

**PIN REACTIVATION GUIDELINES**

**STEP 1:** Use PIN Checker on KRA Website to check status of your PIN (Valid /Suspended). <http://kra.go.ke/index.php/pin-checker>

**STEP 2:** To get the reason for PIN deactivation

- Visit the nearest KRA Station or Service Centre **OR**
- Call the Contact Centre +254 (020) 4999 999; +254 (0711) 099 999 **OR**
- Download and complete the PIN reactivation request form and email the completed form to ***pinreactivation@kra.go.ke***

The reason for the PIN deactivation will be communicated through the email address provided

**STEP 3:** The taxpayer address all the non-compliance tax issues identified and communicated in the email appropriately or as advised at the station.

***NB: Please note that you have a right to discuss this decision and also to apply for waiver of penalties and interest. This should be supported by justification.***

**PIN REACTIVATION REQUISITION FORM BY TAXPAYERS**  
(Please fill and send to [pinreactivation@kra.go.ke](mailto:pinreactivation@kra.go.ke))

|                                  |              |            |            |              |
|----------------------------------|--------------|------------|------------|--------------|
| <b>Taxpayer Details</b>          |              |            |            |              |
| <b>Company Name</b>              |              |            |            |              |
| <b>Company PIN</b>               |              |            |            |              |
| <b>Directors Details</b>         | <b>Names</b> | <b>PIN</b> | <b>Tel</b> | <b>Email</b> |
| <b>1</b>                         |              |            |            |              |
| <b>2</b>                         |              |            |            |              |
| <b>3</b>                         |              |            |            |              |
| <b>4</b>                         |              |            |            |              |
| <b>Company Physical Location</b> |              |            |            |              |
| <b>Company Telephone No (S)</b>  |              |            |            |              |
| <b>Company Email</b>             |              |            |            |              |
| <b>Contact Person Name</b>       |              |            |            |              |
| <b>Contact Person Phone</b>      |              |            |            |              |
| <b>Contact Person Email</b>      |              |            |            |              |