

Dear Stakeholder

SARS SURVEY ON THE LICENSING & REGISTRATION SERVICE UTILIZATION

The South African Revenue Service (SARS) is conducting a customer experience survey whose target audience are all the individuals who utilised the Licensing & Registration services, either through the SARS branch or online through the RLA system.

You have been identified as one of the people who have utilised the SARS Licensing & Registration services and are cordially invited to participate in the research study. We kindly request your feedback on your most recent experience of utilizing the licensing and registration services.

Please be assured that your responses will remain anonymous, as the survey is completely confidential. If you would like to verify the authenticity of this email and the survey, please consult the SARS website (www.sars.gov.za).

[Trader Satisfaction Survey - RLA](#)

Sincerely,
SOUTH AFRICAN REVENUE SERVICE