



VAT REFUND SUMMARY USER GUIDE

This guide will help you prepare your VAT Refund Claims.

About VAT Refund

Taxable Persons are able to request a VAT refund at any point when there is a credit or when the input VAT is greater than output VAT.

Submitting the Claim

1. **Login to the FTA e-Services Portal.**
2. **Initiate the form:** go to the 'VAT Tab' and then go to 'VAT Refunds' tab. Click on 'VAT Request' to access the form.
3. **Complete your Refund Form:** Fill in the form field by field. Note that some of the fields are pre-populated using the information contained in your account User Profile. Please ensure that the information is correct before completing the form.
4. **Submit the Claim:** using the 'Submit' button.

The Refund Form will be processed within **20** business days of submission. You will receive an email notification from the FTA on the result of your application. Once your claim is approved, the amount will be returned within **5** business days.

5. **Verify your balance post the approval:** Once you receive a confirmation email of the refund, you may check your balance through the 'My Payment' tab under the Transaction History section.