

DID YOU KNOW

Self Service Info

FIRS has dedicated SYSTEMS that are located in our various offices around the country to enable **YOU** perform your tax affairs.

Helpdesk

The FIRS has a helpdesk with dedicated Telephone lines which are available 24/7

09074444441,
09074444442
09072111111
09073777777

Email

helpdesk@firs.gov.ng
taxpayer.service@firs.gov.ng

Coming soon

Live Chat and SMS

Enquires

Simple enquiries/complaints are addressed immediately while complex ones are escalated to Subject Matter Experts within the Service. Taxpayers are encouraged to direct all issues or concerns to our communication channels.



Routine Maintenance

A more robust and interactive website is being developed to enhance Taxpayers experience.

Website maintenance schedules will be automatically communicated to taxpayers via our various channels of communication.

The FIRS now conducts routine maintenance and have increased access capacity for our website by running health checks, Content update and ensuring that all links and applications are up to date this is to allow us serve you better.

E-Service Communication

All Taxpayers should please kindly update their profiles especially **email address**. Email address is the primary mode of communication with respect to our e-Services initiatives:

- ✓ e-Stamp duty
- ✓ e-Registration
- ✓ e-Filing
- ✓ e-TCC
- ✓ e-Receipt
- ✓ e-Payment

Downloads and Step-by-Step Guide

Taxpayers can now Download their e-Receipt/ e-TCC and verify its authenticity via the e-Receipt and e-TCC platform

Step-By-Step Guides on all our platforms are available to Taxpayers via:

Website, Pamphlets and in our various Offices and helpdesk

