

Change of SARS Complaints Management Office number

Dear Colleagues,

The SARS Complaints Management Office (CMO) has been using a shared contact number, which means the caller carries a portion of the cost of the call.

Due to a public outcry, this shared number has now been changed to a **toll-free** contact number – **0800 12 12 16**.

Taxpayers who call the old number will still be routed to a Service Consultant for the next two months and thereafter, it will be decommissioned.

Kindly share this new number with taxpayers and encourage them to use it for any future communication with the CMO.

Issued by:

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(Bridge)**

16 February 2024