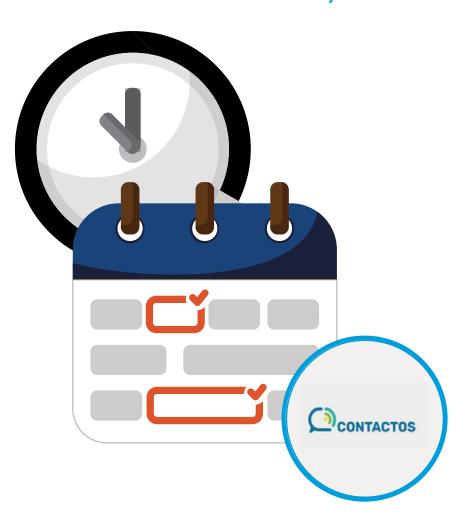


ALTERAR PARA PORTUGUÊS

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.

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^{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.

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.

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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 <u>e-balcão</u>, 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 (<u>Serviço de Finanças</u>) (you can schedule an attendance by appointment /<u>atendimento por marcação</u>).

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