



DRC/TAX/System and Data-45/ 491

18th September, 2025

Notification

This is to inform all taxpayers that the Department is currently processing pending unclaimed refunds. However, it has been observed that some taxpayers have not updated or verified their bank account details, which is preventing the Department from releasing their refund claims.

All taxpayers are therefore requested to update their correct bank account number by logging into **RAMIS** at the earliest and amend any invalid or inactive bank account number that you have.

For any assistance, you may contact our Taxpayer Service team through the following channels:

- Toll Free: 3999
- Fixed Line: 02-328391
- Or visit the nearest RRCO

Please note that the Department shall not be responsible for any delay in processing refunds due to incorrect bank account information provided by taxpayers.

Director General