



South African Revenue Service

Dear Stakeholders

SARS Security System Enhancements

In light of the various incidents of cyber fraud cases reported to SARS, SARS has taken various steps to enhance its security features on its systems to protect taxpayers. It is intended to roll out additional security features in the next week provided the current testing is successful.

Currently, the one-time pin (OTP's) is used as a security feature for sensitive transactions such as login retrieval and resetting of passwords. SARS is now extending this to certain key updates done on the RAV form. This will be for updates for Security Contact Details (individuals) and Bank Details (any authorised user as per RAV rules) as a first phase. Should the logged in user have the relevant access to perform sensitive transactions, SARS will OTP in cases where the sensitive details are changed.

Essentially, if an eFiler makes either a **security contact detail** or **banking detail** change on the RAV form, they will be requested to capture an OTP (to email or sms) for the changes to be submitted.

Coming Soon- Restriction of simultaneous logins by the same username.

SARS has noted the fact that in some tax practices the same user log in details are used by multiple persons. This behaviour has contributed to significant risks. SARS intends to change its systems in due course to ensure that a username is only allowed for a single active login session. That means the Tax Practitioners will have to actively manage the usernames and passwords.

SARS values your support and hope you will continue to work with us in creating a safer environment for taxpayers.

Sincerely,

THE SOUTH AFRICAN REVENUE SERVICE

August 2022

Please do not reply to this email. Replies to this message will be sent to an unmonitored mailbox. If you have any questions, visit the SARS website on www.sars.gov.za or call the SARS Contact Centre on 0800 00 7277. Legal disclaimer:

This email is intended solely for the use of the individual or entity to who it is addressed. If you have received this email in error, please delete the email from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing, or taking any action in reliance on the contents of this information is strictly prohibited.

