



**MINISTRY OF FINANCE OF THE REPUBLIC OF INDONESIA  
DIRECTORATE GENERAL OF TAXES**

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**ANNOUNCEMENT**

**TEMPORARY VAT REFUND ELECTRONIC SERVICE  
(BASED ON PENG- 43/PJ/2020)**

To prevent the spread of coronavirus disease 2019 in value-added tax refund processing at airport counters, Directorate General of Taxes advises all foreign tourists who wish to claim VAT refund to submit their claims through emails. All VAT refund counters at the five designated airports will be closed temporarily until further notice.

To submit your VAT refund claim, email the **recipient bank account details** (concerned tourist) with "VAT Refund" as the subject line, and attach **pictures of the purchased goods of which you are claiming the VAT refunds** and the **receipt or invoice** as well as your **passport information page** and **boarding pass**.

Send your email to one of the email addresses below according to your airport of departure:

Airport	Tax Office	Email address
Ngurah Rai Airport, Bali	KPP Pratama Badung Selatan	<a href="mailto:vatrefund.badungselatan@pajak.go.id">vatrefund.badungselatan@pajak.go.id</a>
Soekarno – Hatta International Airport, Cengkareng, Tangerang	KPP Pratama Tangerang Barat	<a href="mailto:kpp.402@pajak.go.id">kpp.402@pajak.go.id</a>
Yogyakarta International Airport	KPP Pratama Wates	<a href="mailto:kpp.544@pajak.go.id">kpp.544@pajak.go.id</a>
Kuala Namu Airport, Medan	KPP Pratama Lubuk Pakam	<a href="mailto:kpp.125@pajak.go.id">kpp.125@pajak.go.id</a>
Juanda Airport, Surabaya	KPP Pratama Sidoarjo Utara	<a href="mailto:kpp.643@pajak.go.id">kpp.643@pajak.go.id</a>

If eligible, the refunds will be transferred to the bank account stated in your email within one month.

This arrangement will take place from March 26, 2020 until further notice.