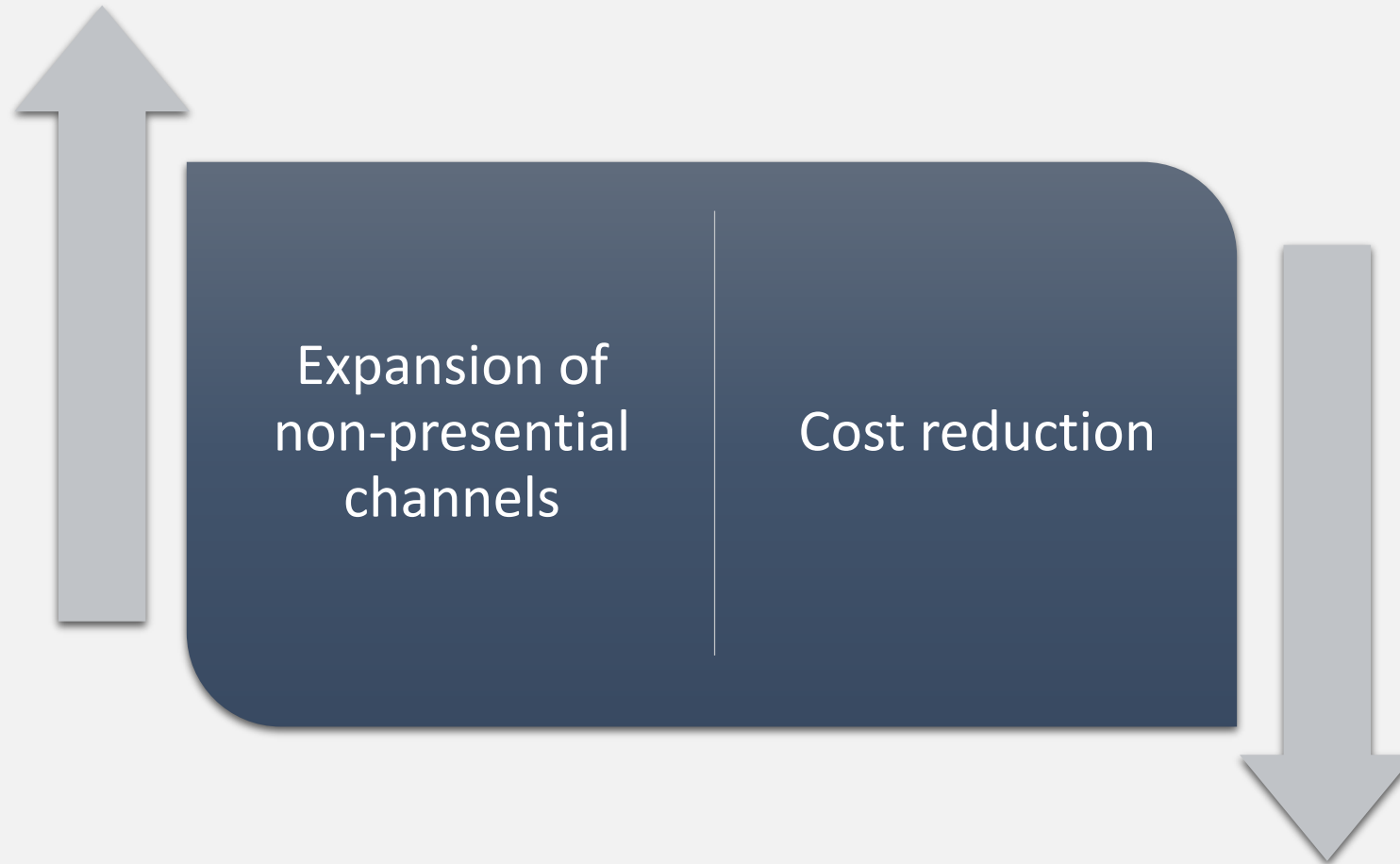


The logo features a large, stylized number '50' in a golden-yellow color. The '0' is a thick, open circle. Inside the circle, there is a blue geometric logo consisting of several overlapping shapes that form a central circle. Below the '50' is the text 'Receita Federal' in a bold, blue, sans-serif font. Underneath that, the word 'ANOS' is written in a golden-yellow, outlined, sans-serif font. At the bottom of the logo, the years '1968 - 2018' are written in a smaller, grey, sans-serif font.

**50**  
**Receita Federal**  
**ANOS**  
1968 - 2018

# Scenario - 2018 Guidelines

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# Scenario - Brazil & Federal Revenue (2017)

Area: 8.5 million km<sup>2</sup>

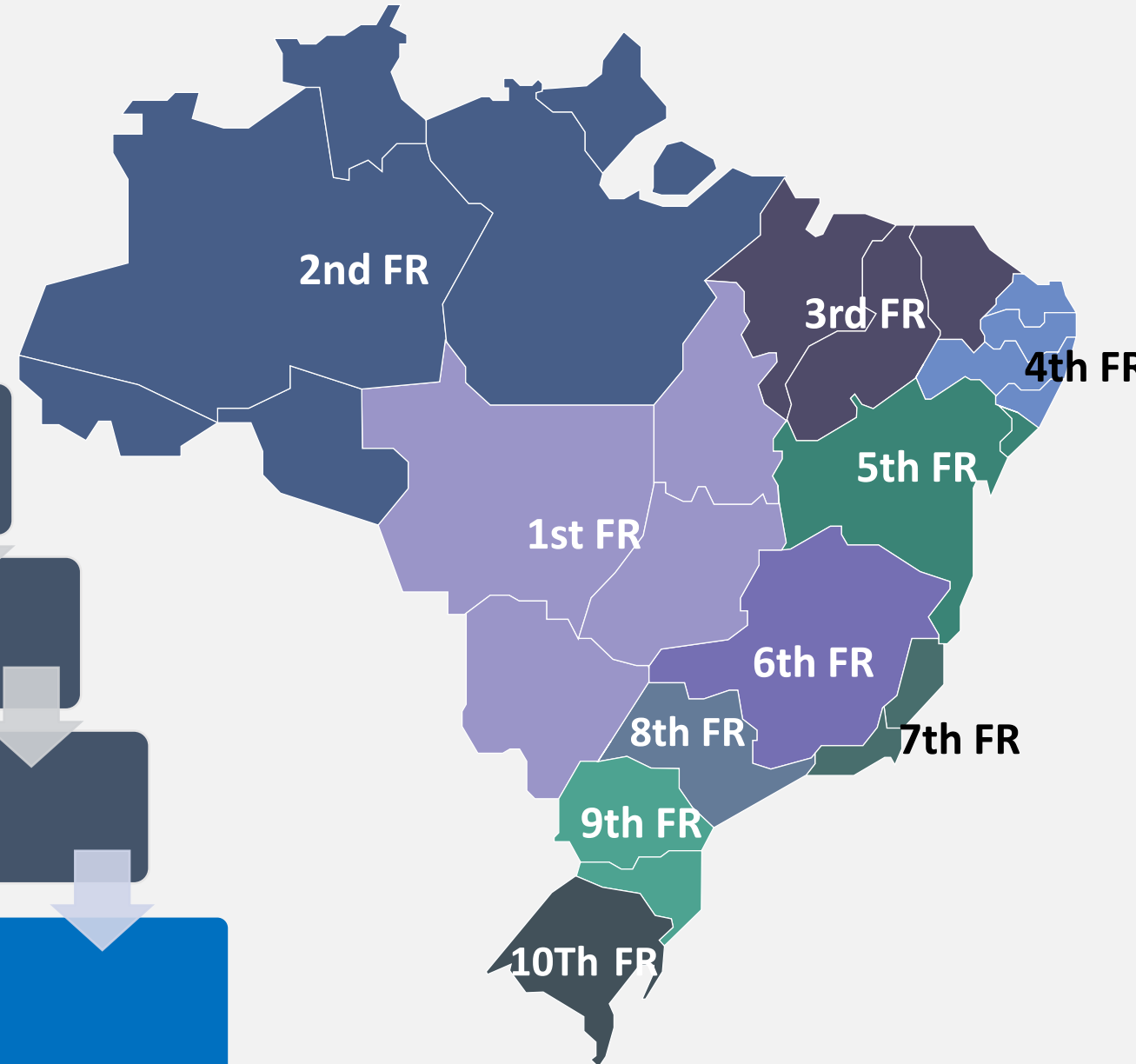
207.6 million inhabitants

482 Units for face-to-face service

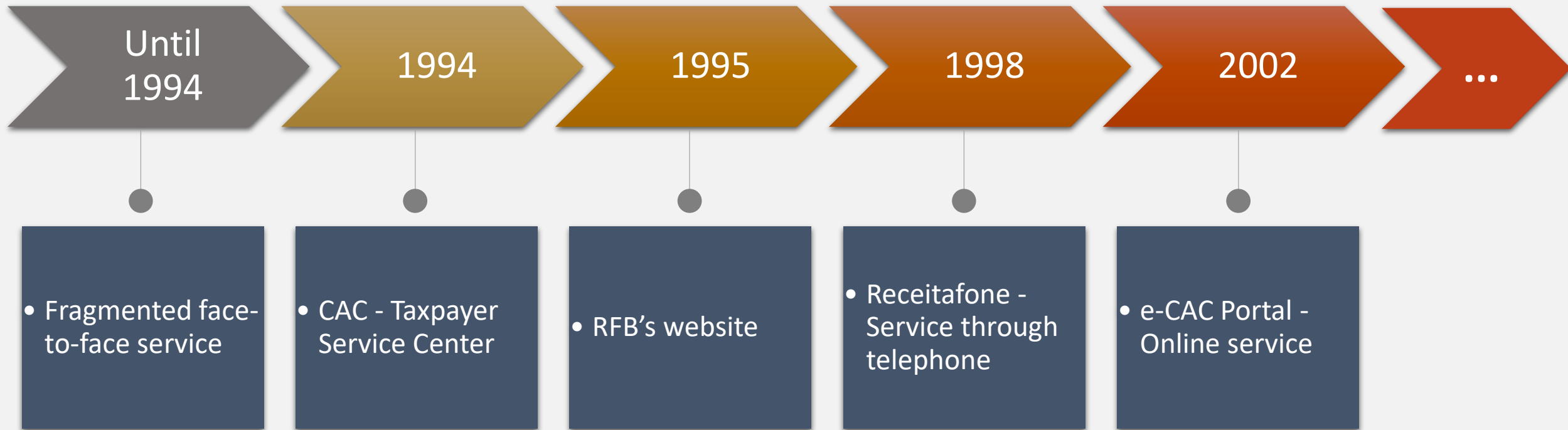
23,372 people working for FRB

2,612 people in face-to-face service

Brazil's Average: 15.4%  
OECD's Average: 13.9%



# History of Service in RFB



# History of Service in RFB



- Online scheduling for face-to-face service
- RFB Power of Attorney

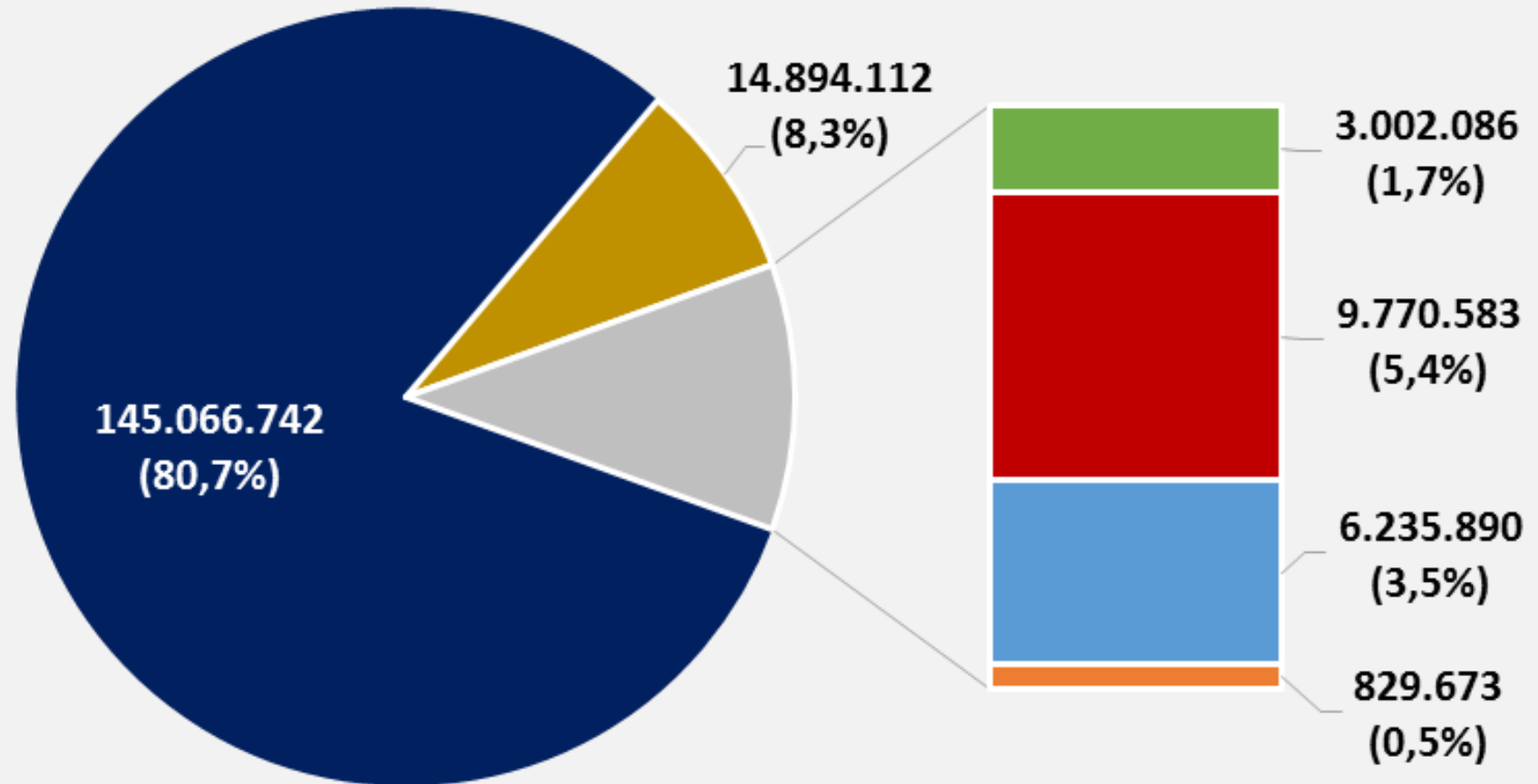
- NAF - Accounting and Fiscal Supporting Center

- Application for tablets and smartphones

- Reception of digital documents
- Oriented Self-service

- Service Station
- Integral Service

# Rendered Services (2017)



■ e-Cac Portal

■ Face-to-face service

■ Oriented self-service

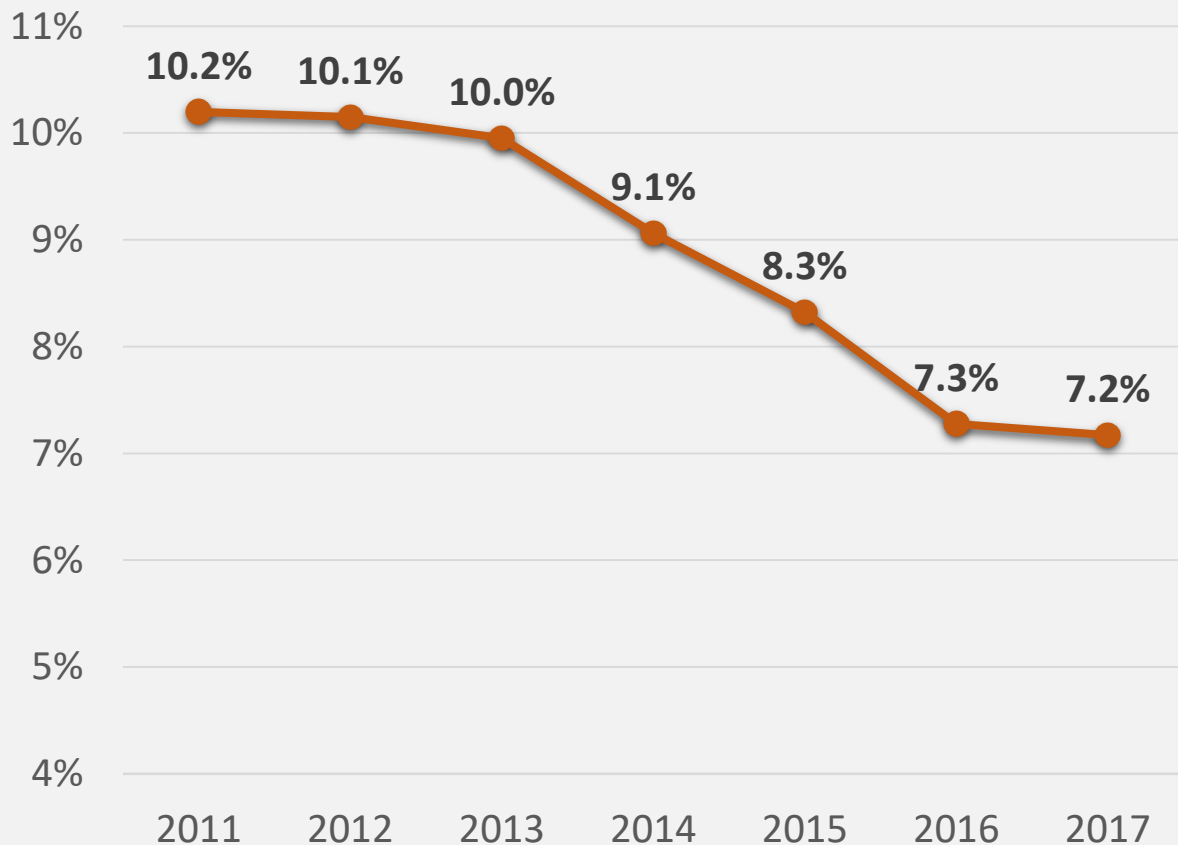
■ Associated Network

■ *Receitaphone*

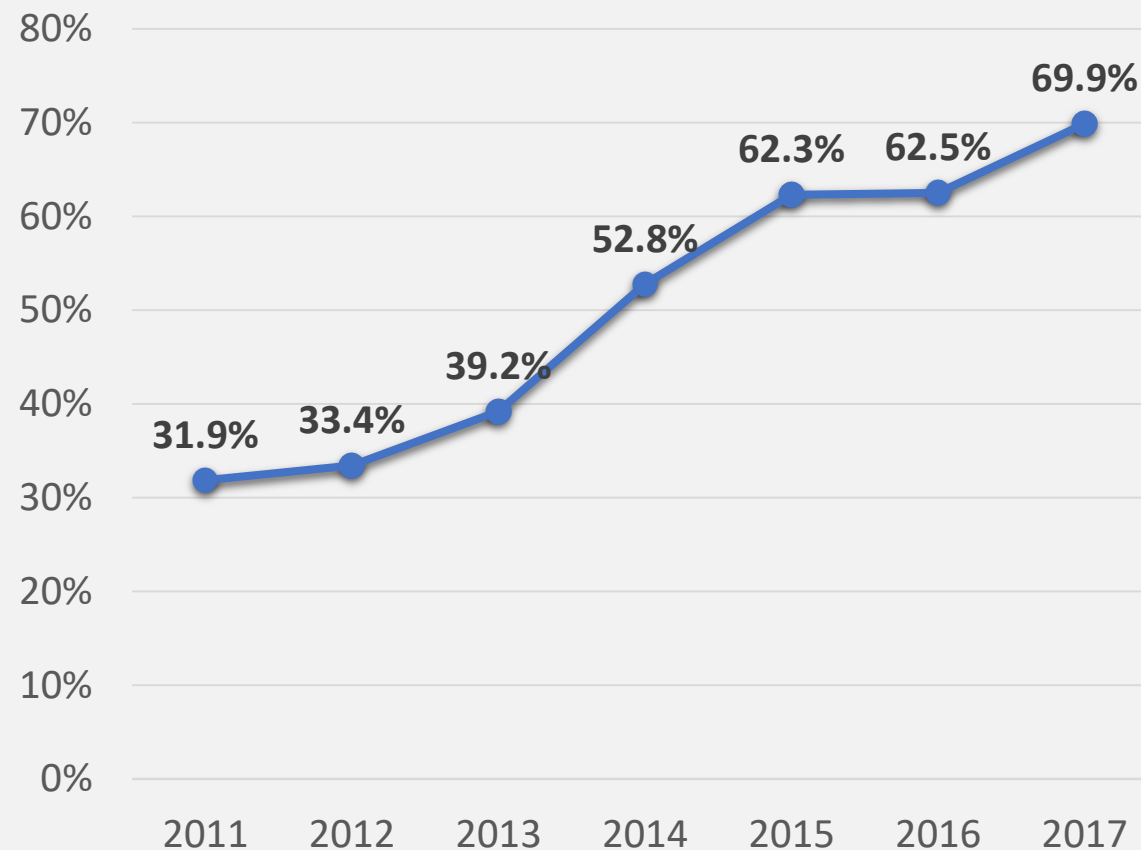
■ Contact Us

# Services x Population

## Face-to-face Service / Population



## Service e-CAC website/ Population



OECD's Average (2017): 8.9%

Average time of assistance (2017): 10 min 31 s

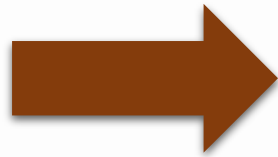
# Face-to-Face Service

482 face-to-face service units

14.9 million services delivered in 2017

Novelties for 2018:

- Integral service
- Service Stations



- More comfort for citizens
- Cost reduction



# Service beyond Labor Offices

## e-CAC Portal

- Website accessible through digital certificate authentication or access code
- 145 million services delivered in 2017
- 127 available types of service on the virtual platform, 24 hours a day, 7 days a week

## Associated Network

- Partnership with Banks, Post Offices and Commercial Registries
- 9.7 million services delivered to taxpayers in 2017
- Services available: registration, update and issuance of individual taxpayer numbers (CPF); registration, update and closures of legal entity taxpayer numbers (CNPJ)

## Registry Offices

- Partnership in order to simplify the issuance of CPF and to reduce the possibility of frauds
- 3.9 million CPFs issued since 2016
- Service: registration of CPF in birth certificate

# Service beyond Face-to-Face Units

## *Receitaphone*

- Electronic telephone service available 24 hours a day, 7 days a week
- 6,2 million taxpayers assisted in 2017
- Services provided: guidance about CPF and restitution of income tax

## Oriented self service

- Physical environment where taxpayers get guidance on services that are available on the internet
- 366 stations delivered 3 million services delivered in 2017

## Contact Us

- Answering questions via email
- 829 thousand accesses in 2017
- Services: general information about services and legislation

# Service beyond Face-to-Face Units

## NAF - Accounting and Fiscal Supporting Center

- Learning offices associated to Higher Education Institutions in partnership with the Brazilian Federal Revenue
- 262 centers formalized in 2017
- Services: tax assistance to disadvantaged taxpayers

## Ombudsman

- Email service in which the taxpayer can register compliments, complaints, suggestions and denounces
- 3.8 thousand registrations in 2017

# Non-Presence Service

Channels in development:

## Online Chat

- Usage of virtual platform by attendants
- Direct answers for citizens
- Service delivery in every municipality of the country

## Chatbot

- Automated interface of interaction
- Service delivered in accordance with citizen's necessities
- Full-time service (24 hours a day, 7 days a week)



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ANOS  
1968 - 2018