



22 July 2021

To: The South African Revenue Service

Lehae La SARS
299 Bronkhorst Street
PRETORIA
0181

Via email: SARS SNtombela3@sars.gov.za

CC: vnkanyane@sars.gov.za ; SHenson@sars.gov.za ; mkingon@sars.gov.za ;
sars_ops_escalations@thesait.org.za

RE: INABILITY TO SUBMIT THE RFR FORM

Dear Colleagues,

The South African Institute of Tax (SAIT) has received several complaints from members regarding their inability to submit a Request for Remission (RFR) form on eFiling in respect of administrative penalties levied. During a recent SARS/RCB regional meeting, SARS technical eFiling specialists indicated that the RFR form can only be accessed via eFiling through Internet Explorer. Even so, systems operating on Windows 10 remain unsupportive and will not allow access to the RFR form.

Despite the recommended workarounds proposed by SARS, many SAIT members are still experiencing challenges with the submission of the RFR form. In addition, many tax practitioners do not have access to older Windows versions in their firms making it difficult to access and submit the RFR form on behalf of their clients.

During a Mpumalanga SARS/RCB regional meeting held on 25 June 2021, tax practitioners who continue to struggle with accessing and submitting the RFR form were advised to book a virtual appointment with a SARS branch to submit a RFR form manually.

With the conversion of forms from Adobe to HTML5, SAIT is requesting SARS to advise on the progress of the conversion of the RFR form. SARS is further requested to advise, for an interim period, on an alternative submission channel to assist taxpayers and tax practitioners with the submission of the RFR form.

We look forward to receiving your feedback in this regard.

Yours faithfully,

SAIT



Disclaimer

This document has been prepared within a limited factual and contextual framework, in order to provide technical guidance regarding a specific query relating to tax practice. This document does not purport to be a comprehensive review in respect of the subject matter, nor does it constitute legal advice or legal opinion. No reliance may be placed on this document by any party other than the initial intended recipient, nor may this document be distributed in any manner or form without the prior, written consent of the South African Institute of Taxation NPC having been obtained. The South African Institute of Taxation NPC does not accept any responsibility and/or liability, of whatsoever nature and however arising, in respect of any reliance and/or action taken on, or in respect of, this document. Copyright in respect of this document and its contents remain vested in the South African Institute of Taxation NPC.