



**OFFICE OF THE
TAX OMBUD**
Ensuring fairness

**MEDIA STATEMENT
ISSUED BY THE OFFICE OF THE TAX OMBUD
FOR IMMEDIATE RELEASE - 15 AUGUST**

Tax Ombud to investigate complaints against SARS relating to service failure in assisting taxpayers affected by eFiling profile hijacking

The Office of the Tax Ombud (OTO) confirms that it has sought and obtained approval from the Minister of Finance to conduct a review of possible systemic and emerging issues related to alleged SARS's service failures in assisting taxpayers with eFiling profile hijacking timeously in terms of section 16(1)(b) of the Tax Administration Act 28 of 2011.

This follows complaints and queries received by the Office of the Tax Ombud from taxpayers and industry bodies, as well as the public workshop with SARS, taxpayers and industry bodies on 13 June 2024.

Both SARS and external stakeholders, including industry bodies, have already been notified. In conducting the review, the Office of the Tax Ombud will engage SARS, concerned taxpayers, and/or their representatives, including their relevant industry bodies. Thereafter, a report on the review containing recommendations will be submitted to the Minister.

What are systemic Issues?

Systemic issues are underlying problems that can be considered as the root causes of complaints affecting or likely to affect many taxpayers in the tax system. These issues often pertain to how specific SARS systems operate, how they formulate and implement policies, practices or procedures, and how they apply or ignore legislative provisions.

Click [Systemic Issues - Office of the Tax Ombud](#) to learn more.

Issued by the Office of the Tax Ombud

Pearl Seopela, Senior Manager: Communications and Outreach

Mobile: 082 906 1404; e-mail: PSeopela@taxombud.gov.za

To request media interviews, contact Mr Russel Mamabolo

Mobile: 081 772 8731; e-mail: RMamabolo@taxombud.gov.za
