



PUBLIC NOTICE: RENEWAL OF CLEARING AGENTS' LICENSES FOR 2023: INTERIM MEASURES TO ADDRESS THE PLIGHT OF AGENTS FAILING TO LODGE APPLICATIONS FOR RENEWAL DUE TO SYSTEM CHALLENGES

The Zimbabwe Revenue Authority (ZIMRA) wishes to remind all registered Customs Clearing Agents that the Authority is aware of the challenges faced by some clearing agents regarding applications for the renewal of clearing agents' licenses for the year 2023 during the renewal period that opened from **01 September 2022 to 31 October 2022**.

The Authority's Information and Communication (ICT) Division is working flat out to resolve these challenges to enable the affected agents to successfully lodge their electronic applications. The Commissioner would like to advise affected agents that in view of the foregoing, the renewal window has been extended to **30 November 2022** to enable all affected agents an opportunity to lodge their applications once the system challenges have been resolved. Beyond **31 December 2022**, the Authority has put in place arrangements to ensure that the affected agents will still be able to transact should the challenges remain unresolved.

Please note that this consideration has been put in place to cater ONLY for those agents that are currently failing to access the licensing platform due to the noted system challenges.

Applications for clearing agents who failed to finalise outstanding issues not affected by any system challenge beyond **31 October 2022** will still be accepted for possible consideration of extension of the window on merit under a separate arrangement.

SUPPORT TEAM

The Agents Bond National Team members listed below will be available to assist all agents where they experience challenges during normal working hours: **G. Chirapa 0772126950, M. Machekanyanga 0719556779 & Z. Damiso 0719379969.**

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