

Corporate Tax Integrated Phone Service

Frequently Asked Questions

Contents

1. When is the Corporate Tax Integrated Phone Service available?	2
2. Can I listen to the instructions on the Corporate Tax Integrated Phone Service in Mandarin?	2
3. What services are available on the Corporate Tax Integrated Phone Service?	2
4. Is there a limit to the number of transactions that I can perform in the Corporate Tax Integrated Phone Service?	2
5. Do I need a password to access the phone services?.....	2
6. What is a tax reference number?	2
7. I have keyed in the UEN when prompted to do so. However, I received an error message that the number is not valid. What should I do?	2
8. I wish to enquire on matters regarding my foreign company. However, my foreign company does not have a UEN. What is the tax reference number that I should use for the Corporate Tax Integrated Phone Service?	2
9. I wish to check the status of my company's tax assessments. For how many Years of Assessment can I check?	3
10. Can I use the Corporate Tax Integrated Phone Service to check whether the company's Form C-S / C and accounts have been received by IRAS?	3
12. I have used the Corporate Tax Integrated Phone Service to check the company's assessment status. How do I continue to check the GIRO status?	3

1. When is the Corporate Tax Integrated Phone Service available?

The Corporate Tax Integrated Phone Service is a 24-hour service. However, if you need to speak to a tax officer, you may wish to contact us from Monday to Friday, 8am to 5pm, excluding public holidays. Phone lines may be less busy from 8.30am to 10.30am.

2. Can I listen to the instructions on the Corporate Tax Integrated Phone Service in Mandarin?

The Corporate Tax Integrated Phone Service is only available in English.

3. What services are available on the Corporate Tax Integrated Phone Service?

The following services are available for checking up to three companies:

- Assessment status (Option 1);
- Status of Form C-S or Form C and Accounts (Option 2);
- Instalment plan status (Option 3);
- GIRO status (Option 4);
- PIC cash payout status (Option 5).

4. Is there a limit to the number of transactions that I can perform in the Corporate Tax Integrated Phone Service?

You can check the status for up to three companies.

5. Do I need a password to access the phone services?

A password is not necessary. However, for most of the services, you will need the company's tax reference number.

6. What is a tax reference number?

It is the company's Unique Entity Number (UEN) with the Accounting and Corporate Regulatory Authority (ACRA). For more information on UEN, please refer to <http://www.uen.gov.sg>.

7. I have keyed in the UEN when prompted to do so. However, I received an error message that the number is not valid. What should I do?

You should only key in the UEN without the alphabets. E.g. if the UEN is 200401234A, you should only key in 200401234.

8. I wish to enquire on matters regarding my foreign company. However, my foreign company does not have a UEN. What is the tax reference number that I should use for the Corporate Tax Integrated Phone Service?

Companies will need a UEN to access the self-help services. If your company does not have a UEN, please press '0' to speak to our tax officers.

9. I wish to check the status of my company's tax assessments. For how many Years of Assessment can I check?

You can check the assessment status of the company for the current Year of Assessment and the previous 3 Years of Assessment. E.g. if it is currently Year of Assessment 2019, you can only check the assessment status for Years of Assessment 2016 to 2019.

10. Can I use the Corporate Tax Integrated Phone Service to check whether the company's Form C-S / C and accounts have been received by IRAS?

Yes, you can check the status of Form C-S/ C and accounts for the current and previous 3 Years of Assessment.

11. I have used the Corporate Tax Integrated Phone Service to check my company's instalment plan status. Can I continue to check the company's assessment status?

Yes. When you have completed your enquiry on payment matters, please press '9' to return to the main menu and select the option for assessment status.

12. I have used the Corporate Tax Integrated Phone Service to check the company's assessment status. How do I continue to check the GIRO status?

Please press '9' to return to the main menu. At this main menu, please select the option for GIRO status.