

ATTENDANCE BY APPOINTMENT

SCHEDULE AN IN-PERSON APPOINTMENT ON THE
PORTAL DAS FINANÇAS



Citizens, businesses, and economic operators can schedule an in-person appointment at Tax Offices and Customs Offices through the "[Atendimento por Marcação](#)" service available on the *Portal das Finanças* or via the Tax and Customs Call Center (CAT).

Appointments are scheduled exclusively for the selected subject. If multiple matters need to be addressed, a separate appointment must be made for each. On the day of the appointment, only the specified issue will be handled.

A. SCHEDULING AN APPOINTMENT

On the *Portal das Finanças*¹, search for "[atendimento presencial por marcação](#)", or access the page "[Contactos](#)", at the footer of the website. To schedule your appointment click "[Atendimento por marcação](#)" > "[Aceder](#)".

1 - Requesting a tax identification number (NIF) or address change without a Citizen Card

Select one of the available subtopics under "[Identificação](#)":

- [Alteração de morada - cidadão da UE e Espaço Económico Europeu](#) (address change – EU and European Economic Area citizen);
- [Alteração de morada - cidadão de País Terceiro](#) (address change – third-country national);
- [Pedido de NIF](#) (NIF request).

Proceed with scheduling and enter your identification document number in the "[Observações](#)" field.

Fill in your contact details: Name, Phone, and Email, and confirm authorization for processing your contact information.

Choose a date range for scheduling and check the availability of service locations.

On the map, select a "[Distrito](#)" (District), then a "[Concelho](#)" (Municipality), choose the Service location, and confirm. Select the date and time for your appointment.

The "[Informação](#)" section will display all relevant details: appointment date and time, location, and service desk number. Click "[Marcar Atendimento](#)" to finalize the booking.

You can modify it under "[Modificar Marcação](#)" if necessary. If everything is correct, submit the request by clicking "[Submeter](#)", and a confirmation message will appear.

¹ - You can use the web browser automatic translation option to view the *Portal das Finanças* page in another language.

The Tax and Customs Authority (AT) will send a confirmation message to the registered email address.

2 - Other Matters

If the appointment is unrelated to a *NIF* request or an address change for individuals without a Citizen Card, select "*Para outros assuntos*" (For other matters) and authenticate on the *Portal das Finanças*.

Click "*Marcar Atendimento*", from the drop down choose the subject and one of the available subtopics and then proceed with scheduling.

In the "*Observações*" field, enter additional relevant information (maximum 300 characters). Confirm and authorize processing of your contact details. If you modify the pre-filled email or phone number, the change will apply only to this appointment.

Specify a date range for scheduling and check availability. Select a "*Distrito*" (District), then a "*Concelho*" (Municipality), choose the Service location, and confirm. Pick a date and time for your appointment.

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The "*Informações*" section will display all relevant details: appointment date and time, location, and service desk number.

Click "*Marcar Atendimento*", review the details, modify it under "*Modificar Atendimento*" if needed, then confirm by clicking "*Submeter*".

You will see a confirmation message. The Tax and Customs Authority (AT) will send a confirmation email.

B. CANCELING OR RESCHEDULING AN APPOINTMENT

1 - NIF Request or Address Change without a Citizen Card

To cancel or reschedule an appointment, contact the tax and customs Call Center (CAT) at (+351) 217 206 707, available weekdays from 9:00 a.m to 7:00 p.m.

2 - Other Matters

Access the "*atendimento por marcação*" service on the *Portal das Finanças*. After authentication, a list of all scheduled appointments will be available. Click "*ver detalhe*" and select "*desmarcar*" (cancelling) or "*reagendar*" (rescheduling).

To cancel, confirm by responding "*sim*" to the question.

To reschedule, complete the form, select a new date and location, and confirm availability.



OTHER INFORMATION

Read more at [*Portal das Finanças*](#):

- The Tax Agenda ([*Agenda Fiscal*](#));
- Leaflets ([*Folhetos Informativos*](#));
- Frequently Asked Questions ([*Questões Frequentes – FAQ*](#));
- The webpage [*Tax System in Portugal*](#).

CONTACT

- The electronic customer service [*e-balcão*](#), at *Portal das Finanças*;
- Tax and Customs Call Centre ([*Centro de Atendimento Telefónico – CAT*](#)), through the telephone number (+351) 217 206 707, every working day from 9:00 a.m. to 7:00 p.m.;
- A Local Tax Office ([*Serviço de Finanças*](#)) (you can schedule an attendance by appointment / [*atendimento por marcação*](#)).