

Frequently Asked Questions on Corporate Profile / Contacts & Alert

Q1 Do I need to be authorised before I can view / update the information?

Yes. The company's staff or staff of your appointed tax agent firm has to be authorised via the e-Services Authorisation System (EASY) to access the information. In addition, staff authorised with an 'Approver' role can also update the contact details of the company.

Q2 What should I do if the address in the Corporate Profile is not up to date or incorrect?

Companies registered with the Accounting and Corporate Regulatory Authority (ACRA) will have to update their change of address with ACRA. IRAS will update its records based on the information filed with ACRA as follows:

Changes filed with ACRA from	Records at IRAS will be updated by	Example
1st to 15th of the month	19th of the same month	For changes filed with ACRA from 1st to 15th Aug 2011, IRAS' records will be updated by 19th Aug 2011
16th to last day of the month	4th of the following month	For changes filed with ACRA from 16th to 31st Aug 2011, IRAS' records will be updated by 4th Sep 2011

For foreign companies that are not registered with ACRA, the change in address can be updated online via this portal by any authorised staff of the company or of the appointed tax agent firm who has been assigned an 'Approver' role.

Q3 How long does it take for the information to be updated after the online submission?

The contact details (other than address) will be updated immediately upon successful submission. You can view the updated contact details online.

For address update, you can expect the request to be processed within 3 working days. You may login to view the address at a later date.

Q4 What should I do if the other information in the Corporate Profile is incorrect?

Please email us via myTax Mail or write in to inform us of the correct information.

Q5 What should I do if an error is encountered when updating the information?

We encourage you to clear cache and close active applications before you retry. The steps for clearing 'cache' are:

For Internet Explorer 6.x browser

- a) Go to "Tools" menu
- b) Click on "Internet Options"
- c) Go to "General Tab"
- d) Click on "Delete Files..." under "Temporary Internet Files"
- e) Click "OK" on the "Delete Files" dialog box
- f) Click "OK" again to exit the Internet Options

For Internet Explorer 7.x browser

- a) Go to "Tools" menu
- b) Click on "Internet Options"
- c) Go to "General Tab"
- d) Click "Delete" button under Browsing History section
- e) Click "Delete all..." button
- f) Click "Yes" button on the new pop-up window
- g) Click "OK" to exit the Internet Options

For Internet Explorer 8.0 and above browser

- a) Go to "Tools" menu
- b) Click on "Internet Options"
- c) Go to "General Tab"
- d) Click "Delete" button under Browsing History section
- e) Check all boxes next to the available options
- f) Click "Delete" button
- g) Click "OK" to exit the Internet Options

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

- (a) Date and time of the error
- (b) The company's tax reference no.
- (c) The filer's tax reference no.
- (d) Description of the error and the point at which the error occurred (e.g. after clicking "Submit" at Confirmation Statement)
- (e) The error message(s) you encountered or the screenshot of the errors
- (f) The operating system you are using (e.g. Windows XP, Vista)
- (g) The browser type and version number (e.g. Firefox 2.0, Internet Explorer 6)

Alternatively, you may contact us at our helpline 1800-3568622 for assistance.