

Update Contact details and Subscribe to IRAS' Alerts (Frequently Asked Questions)

Q1. Can a Singapore Citizen / Permanent Resident (i.e. NRIC holder) update the residential address?

A1. NRIC holders who wish to update Government departments of a change in the residential address would have to do so at the Immigration and Checkpoints Authority (ICA) or any Neighbourhood Police Post.

Note:

Under the National Registration Act, an NRIC holder is required to report his/her change of residential address within 28 days, including changes to a place of residence outside Singapore. Participating government agencies and statutory boards will then be informed of the change in address through One-Stop Change of Address Reporting Service (OSCARS). For more information on updating residential address, please visit ICA website (<http://www.ica.gov.sg>)

Q2. Can a Singapore Citizen / Permanent Resident (i.e. NRIC holder) change the mailing address to an address other than the residential address (e.g. employer's address)?

A2. Yes. To do so, please log into *myTax Mail* using your SingPass or IRAS PIN to inform us of your new mailing address. You are required to inform IRAS whenever there is a change to your mailing address.

Q3. I am not a Singapore Identity Card (NRIC) holder. Can I update my address via this eService?

A3. Yes

Q4. Can I provide my overseas contact number?

A4. Only local contact numbers are acceptable. The mobile number updated will be used for IRAS mobile services, e.g. IRAS will send an SMS notification to the mobile number for any subscription to alerts for e-NOA deposited at "View Correspondences/Notices" on *myTax Portal*.

Q5. Are changes to contact details and subscription to IRAS' Alerts e-Service updated instantaneously?

A5. Generally, the changes made will be updated immediately except for change of address which will be processed **within 3 working days**.

Q6. When will I be alerted if I have subscribed to the SMS alert for e-NOA (electronic copy of Individual Income Tax Bill) ?

A6. You will receive an SMS alert on the day the e-NOA is deposited in *myTax Portal*. The alert will be sent to your mobile number between 10 am and 5 pm on weekdays.

Q7. Will I still receive the paper Notice of Assessment (NOA) if I have subscribed for the SMS alert service?

A7. Yes.

Q8. Will I receive an SMS alert for e-NOA deposited in *myTax Portal* if there are revisions made to my previous assessments?

A8. Yes.

Q9. How many SMS alerts will I receive if there are more than one e-NOA deposited in *myTax Portal* on the same day?

A9. You will only receive one SMS alert.

Q10. Can I unsubscribe the alert service for e-NOA if I do not wish to receive the SMS?

A10. Yes. To unsubscribe, you can log into *myTax Portal*, select the “Update Contact Details & Subscribe to Alerts” e-Service and check the box against **e-NOA (electronic copy of Individual Income Tax Bill) availability**.