

E-BALCÃO

CLARIFYING QUESTIONS AND
SOLVING PROBLEMS THROUGH
PORTAL DAS FINANÇAS



Do you need to present and solve any issue or question related to the Autoridade Tributária e Aduaneira - AT (Tax and Customs Authority)?

Access the electronic service *e-balcão* through *Portal das Finanças*. [Access here.](#)

Through the *e-balcão* service, we analyse your questions in an attempt to clarify them more quickly and safely, without the need to travel.

This service allows you to submit all your questions to any AT's Service, including those that were only analysed and resolved in person by the different Tax and Customs Services.

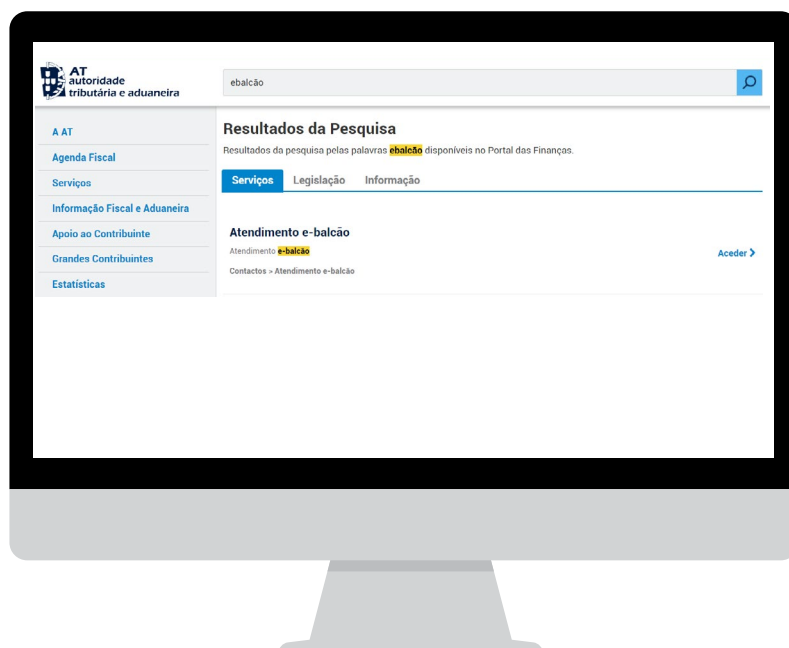
Before submitting your questions to the *e-balcão*, please check if your questions are answered in the Frequently Asked Questions. [Access here.](#)

Non-residents can also register their questions with the *e-balcão* service via *Portal das Finanças*. [Access here.](#)

1 - HOW TO REGISTER A QUESTION

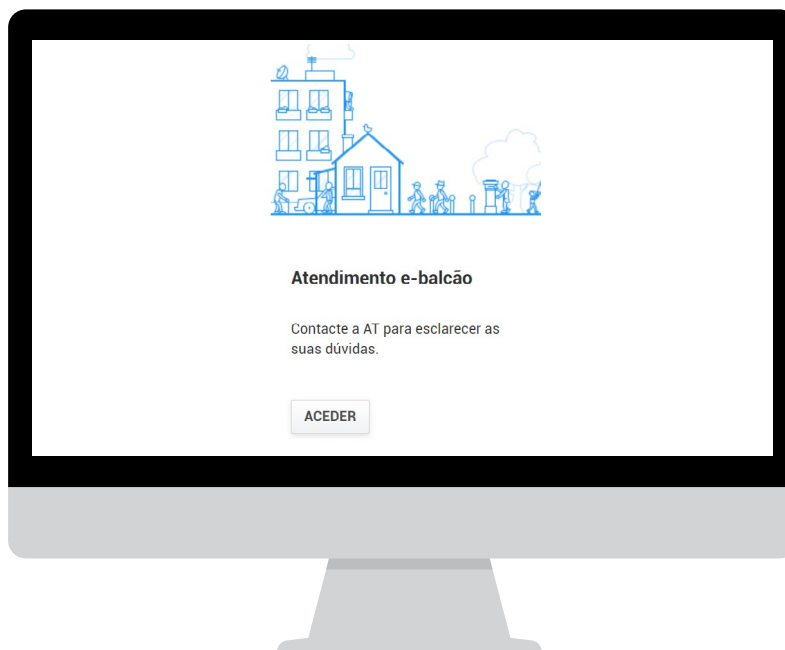
2 | 6

Through [Portal das Finanças](#), enter the expression ***e-balcão*** in the search box. In the search results, click on [Aceder](#) (access) in *Atendimento e-balcão*.



AS AN ALTERNATIVE,

On the home page, bottom right-hand side of the *Portal das Finanças*, click on [Contactos](#) and then *Atendimento e-balcão* and [Aceder](#).

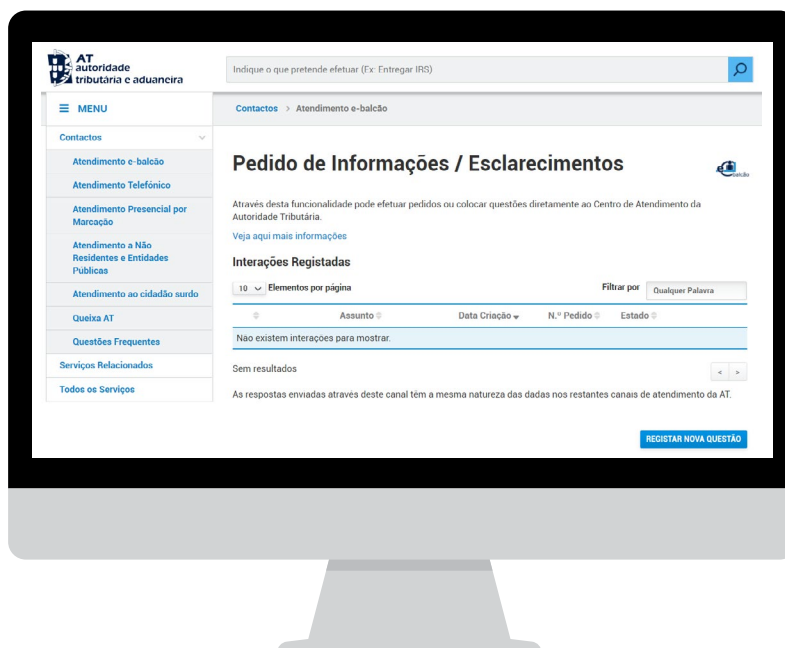


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In both options you will see the *AUTENTICAÇÃO* (AUTHENTICATION) page. You can authenticate by entering your *NIF/TIN* and password.

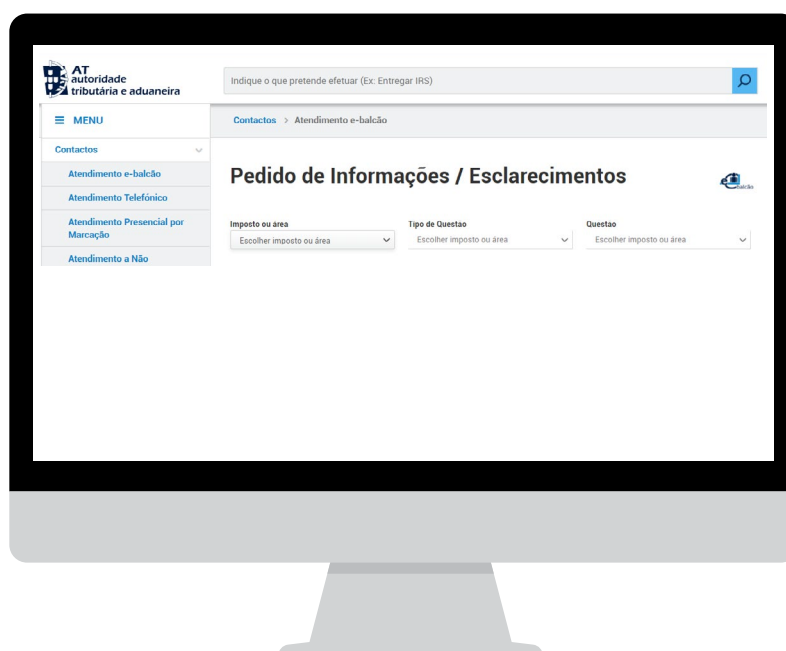
You can also authenticate with your *Cartão de Cidadão* or your *Chave Móvel Digital*.

Click on *REGISTAR NOVA QUESTÃO* (Register a new question).



Note: This authentication guarantees the secrecy and confidentiality of AT's responses.

Choose from the available list first the *Imposto* (Tax) or *Área* (Area), followed by the *Tipo de Questão* (Type of Question), and finally the *Questão* (Question).



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Note: If you need to solve different issues, you should register as many new issues as there are subjects to address.


Fill in the *Assunto / Subject* and the *Mensagem / Message* you want to send. You can also attach files to requests for information, whenever necessary.

- **Assunto / Subject** – Please indicate the question you would like to have answered. (This field is mandatory);
- **Mensagem / Message** – Please complete your subject with information that will help the AT in analysing your question. (This field is mandatory.);
- **Selecione o ficheiro a enviar / Select the file to send** – If applicable, please attach one or more files to your enquiry.

Note: The maximum size allowed is 5 MB. If there are several documents to attach, they can be zipped into a single file. Only alphanumeric characters and the symbols dot (.), hyphen (-) or underscore (_) should be used in the file name and no accent marks or cedillas should be used. Only the following file types are allowed: doc, docx, odt, txt, pdf, xls, xlsx, csv, ods, gif, png, jpg, jpeg, zip, xml.

Please confirm the details of your *e-balcão* enquiry and select **REGISTAR QUESTÃO** (Register question).

After receiving the message *Pedido registado com sucesso* (Question received with success) you will be able to see this question in your *Interações Registadas* (Registered interactions).

 **Note:** As soon as the request is submitted on *Portal das Finanças*, the *e-balcão* service management system, which operates on the basis of a nationwide electronic one-stop shop, then distributes it to the relevant Service, or several intervening Services, which analyse it and provide a response.

The replies to your questions will also be available on *e-balcão*, where you will also be able to consult all your requests for information, made through this channel, and all the answers provided by the AT.

2 - CHECK STATUS OR CANCEL REQUEST

Access the *e-balcão* service, authenticate yourself with your TIN and Password or with your *Cartão de Cidadão* or *Chave Móvel Digital*. You will find a list of all the requests.

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Click on *VER PEDIDO* (See request), for information on interactions with AT.

 **Note:** If your request status is *CONCLUÍDO* (solved/closed) in certain conditions it is possible to *REABRIR* (reopen it).

If your request status is *REGISTADO* (registered) and you don't want to keep it, you may *CANCELAR INTERAÇÃO* (cancel interaction).

If your request constitutes a complaint and you are not on the list, consult your complaint [here](#).

3 - ALERT MESSAGE ON THE STATUS OF THE REQUEST

After a reply is provided, an alert message is sent regarding the status of the request:

- Request solved/closed;
- Request for (additional) Information.

The message is sent to the email address registered on *Portal das Finanças* for all taxpayers who have activated the "I wish to receive emails" option.

In order to confirm your contact details and the option to receive emails, please [click here](#).

REQUEST SOLVED/CLOSED

Alert message sent to the e-mail address regarding the request for information registered with the *e-balcão* service, stating that it has already been resolved.

REQUEST FOR (ADDITIONAL) INFORMATION

Alert message sent to the e-mail address of the request for information registered with the *e-balcão* service, stating that further clarification is required by means of a reply on *Portal das Finanças - e-balcão*, where the request was made.



OTHER INFORMATION

Read more at [Portal das Finanças: \(www.portaldasfinancas.gov.pt\)](http://www.portaldasfinancas.gov.pt):

- 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](#)).