



INLAND REVENUE
AUTHORITY
OF SINGAPORE

FAQ

Update Duplicate Relief Claim



Q1 Why is there a review on the personal tax reliefs claimed?

A1 We conduct regular reviews of income tax assessments to verify the eligibility of tax reliefs claimed and allowed in the tax assessments.

Q2 What is the ‘Update Duplicate Relief Claim’ digital service?

A2 This digital service is for you to e-submit your ‘Update Duplicate Relief Claim’ reply. This is a convenient and secure communication channel to submit your reply online. You will receive an acknowledgement upon successful transmission.

You will need to reply via the digital service if:

1. There is more than one person claiming the relief on the same dependant. For example, you and your sister are claiming Grandparent Caregiver Relief (GCR) on your mother. As GCR cannot be shared, only you or your sister can claim the maximum relief of \$3,000 provided you have met the other qualifying conditions; or
2. The total amount claimed by all claimants exceeds the maximum allowable relief amount. For example, you and your spouse are each claiming Qualifying Child Relief (QCR) of \$4,000 for your child. As the maximum QCR per child is \$4,000, you and your spouse must apportion the amount between the two of you; or
3. The dependant is the subject of claim for more than one relief. For example, your father is claiming Spouse Relief on your mother and you are claiming Parent Relief on her too. With the exception of GCR, a dependant cannot be the subject of claim for more than one relief.

When replying via the digital service, please ensure that:

1. You have satisfied all the qualifying conditions for claiming the relief.
2. All the original claimants must review and agree on the apportionment to make up the 100% for reliefs that can be shared.

Q3 How do I submit my reply via this digital service?

- A3**
1. Login to [myTax Portal](#) using your [Singpass](#) or [Singpass Foreign User Account \(SFA\)](#).
 2. Click on 'Individuals' and select '[Update Duplicate Relief Claim](#)' under 'Filing Matters'.
 3. Please follow the steps below based on your dependant selection:
 - To withdraw your claim, select 'Yes' and enter '0' in the box under 'New Claim'.
 - To share the dependant relief, select 'Yes' and enter the percentage of your claim in the box under 'New Claim'.
 - To proceed with your original claim, select 'No'.
 4. Click 'Submit'.

Q4 What will happen if I do not submit a reply or choose to retain my claim?

A4 All claimants will need to submit their replies by the stipulated due date, regardless of whether you would like to maintain your original claim, amend or withdraw claims.

If we do not receive a reply from any of the claimants by the due date, the relief may be apportioned equally or withdrawn depending on the situation.

Please refer to Q10 on how the relief will be allowed in such situations.

Q5 I have multiple duplicate reliefs claim. Can I submit the replies separately?

A5 You are required to submit your replies for the various reliefs altogether in one session. The relevant duplicate reliefs will be shown in the separate tabs on the screen. Please note that you are required to click on each tab and submit your reply.

There will be a red '!' icon to prompt you should there be any incomplete submission. After completing the tabs, please follow the instructions on the screen to submit your reply and you should be able to see an Acknowledgement Page.

- Q6 Am I able to view the replies submitted by other claimants?**
- A6** You will be able to view the other claimants' replies on the same dependant only if they have successfully submitted their replies via this digital service. All claimants' replies will be reflected in the digital service immediately and are accurate as at the date and time of access.
- Q7 Can I change the reply made by the other claimant on the same dependant?**
- A7** No. You cannot change the other claimant's reply. Please discuss with the other claimant(s) and agree on how the relief for your dependant is to be claimed.
- Q8 What should I do if I noted that there is/are error(s) made by other claimant(s)?**
- A8** If there is/are error(s) in the reply(ies) made by any of the claimant(s), please inform the affected claimant(s) to correct his/her reply by the due date. You can still proceed to enter and submit your reply by the due date.
- Q9 How should I reply if other claimants and I do not agree on the amount of dependant relief (e.g. parent relief) to be claimed by each of us?**
- A9** You only need to indicate the percentage of relief which you would like to claim in your reply.
- Please refer to Q10 on how the relief will be allowed in such situations.
- Q10 How will the relief be allowed if claimants cannot agree on the apportionment or do not reply?**
- A10** A. Reliefs that can be shared among claimants
The following reliefs can be shared among claimants claiming the same type of relief in respect of the same dependant:
- Qualifying/Child Relief (Disability)
 - Parent/Parent Relief (Disability)
 - Sibling Relief (Disability)
- The relief will be apportioned and allowed equally for all the claimants if there are:
- disagreements among the claimants and the total relief claims exceeded 100%; or

b. no reply is received from any of the claimants.

B. Reliefs that can be only claimed by one claimant

The following reliefs has precedence over other reliefs:

- a. Spouse Relief has precedence over Parent/Parent Relief (Disability) and Sibling Relief (Disability)
- b. Child Relief (Disability) has precedence over Sibling Relief (Disability)

The duplicate claims for Grandparent Caregiver Relief will be allowed to the claimant that would result in the maximum tax benefit for the family unit if there are disagreements or non-reply.

Q11 What is the minimum percentage of the relief I can enter in the digital service?

A11 The minimum percentage of the relief you can enter in the digital service is 0.01%.

Q12 Will I get an acknowledgement after submitting my reply?

A12 Yes. If the submission is successful, you will see the Acknowledgement page indicating 'Successful Submission' with an acknowledgement number.

If you do not see the Acknowledgement page, please submit your reply again.

Q13 Can I view my submission if I were to login again?

A13 Yes, you are able to view the reply submitted by you.

If you wish to view your reply before the due date, you can log into the digital service again.

If you wish to view your reply after the due date, you can view the details in the Acknowledgement page at myTax Portal:

Step 1: Log in to [myTax Portal](#)

Step 2: Click on 'Inbox' and select 'Individual' under 'View Notices'.

Step 3: You should be able to see the 'Acknowledgement of Duplicate Relief Claim Submission' documents if you have successfully submitted.

- Q14** **Can I amend (re-submit) my reply after submitting a reply via the digital service?**
- A14** Yes, however, you can only amend your reply before the due date stated in our letter to you.
- Q15** **What is the due date to reply?**
- A15** The due date is 21 days from the date of our letter. Please submit your reply via the digital service by the due date.
- Q16** **How much additional tax do I need to pay if I withdraw my claim for relief?**
- A16** The additional tax payable is approximately the amount of relief to be withdrawn multiplied by your marginal tax rate applicable.
- You may wish to calculate your tax liability via our Income Tax Calculator: <http://www.iras.gov.sg> > Quick Links > Calculators > 'Income tax calculator for tax resident individuals'.
- Q17** **Can I still login after the due date to file my reply?**
- A17** You are required to reply by the due date. Any request for extension of time to reply will be considered on a case-by-case basis. Please call us at 1800 356 8300 or chat with us via [Live Chat](#) to request an extension.
- Q18** **Can I use the 'Amend Tax Bill' digital service instead?**
- A18** No. You are required to use the '[Update Duplicate Relief Claim](#)' digital service to submit your reply.
- Q19** **Are there other ways to reply if I am unable to reply via the digital service?**
- A19** You are strongly encouraged to reply via the digital service as it is fast, easy and secure. However, if you face difficulty in using the digital service, you may send us your reply via [Live Chat](#).

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