

## Frequently Asked Questions - Form C (Dormant Company) template

### 1 How long does it take to e-file the Form C (Dormant Company) template?

It takes about 5 minutes for you to complete the filing of Form C using the online Dormant Company template.

### 2 What information do I need for the filing?

Before logging on to the portal, please ensure that you have:

- a. been authorised by your company or tax agent firm via EASY;
- b. your IRAS pin or Singpass ready; and
- c. the company's unutilised losses and donations to be brought forward, if any.

### 3 Who can use the template for Form C (Dormant Company)?

A dormant company can e-file using the Form C (Dormant Company) template. A dormant company is one that does not carry on business and has no income for the preceding year. The company should also not own any investment (e.g. shares, properties and fixed deposit) during the basis period.

### 4 Do I need to submit Accounts and tax computation?

No. Submission of accounts and tax computation is not required if you e-file using Form C (Dormant Company) template unless subsequently request by IRAS.

### 5 Can I use the Form C (Dormant Company) template if I am claiming tax deducted at source?

No. You need to e-file using Form C (Other Company) template.

### 6 Do I need to be authorised before I can e-file the Form C?

If you are a staff of the company or the authorised tax agent of the company, you have to be authorised via the E-Services Authorisation System (EASY) before you can access *myTax Portal* to e-file Form C.

### 7 How do I know I have e-filed successfully?

You will receive an acknowledgement statement upon successful submission of the Form C.

### 8 What should I do if I need to revise the income that I have e-filed?

You may use the Objection/Revision module at myTax Portal to lodge any objection/revision to the income you had e-filed.

### 9 Can I e-file the Form C (Dormant Company) if there is a change in the company's accounting month?

Yes, you can e-file the Form C (Dormant Company) even if there is a change in the company's accounting month.

### 10 What should I do if I encounter an error while filing the Form C via myTax Portal?

Please check the status of your filing by selecting <View Return Status> under e-Services for Corporate Tax. If the status of the Form C is outstanding (i.e. not received), please clear your browser's cache before trying again.

We encourage you to clear the cache and close active applications before you e-File. For instructions on clearing 'cache', please refer to the steps below:

For Internet Explorer (IE) browser versions 5, 6 and 7

Step 1: Go to "Tools" menu.

Step 2: Click on "Internet Options".

Step 3: Go to "General Tab".

Step 4: Click on "Delete Files" under "Temporary Internet Files" / Click "Delete" button under Browsing History section (for IE 7)

Step 5: Click "OK" to delete files / Click "Delete all ..." button and Click "Yes" button on the pop-up window (for IE 7).

Step 6: Click "OK" to exit the Internet Options.

If you still encounter an error, please email us at [ctmail@iras.gov.sg](mailto:ctmail@iras.gov.sg) with the following details:

- (a) Date and time that you encountered the error
- (b) Tax Reference Number of the company and the login person
- (c) Description of the error (e.g. after clicking "Submit" at Confirmation Statement)
- (d) The operating system you are using (e.g. Windows XP, Vista)
- (e) The browser type and version number (e.g. Firefox 2.0, IE 6)
- (f) The error message(s) or the screenshot of the error(s)

Alternatively, please call 1800-3568622 for assistance.