number or Passport number or Asylum Seeker number
3. For all other services, please visit www.sars.gov.za.

For more information regarding estate matters, visit the following link:

<https://www.sars.gov.za/types-of-tax/estate-duty/>

Complaints

If you are not satisfied with the service after your interaction with SARS, you may complain.

A complaint is a grievance, or some form of dissatisfaction experienced by the taxpayer or representative, in relation to a **process** (including queries, returns or any service request) or a **service** experience that is not adequately resolved.

There are 3 preferred ways to send your complaint:

1. Via eFiling, click here to login to eFiling and lodge a complaint. See our step-by-step guide on how to lodge a complaint via eFiling. Please note that you must be registered on eFiling. If not registered yet, click here.
2. Visit your nearest SARS Branch. (During lockdown, branch visits are limited and by appointment only).
3. By calling the SARS Complaints Management Office (CMO) on 0860 12 12 16.

The complaint form is an online form only available for you to complete on eFiling or it can be completed on your behalf by a SARS agent when you contact the CMO, Contact Centre, a Branch or a Mobile Tax Unit.

It is important for all taxpayers / clients to utilise the abovementioned channels as of immediately.

Your support is appreciated.

Sincerely

ISSUED ON BEHALF OF THE SOUTH AFRICAN REVENUE SERVICE ESTATES SEGMENT