INLAND REVENUE AUTHORITY OF SINGAPORE

FAQ

Update Contact and Notification Preferences

Q1 **If I have a Singpass mobile number, do I still need to provide my preferred mobile number?**

A1 SMS notifications will be sent to your Singpass mobile number. You need to provide a preferred mobile number only if you require IRAS to send SMS notifications to a different mobile number and not your Singpass mobile number.

Q2 **I do not have a Singapore mobile phone number. Can I still subscribe to receive notifications on my tax matters?**

A2 If you do not have a Singapore mobile phone number, you may register your email address with IRAS to receive updates on your tax matters.

Q3 **If I have a residential address with IRAS, do I still need to provide a mailing address?**

A3 If your residential address is shown in myTax Portal, you do not need to provide a mailing address as the paper notices will be sent to your residential address.

You need to provide a mailing address if you prefer IRAS to send paper notices to an alternative address.

Q4 **I am an NRIC holder and have an existing mailing address with IRAS. What happens to my mailing address if I update my residential address using the ICA's Change of Address e-service?**

A4 We will update your residential address based on ICA's (OSCARS) information but continue to retain your current mailing address with us. All paper notices will be sent to your mailing address. Please update it promptly if there are any changes.

If your residential and mailing addresses are the same, please remove your mailing address.

Q5 **Why is my new residential/ mailing address not updated after I clicked on "Save Changes"?**

A5 The new residential/ mailing address will be reflected within 10 minutes. Please refresh the page to see the changes.

Q6 What are the notification options available to receive updates on my tax matters?

A6 You can choose to receive updates on your tax matters via the following notification modes:
- SMS
- Email
- SMS and Email
- Paper notices to your residential/ mailing address

Please note that you must have valid corresponding contact details to update your preferred notification mode. For example, you must have a valid Singapore mobile number to receive SMS notifications from IRAS.

Q7 What are the notification options available for property owners?

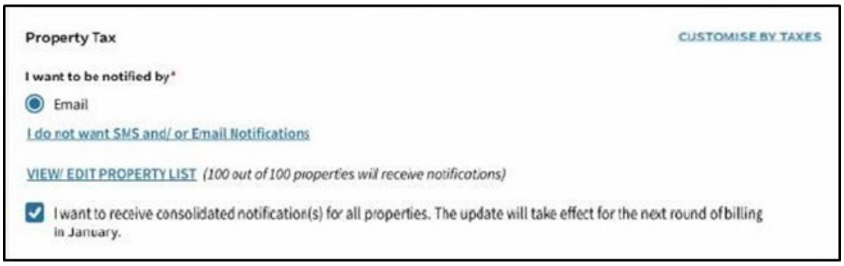
A7

If you are a primary owner for your properties, you will receive notifications on property tax matters by default and no further action is required from you.

If you are a secondary owner for your properties, you can receive notifications on property tax matters by selecting the properties from the list by clicking on “View Property List” under property tax.

Q8 Can I choose to receive one notification for all properties owned by me?

A8 You can choose to receive one notification for all properties owned by you by selecting the "I want to receive consolidated notification(s) for all properties" under property tax. By selecting this option, you will receive one notification for all your properties at your preferred notification mode.



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