Get Ready for the 2025 Filing Season for Individuals.
MAKE TAX MATTERS YOUR PRIORITY #1
Your Tax Matters, So Does Your Time!
SARS
South African Revenue Service

MAKE TAX MATTERS YOUR PRIORITY #1

INTRODUCTION

Tax filing can look daunting, but we have made it easy for you to comply. The leaflet is to help you prepare to file your tax return. Whether you're a first-time filer or a seasoned taxpayer, SARS wants you to be clear and certain about how to meet your tax obligations.

DATES TO DIARISE

Auto Assessment Notices	Non-Provisional Individuals	Provisional taxpayers	Trusts
7-20 July 2025	21 July – 20 October 2025	21 July 2025 – 19 January 2026	19 September 2025 - 19 January 2026

HOW DO I GET MY TAX NUMBER?

It's important to have your tax number ready — here's how to get it:

SARS ONLINE QUERY SYSTEM (SOQS)

On the www.sars.gov.za homepage, click on SARS Online Query System (SOQS) – the 6th tile on the far right and enter your contact details registered with SARS.

WHATSAPP

Send "Hi" to our WhatsApp number (0800 11 7277); choose "Tax Reference Number" from the menu; and follow the prompts.

SMS

Send your ID, Passport, or Asylum Seeker number to SARS on our SMS line (47277).

USSD

Dial *134*7277# from your cell phone, select option 1, enter your ID, Passport, or Asylum Seeker number.

SARS eFILING OR MOBIAPP

If you are registered for SARS eFiling, you can ask for your Notice of Registration (IT150) on eFiling and SARS MobiApp.

CHATBOT LWAZI

Ask Lwazi chatbot on SARS eFiling and the SARS MobiApp. Have your ID, Passport, or Asylum Seeker number ready and give your mobile number or email address that SARS has on record for you.

SARS BRANCH

Make an online booking on www.sars.gov.za if you need to visit a SARS branch.

YOUTUBE

If you need help to get your tax number, watch the tutorial on the SARSTV Channel on YouTube.

If you need help to get your tax number, watch the tutorial on the SARSTV Channel on YouTube.

WHO MUST FILE?

If you are not sure if you must submit an Income Tax Return (ITR12), answer a few simple questions on the Do You Need to Submit a Return page on the SARS website.

AUTO ASSESSMENTS

Auto Assessment is an automatic tax assessment in which SARS uses pre-filed information to calculate and issue an assessment without the need for taxpayers to complete or submit a tax return. SARS uses information from employers, banks, medical schemes, retirement funds, and insurers to do the Auto Assessment. SARS will send you an email or SMS to tell you that you have been automatically assessed and whether you will receive a refund or if you owe SARS. If the assessment is correct, you don't need to do anything

GO DIGITAL WITH SARS eFILING AND MOBIAPP

SARS eFiling is an online platform where you can submit returns and declarations, pay tax, and use other SARS services.

SARS eFiling is also available on the SARS MobiApp. You can download MobiApp from the Apple App Store, Google Play Store, or Huawei App Gallery.

We know it's easy to forget your eFiling password or username. Here's how to reset it:

- **SARS website:** visit www.sars.gov.za and click "**Forgot Password**" or "**Forgot Username**" on the far-right menu bar. Follow the prompts to reset your password or username.
- **SARS MobiApp:** on MobiApp, tap **"Forgot Password"** and give the required information. You will then choose how you want to receive your OTP. Once you have entered your OTP, you can create a new password.

If you need to reset both your password and username on either the eFiling website or SARS MobiApp, select **"Forgot Username"** and follow the prompts. Once you have your username, you can follow the steps to create a new password.

Your password must be at least eight characters long, and have at least one uppercase, lowercase, numeric, and special character. **Do not use a password that it is easy to guess.**

WANT TO GET YOUR TAX MATTERS IN ORDER?

Familiarise yourself with SARS Interactive Digital Channels to make this Filing Season easier for you.

The Interactive Digital Channels include:

- SMS Service on 47277
- USSD by dialling *134*7277#
- Say “Hi” or “Hello” via WhatsApp 0800 11 7277
- SARS Online Query System (SOQS) at www.sars.gov.za
- SARS MobiApp
- SARS AI Assistant

The helpful Interactive Digital Channels Service Matrix shows you which digital channel you can use to request your tax info and perform other actions and our cyber-friendly AI Assistant is available to give you advice on easy ways to interact with SARS all from the palm of your hand.

TWO-FACTOR AND PASSWORDLESS AUTHENTICATION

Two-factor and passwordless authentication make SARS eFiling safer. You will get a notification on your phone or tablet to give you access to your eFiling profile. This device (phone or tablet) must be enrolled as the primary device on your eFiling profile.

Two-Factor Authentication: log in to your eFiling profile with your username, password, and push notification.

Passwordless Authentication: log in to your eFiling profile using your username and a push notification.

Push notifications will be sent to the SARS MobiApp on your smart device.

SOQS DASHBOARD

Wondering if SARS auto-assessed you this year? Go to the SARS Online Query System (SOQS) Dashboard and check your auto-assessment status. Say goodbye to queues.

NEED TO UPDATE YOUR SECURITY CONTACT DETAILS ON eFILING?

Your security contact details are your cell phone number and email address that SARS has linked to your eFiling profile.

To update your security contact details, log in to eFiling and select “Security Contact Details”. Follow the prompts and once you have provided all the correct information, you will get a message confirming that your details have been updated.

NEED TO UPDATE YOUR EFILING PERSONAL DETAILS?

Keep your personal information up to date so that SARS can help you quickly. Here’s how to update your details:

- Log in to SARS eFiling.
- Click on “Home”.
- Select “SARS Registered Details”.
- Click on “Maintain SARS Registered Details”.
- Choose the section you want to update:
  - My Addresses
  - My Bank Accounts
  - My Email Addresses
  - My Trading Name Details
  - My eFiling Security Details
  - Update the information.
  - Click “Done”, then “Submit” to save your changes.

NEED TO UPDATE YOUR BANKING DETAILS QUICKLY?

- Log in to eFiling.
- Click the Express-Access option: “Update My Personal Income Tax Bank Account”.
- The Banking Details Update screen will be displayed.
- Click “Maintain SARS Registered Details”.
- Click the drop-down menu to select the bank name.
- Fill in the branch code/branch name, account number, account type and account-holder name.
- Click “Update Banking Details”.
- Confirm the banking-details change with the OTP sent to your preferred method of communication.

If both your email address and cell phone number have changed and you cannot follow the steps above, you will need to call the SARS Contact Centre (0800 00 7277) or visit a SARS branch to verify your identity. To avoid long queues, first book an appointment via the SARS website, www.sars.gov.za

CONSEQUENCES OF NON-COMPLIANCE

You are non-compliant when you do not file your Income Tax Return or if you submit it after the published deadline. You are also non-compliant if you do not notify SARS of a change of address, banking details or the details of the representative taxpayer (i.e. Tax Practitioner).

If you don’t file your return or update your information with SARS:

- You could face penalties based on your income ranging from **R250 up to R16 000 per month**.
- Penalties increase **every month** that the non-compliance continues.

Want to avoid penalties? File on time.

Please make sure that you file your return correctly, honestly, and submit it on time to avoid penalties.

MAKE
TAX MATTERS
YOUR PRIORITY #1

SARS CORRESPONDENCE

Login to SARS eFiling to check SARS's communication with you:

Go to "Returns" and choose "Search Correspondence". Here, you can look for the SARS letters and notices issued to you, such as:

- Notice of Assessment (ITA34)
- Operations Letters and Final Demands
- Enforcement Letter
- Third-Party Letter
- Completion Letter
- Engagement Letter
- Findings Letter
- Request for Supporting Documents
- Auto Finalisation Letter

HOW TO MAKE PAYMENT TO SARS

The way you pay SARS is the same for both assessed and income tax balance accounts; however, note that:

When paying SARS from your Statement of Account (SOA), you can choose what amount to pay.

When making a payment from your Notice of Assessment (ITA34), you must pay the full amount you owe SARS.

PAYMENT METHODS:

- SARS eFiling
- SARS MobiApp
- At a bank; payment to SARS can be made at Absa, FNB, Nedbank, Standard Bank, and Capitec. Please quote the correct beneficiary payment reference number (PRN).
- Electronic Funds Transfer (EFT).

PAYING SARS AT A BANK

You can pay SARS at Absa, FNB, Nedbank, Standard Bank and Capitec.

Please quote the correct beneficiary ID and payment reference number (PRN).

You cannot pay SARS if your reference is incorrect.

Note: The PRN is automatically generated by the system and is unique; it is used to match the allocations on the payment form to the actual payment made. The PRN enables a client to designate exactly what is being paid or settled, i.e., the specific period or tax type.

PAYMENT TO SARS VIA EFT

EFT payments to SARS are supported for the following:

- Absa
- AlBaraka
- Access Bank (previously Grobank)
- Capitec
- Discovery Bank
- FNB
- Grindrod BankHSBC
- Investec
- JP Morgan
- Mercantile Bank
- Nedbank
- Standard Bank

You can pay SARS through internet banking by simply using the standard drop-down listing of pre-loaded beneficiary IDs provided by the bank.

All SARS beneficiary IDs are prefixed with the naming convention “SARS”.

All internet payments must be correctly referenced so that SARS can identify your payment and correctly allocate it to your account.

ARE YOU USING A TAX PRACTITIONER TO FILE YOUR RETURN?

Always use a registered tax practitioner. To check if your tax practitioner is registered with SARS and a Recoginised Controlling Body, visit www.sars.gov.za and verify on the “**Confirm Tax Practitioner Registration**” page.

SCAMS AND PHISHING

- SARS will **n**ever ask for your banking, tax, or eFiling details by phone, email or website link.
- If you get a suspicious message, verify it through the “Scams and Phishing page” on the SARS website for details on the latest scams.

NEED MORE INFO?

To keep up to date with the latest information from SARS, follow us on Facebook, X, and LinkedIn. Check the “Latest News” on the SARS website often.

MAKE TAX MATTERS YOUR PRIORITY #1

Your Tax Matters,
So Does Your Time!