

Efiling Profile Hijacking Survey

Please share with us any stories or accounts of eFiling profile hijacking you have experienced, so that we understand the issues involved for the purpose of our investigation. We would appreciate your answers to the following questions that will help us to gauge the level of response and urgency which the South African Revenue Service (SARS) may have applied in your circumstances, if applicable.

Once completed, please email to communications@taxombud.gov.za, or drop off at:

The Office of the Tax Ombud
Menlyn Corner, 2nd Floor,
87 Frikkie de Beer Street,
Menlyn,
Pretoria

An electronic version of this survey is available [here](#).

The survey starts on the next page.

Legal Disclaimer

The information collected through this survey is for investigative purposes only and is intended to assist the Tax Ombud in identifying and addressing systemic issues related to eFiling profile hijacking. All responses will be treated with the utmost confidentiality and will not be disclosed to any third parties without your explicit consent, except as required by law. By participating in this survey, you agree that the information you provide may be used in aggregate form for reporting and analysis purposes. Your participation is voluntary, and you may choose to withdraw at any time without any negative consequences.

1. Please indicate what type of taxpayer you are:

- ☐ Individual taxpayer not represented by a registered tax practitioner.
- ☐ Individual taxpayer represented by a registered tax practitioner.
- ☐ Corporate taxpayer (not sole trader) represented by a registered tax practitioner.
- ☐ A registered tax practitioner.

2. Please indicate whether eFiling profile hijacking has happened to you personally or if it is something you have witnessed:

- ☐ Personal experience
- ☐ Something I have witnessed
- ☐ One of my clients (if you are a registered tax practitioner)

3. Please indicate which type of tax was affected by eFiling profile hijackings:

- ☐ Personal Income Tax (PIT)
- ☐ Value Added Tax (VAT)
- ☐ Company Income Tax (CIT)

4. Was the eFiling profile hijacking reported to the South African Police Service (SAPS)?

- ☐ Yes
- ☐ No
- ☐ Don't know

5. In your view, what was the estimated amount of the fraud that has occurred resulting from the eFiling profile hijacking?

- ☐ Less than R10 000
- ☐ More than R10 000 but less than R100 000
- ☐ More than R100 000 but less than R1 000 000
- ☐ More than R1 000 000

6. In your opinion, what allowed the eFiling profile hijacking to occur?

Please enter at most 4000 characters

7. Was the eFiling profile hijacking reported to SARS?

- ☐ Yes
- ☐ No
- ☐ Don't know

8. Was SARS's response effective?

- ☐ Yes
- ☐ No

9. How was it effective?

Please enter at most 4000 characters

10. What should have been done?

Please enter at most 4000 characters

11. Was the communication and interaction with SARS adequate and effective following the discovery of the eFiling profile hijacking?

☐ Yes

☐ No

12. What action was taken by SARS and was it effective?

Please enter at most 4000 characters

13. What should have been done?

Please enter at most 4000 characters

Thank you very much.