



INLAND REVENUE  
AUTHORITY  
OF SINGAPORE

# User Guide for Submit Property Tax Information



This user guide provides step-by-step instructions on how to use the **Submit Property Tax Information** digital service.

### <!> Important Notes

- This service is only available to recipients who have received a request from IRAS to provide property-related information for Property Tax purposes.
- This digital service is not available from the myTax Portal main menu and cannot be accessed using Corppass.
- Please use the direct link on the IRAS Website and log in with Singpass, or access the service via the direct link provided via MTM.
- A unique code, issued by IRAS via email or MTM, is required to use the digital service.

### Learning Objectives

- Why property tax information is required
- How to submit property tax information via **Submit Property Tax Information** digital service
- How to save or print the Acknowledgement page

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## **Module 1: Introduction to Submit Property Tax Information**

### **Responsibility to submit information**

IRAS, as Singapore's national tax administrator, is responsible for the assessment, collection and enforcement of property tax. Under the Property Tax Act, IRAS is empowered to request property-related information from property owners, operators, property professionals, authorised representatives, etc.

If you receive a notice from IRAS email or MTM, you must provide the requested information using the prescribed form within 21 days from the date of the notice.

For notice sent via MTM, you will receive an SMS or email (based on your contact and notification preferences) informing you that a message has been deposited in your MTM.

### **Circumstances where information is required**

IRAS may request property-related information under the following (non-exhaustive) circumstances:

- Completion of Building Works – when the property undergoes physical changes such as additions & alterations, demolition, redevelopment, or new construction
- General Assessment – when IRAS reviews the annual value of the property
- Objection or Appeal – when more information is required after a property owner or authorised representative submits an objection or appeal against the assessment
- Change of Use – when there is a change in the approved use of the property
- Separate or Group Assessment – when the property is reconfigured or let/ use in a manner that affects how it should be assessed

### **Consequences of Incorrect or False Submission**

You are responsible for ensuring that the information submitted is complete and accurate.

Failure to submit the required information or providing false information may result in penalties, including fines or imprisonment under Section 16 of the Property Tax Act (Cap 254).

### **Information Required for Submission**

The information required includes:

- Unique code sent via email/ MTM
- Completed Excel template downloaded from the Submit Property Tax Information digital service
- Supporting Documents (if applicable)

### **Acknowledgement of Submission**

Upon successful submission of information, an on-screen acknowledgement will be displayed. A confirmation email will also be sent to all recipients listed in the request form.

#### **<!-- Important Notes:**

- Please note that the on-screen acknowledgement page and all submitted information, including the completed Excel template and any attached document(s) will not be accessible, retrievable or downloadable after submission to IRAS.
- If you wish to keep a record, you will need to save or print a PDF copy of the acknowledgement page before closing or leaving the webpage. For information to be submitted (e.g. completed template and supporting documents), save the details in your device before submission.

## Module 2: Submit Property Tax Information

A Singapore Government Agency Website [How to Identify](#)

IRAS REVENUE AUTHORITY OF SINGAPORE

Who We Are ▾ Taxes ▾ Schemes ▾ Digital Services ▾ Digital Collaboration ▾ LOGIN

Home > Digital Services > Property Owners

**DIGITAL SERVICES**

- Employees ▾
- Self-employed ▾
- Intermediaries of self-employed persons (Taxi drivers/ Private-hire car drivers) ▾
- Employers ▾
- Partnerships ▾
- Companies/ Tax agents ▾
- Commission-paying organisations ▾
- Property Owners ▾**
- Property Professionals ▾
- GST ▾
- Stamp Duty ▾
- Withholding Tax ▾
- Automatic Exchange of Information (CRS and FATCA) ▾
- Others ▾

### Property Owners

Share: [f](#) [X](#) [in](#) [v](#) [w](#) [e](#)

Need help in using myTax Portal? Browse the [myTax Portal Technical FAQ](#)

**For Corporate Property Owners**

From 11 Apr 2021, you will be required to log in to government digital services for businesses (G2B) using Singpass instead of Corppass. For more information, visit [Corppass website](#).

**For Individual Property Owners**

You need **Singpass 2-Step Verification (Singpass 2FA)** to log in to [mytax.iras.gov.sg](#). This means that you have to enter a One-Time Password (OTP) sent via SMS to your mobile phone or generated by your OneKey Token as a second level of authentication. Please register and activate your Singpass 2FA at [www.singpass.gov.sg](#).

Name of Digital Service	Description	Please have the following information ready before using the Digital Service	Estimated Submission and/or Processing Time	Guides/FAQ
<a href="#">Submit Property Tax Information</a>	Submit property information requested by IRAS for property tax assessment purposes.	<ol style="list-style-type: none"> <li>Your Singpass or <a href="#">Singpass Foreign user Account</a> (SFA)</li> <li>Unique code sent via email/ myTax Mail</li> <li>Download excel template from the Submit Property Tax Information digital service</li> <li>Upload completed excel template and supporting documents (if applicable)</li> </ol>	<p><b>Submission</b></p> <p>The time required to complete a submission, including filling up the excel template, varies by property type or request type:</p> <ul style="list-style-type: none"> <li>5 to 10 minutes: Residential, Food court, Land, Separate/Group Assessment</li> <li>15 to 20 minutes: Office, Carpark, Retail, Shophouse, Change of Use</li> <li>45 minutes: Hotel, Serviced Apartment</li> </ul> <p><b>Processing</b></p> <p>Most assessments are reviewed within 6 months from the date of submission.</p>	<a href="#">User Guide – Submit Property Tax Information</a> (PDF, 844KB)

### Step 1a

Navigate to IRAS Website at [www.iras.gov.sg](http://www.iras.gov.sg). Go to Digital Services and select one of the following:

- Property Owners
- Property Professionals

Click on **Submit Property Tax Information** digital service hyperlink.

Go to Step 2.

Overview Individuals Property Tax S45 More Services

Message thread has been closed. If you have further enquiries, you may [compose a new message](#).

myTax Mail [SAVE AS PDF/PRINT](#)  
[< BACK TO PREVIOUS](#)

### Request for Property Tax Information

Category Property Tax  
IRAS Case No. 190000000005  
Status Closed

[\[-\] COLLAPSE ALL](#) [\[+\] EXPAND ALL](#)

---

**IRAS** From IRAS 30 Oct 2025 ▲

**Purpose of Request:** Property Tax Assessment (General Assessment)

Dear Sir/ Mdm

As part of the annual review of hotel property tax assessments, hotel owner/ operator are required to submit the Statement of Hotel Premises ("Hotel Statement") to IRAS by 31 March each year. This is a requirement under the Property Tax (Valuation by Gross Receipts for Hotel Premises) Order 2007.

Please submit the information by the specified due date. This submission will constitute an official return under Section 16 of the Property Tax Act (Cap 254).

To submit the information:

1. Go to [Submit Property Tax Information](#).
2. Enter the code to access the form:

Request for Property Tax Information	Details
Year: 2025	<b>Code:</b> 7668bd2979794624b671287465f3e891
1) <b>Hotel:</b> 202A STREET NAME 83607	<b>Due Date:</b> 31 Mar 2026
	<b>Assigned Officer:</b> [yan_soo_peng_7_localfr@iras.gov.sg]

We appreciate your prompt attention to this matter. Timely submission of the information will help ensure that your property tax assessment remains up-to-date.

This is a no-reply message. Please contact the assigned officer via email if you have any queries.

Thank you.

[BACK](#)

[SAVE AS PDF/PRINT](#)

## Step 1b

Alternatively, if you are notified of the request via MTM, click on **Submit Property Tax Information** digital service hyperlink found in the MTM.

Go to Step 4.

A Singapore Government Agency Website [How to identify](#)

**IRAS**  
INLAND REVENUE  
AUTHORITY  
OF SINGAPORE

**Announcement**

- Weekly maintenance hours:**  
Wed 2:00 AM - 6:00 AM | Sun 2:00 AM - 8:30 AM
- Extended maintenance hours on 2 Nov 2025 (Sun):**  
The maintenance hours will be extended to 5:00 PM.
- myTax Portal is undergoing enhancements**  
We are enhancing myTax Portal in phases to give you a better experience. We seek your understanding that you may experience intermittent slowness when using the digital services. We apologise for any inconvenience caused.

Which Tax Login Am I?

### myTax Portal Login

- Personal Tax**
- Company/ Business Tax
- Tax Agent Login →
- Stamp Duty →

[Client Notice of Transfer](#)

Need access? Register for [Singpass](#)

## Step 2

On myTax Portal Login Page, select **Personal Tax**.

### <!/ Important Notes:

- This digital service is not available from the myTax Portal main menu and cannot be accessed using Corppass.
- Please use the direct link on the IRAS Website and log in with Singpass, or access the service via the direct link provided via MTM.

Go to Step 3.

A Singapore Government Agency Website [How to identify](#)

**singpass**

**Beware of impersonation scams** ^

Government officials will NEVER ask you to transfer money or disclose bank log-in details over a phone call. Call the 24/7 ScamShield Helpline at 1799 if you are unsure if something is a scam.

**Log in with Singpass**  
Your trusted digital identity

**Singpass app** Password login

Scan with Singpass app  
to log in



**singpass**

[Register for Singpass](#)

[Download Singpass app](#)

**singpass**  
Contact us | Share feedback | Read FAQs

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### Step 3

Login via Singpass.

Go to Step 4.

## Submit Property Tax Information

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### Submit Property Tax Information

#### Enter Code

Enter the unique code provided in your email/ myTax Mail to access your form for submission.

Code\*

  

#### Step 4

Upon successful login, you will be directed to the **Submit Property Tax Information** digital service landing page.

1. Enter the unique code sent to your email or MTM.
2. Click **RETRIEVE** to proceed.

Go to Step 5.

### Submit Property Tax Information

#### Information Required

 **Submission Due Date:** 31 Mar 2026

General Assessment	
<b>Hotel</b> For 200 JALAN RAJAH STREET 72 #21-771 (Tax Ref No. 9310875P) Submission required	 <a href="#">SUBMIT</a>
<b>Hotel</b> For 36 Street Name 73393 (Tax Ref No. 8810106U) and 1 other properties Submission required	 <a href="#">SUBMIT</a>

#### Step 5

On the **Information Required** page, you will see a list of requests pending submission.

Click **SUBMIT** next to the request you are ready to begin.

Go to Step 6.

## Submit Property Tax Information

### General Assessment - Hotel

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
<b>Property Address</b> 36 Street Name 73393 (Tax Ref No. 8810106U) <a href="#">and 1 other properties</a>			

### Read Before You Proceed

This application allows taxpayers to provide information for property tax assessment purposes.

Each form may take an approximately 45 minutes to complete. Please ensure that both the required information (as outlined in the 'Required Information' tab of the Excel Template) and the completed Excel template are ready before proceeding.

#### Download Template

Use the Excel template provided and fill in the required information and upload it during the form submission process.

[HOTEL \(GENERAL ASSESSMENT\)](#) (XLSX, 524 KB)

[BACK](#) [PROCEED](#)

## Step 6

You will now see the information relevant to your submission.

1. If the request involves multiple properties, click “**and 1 other properties**” link to view all applicable properties.
  - Go to Step 6a.
2. Under the Download Template section, click the **Excel template** link to download the required template.
3. Fill in the required information and save the completed file in your device. You will need to upload this file in the next step.
4. Click **PROCEED** to continue.
  - Go to Step 7.

## Property Listing



This request contains over 200 properties. Click 'Download As Excel' to view the complete list.

1-10 of 200 Records(s)

Tax Ref No.	Property
1234567A	55 NEWTON ROAD #01-01
1234567B	55 NEWTON ROAD #01-02
1234567C	55 NEWTON ROAD #01-03
1234567D	55 NEWTON ROAD #01-04
1234567E	55 NEWTON ROAD #01-05
1234567F	55 NEWTON ROAD #01-06
1234567G	55 NEWTON ROAD #01-07
1234567H	55 NEWTON ROAD #01-08
1234567J	55 NEWTON ROAD #01-09
1234567K	55 NEWTON ROAD #01-10



Page 1 of 20

**Total**  
1,890 Properties



### Step 6a

If you click the “**and 1 other properties**” link, the list of all applicable properties included in the request will be displayed.

Click **DOWNLOAD AS EXCEL** if you wish to save a copy of the property listing.

Click “**X**” to return to “Read Before You Proceed” page (Step 6).

# Submit Property Tax Information

## Submit Property Tax Information



### Upload Template

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
<b>Property Address</b> 36 Street Name 73393 (Tax Ref No. 8810106U) <a href="#">and 1 other properties</a>			

#### Download Template

Fill in the required information using the provided Excel Template. Once completed, upload the Excel file to proceed.

[HOTEL \(GENERAL ASSESSMENT\)](#) (XLSX, 524 KB)

#### Upload Template\*

Drag and drop file(s) here

or

[SELECT FILE\(S\)](#)

**Supported File Type(s)** XLSX  
**Maximum File Size** 10.00 MB per file

**Important Note** System may remove or modify the file after scanning for malicious and unacceptable content.  
You can attach up to 1 file(s) with a total file size not exceeding 10.00 MB.  
The file name must be in English and must not exceed 50 characters.

[Hotel \(General Assessment\)\\_Finalised.xlsx](#) (813.20 KB) 🗑️

[BACK](#) [CONTINUE](#)

[EXIT TO INFORMATION REQUIRED](#)

## Step 7

You will be directed to the **Upload Template** landing page to submit the completed template saved in your device.

1. To upload the completed template:
  - a. Drag the file and drop it into the upload box, or
  - b. Click **SELECT FILE(S)** to select the file from your device.
2. Once uploaded, the filename will appear as a clickable link.
3. Click **CONTINUE** to proceed.

Go to Step 8.

## Submit Property Tax Information

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### Submit Property Tax Information



#### Additional Information

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
<b>Property Address</b> 36 Street Name 73393 (Tax Ref No. 8810106U) <a href="#">and 1 other properties</a>			

Is the F&B outlet closed during the operation period? If yes, please specify the period that it was in operation.\* Remaining: 500

BACK

CONTINUE

[EXIT TO INFORMATION REQUIRED](#)

#### Step 8 (if applicable)

If prompted, complete the required fields on the **Additional Information** page.

Click **CONTINUE** to proceed.

Go to Step 9a.

## Submit Property Tax Information

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### Submit Property Tax Information

 [SAVE AS PDF/PRINT](#)



#### Review Your Submission

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
<b>Property Address</b> 36 Street Name 73393 (Tax Ref No. 8810106U) <a href="#">and 1 other properties</a>			

#### Uploaded Template [EDIT](#)

- Hotel (General Assessment)\_Finalised.xlsx (813.20 KB)

#### Additional Information [EDIT](#)

1. Is the F&B outlet closed during the operation period? If yes, please specify the period that it was in operation.  
There is no F&B outlet closed during the operation period.

### Step 9a

On the **Review Your Submission** page, check all details carefully to ensure they are accurate.

If you need to make any amendments, click **EDIT** to update the relevant sections.

Go to Step 9b.

### Supporting Documents

#### Document Submission

Upload file(s) that are applicable to your submission.

**Supported File Type(s)** DOC, DOCX, PDF, PNG, JPG, JPEG, MSG, XLS, XLSB, XLSX

**Maximum File Size** 10.00 MB per file

You can attach up to 25 files with a total file size not exceeding 50.00 MB.

The file name must be in English and must not exceed 50 characters.

#### Important Note

- System may remove or modify the file after scanning for malicious and unacceptable content.

Type of Document	Uploaded File(s)
Site and latest approved floor plans with gross floor area indicated. If unit no. is applicable, please indicate with clear unit number labels.	<a href="#">🔗 UPLOAD FILE(S)</a>
Lease/ licence agreement pertaining to new lettings or renewals	<a href="#">🔗 UPLOAD FILE(S)</a>
Provide a copy of the Fire Safety Certificate if Fire Safety Certificate Date is provided for completion of additions, alterations or improvements works	<a href="#">🔗 UPLOAD FILE(S)</a>
Other Supporting Documents	<a href="#">🔗 UPLOAD FILE(S)</a>

### Step 9b

The types of documents required for your submission will be listed under **Supporting Documents**.

1. Click **UPLOAD FILE(S)** to upload the required documents.
2. If you have additional documents not listed, you may upload them under **“Other Supporting Documents”**.

Go to Step 9c.

## Contact Details

**Filer Information**

Authorised Person  
Jennifer

Designation

Email Address\*

Contact No.  
+65

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**Contact Person (if different from above)**

Name

Designation

Email Address

Contact No.  
+65

## Particulars of Reviewer ⓘ

Name\*

Designation\*

Email Address\*

Contact No.  
+65

## Step 9c

Update the Contact Details and Particulars of Reviewer (if applicable) in this section as needed.

**Note:** The Particulars of Reviewer applies to certain property types. It refers to an individual who is authorised to review and make decisions on property tax matters.

Go to Step 10.

### Declaration

I declare that:

- The information given in this form is true and complete.
- I understand that penalties may be imposed for the submission of an incorrect form and/ or provision of false information to the Controller of Property Tax/ Chief Assessor, which may include a fine and/ or imprisonment term, where applicable.
- The information provided in this form has been reviewed and endorsed by the designated Reviewer, who possesses the requisite authority for property tax decisions.

BACK

SUBMIT TO IRAS

[EXIT TO INFORMATION REQUIRED](#)

### Step 10

After reviewing all information on the **Review Your Submission page**:

1. Check the **Declaration box** to confirm the accuracy of your submission.
2. Click **SUBMIT TO IRAS** to complete the process.

Go to Step 11.

## Submit Property Tax Information

Submit Property Tax Information

1 Upload Template 2 Additional Information 3 Review 4 Acknowledgement

### Acknowledgement

**Successful Submission**  
You have successfully submitted the required information. Download a copy of this acknowledgement for your own reference. Do note that once you leave the page, the acknowledgement will no longer be available.

Acknowledgement No.	Date/Time
502000050971	06 Mar 2020 03:59 PM

Job Type	Property Type	Due Date	Year of Assessment
General Assessment	Hotel	31 Mar 2026	2026

Property Address  
200 JULIAN STREET 72 #21, 771 (Tax Ref No. 9330875P)

**Uploaded Template**

- Hotel (General Assessment)\_Finalised.xlsx (813.20 KB)

**Additional Information**

1. Is the F&B outlet closed during the operation period? If yes, please specify the period that it was in operation. The F&B outlet is opened during the operation period.

**Supporting Documents**

Type of Document	Uploaded File(s)
Site and latest approved floor plans with gross floor area indicated. If unit no. is applicable, please indicate with clear unit number labels.	Site Plan (jpg) (284.73 KB)
Lease/ licence agreement pertaining to new lettings or renewals	Rental File.xlsx (1.75 MB)

**Contact Details**

**Filer Information**

Authorised Person  
Jennifer

Designation  
Finance Manager

Email Address  
jenifor@tst.com.sg

Contact No.  
+65 81131111

**Particulars of Reviewer**

Name  
ONG BEE CHEW

Designation  
CHIEF FINANCE OFFICER

Email Address  
ong\_bee\_chew@tst.com.sg

**Declaration**

I declare that:

- The information given in this form is true and complete.
- I understand that penalties may be imposed for the submission of an incorrect form and/ or provision of false information to the Controller of Property Tax (Chief Assessor), which may include a fine and/ or imprisonment term, where applicable.
- The information provided in this form has been reviewed and endorsed by the designated reviewer, who possesses the requisite authority for property tax decisions.

**Next Steps**  
You may submit information for another property.

## Step 11

Upon successful submission, an **Acknowledgement** page will be displayed.

### <!> Important Notes:

- Please note that the acknowledgement page and all submitted information, including the completed Excel template and any attached document(s) are not accessible, retrievable or downloadable after submission to IRAS.
- If you wish to keep a record, you will need to save or print a PDF copy of the acknowledgement page before closing or leaving the webpage.
- For the information to be submitted (e.g. completed template and supporting documents), save the details locally in your device before submission.

## Module 3: Common Errors Encountered

Overview Individuals Property S45 More ▾

▲ One or more required tabs are missing from the uploaded file.

Submit Property Tax Information

1 Upload Template 2 Additional Information 3 Review 4 Acknowledgement

### Upload Template

Job Type	Property Type	Due Date	Year of Assessment
General Assessment	Hotel	31 Mar 2026	2026

Property Address  
15A EMERALD HILL RISE 25153 (Tax Ref No. 8807492K)

#### Download Template

Fill in the required information using the provided Excel Template. Once completed, upload the Excel file to proceed.

[HOTEL \(GENERAL ASSESSMENT\)](#) (XLSX, 524 KB)

#### Upload Template\*

Drag and drop file(s) here

or

[SELECT FILE\(S\)](#)

Required

Supported File Type(s) XLSX  
Maximum File Size 10.00 MB per file

**Important Note** System may remove or modify the file after scanning for malicious and unacceptable content.  
You can attach up to 1 file(s) with a total file size not exceeding 10.00 MB.  
The file name must be in English and must not exceed 50 characters.

[BACK](#) [CONTINUE](#)

### Example 1: Invalid Excel Template Uploaded

An error message will appear if one or more required tabs are missing from the uploaded Excel template.

**Action:** Upload the correct Excel template provided for the information request.

# Submit Property Tax Information

Overview Individuals Property **S45** More ▾

## Submit Property Tax Information

1 Upload Template 2 Additional Information 3 Review 4 Acknowledgement

### Upload Template

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
---------------------------------------	-------------------------------	--------------------------------	-----------------------------------

**Property Address**  
15A EMERALD HILL RISE 25153 (Tax Ref No. 8807492K)

**Download Template**  
Fill in the required information using the provided Excel Template. Once completed, upload the Excel file to proceed.

↓ HOTEL (GENERAL ASSESSMENT) (XLSX, 524 KB)

### Upload Template\*

Drag and drop file(s) here

or

[SELECT FILE\(S\)](#)

Required

**Supported File Type(s)** XLSX  
**Maximum File Size** 10.00 MB per file

**Important Note** System may remove or modify the file after scanning for malicious and unacceptable content.  
You can attach up to 1 file(s) with a total file size not exceeding 10.00 MB.  
The file name must be in English and must not exceed 50 characters.

**1 File(s) Not Attached**  
The following file(s) will not be uploaded.

File not attached, file has errors [VIEW ERRORS](#)

[BACK](#) [CONTINUE](#)

## Example 2: Erroneous Inputs in Excel Template

An error message "File not attached, file has errors. VIEW ERRORS" will appear if there are missing or invalid information found in the uploaded Excel template.

**Action:** Click **VIEW ERRORS**.



List Of Error(s)

Excel Sheet(s)

Form ▼

[EXPORT ALL ERRORS](#)

	A	B	C
1	Tab	Error	Cell
2	Main Form	Enter a valid date that is: i) on/ before End Date; and ii) within the preceding year.	F19
3	Main Form	Enter inputs that are <= 100 characters.	F14
4	Main Form	Select from dropdown list.	F121
5	Main Form	Total No. of Rooms in "1.3 Room Nights" and "1.5 Type of Rooms" must be the same.	Type of Rooms Section
6	3.1 Owner-Operated Carpark	Enter a value that is >= 0.00 and <= 99,999,999,999.99.	L60

CLOSE

**Example 2: Erroneous Inputs in Excel Template** *(continued)*

The error log shows where the issue(s) are located (tab and cell) and provides a description for each error.

**Action:** Update the specified cells of the Excel template and re-upload the file.

Overview Individuals Property S45 More ▾

▲ The system is unable to process your request. Please contact your assigned officer(s).

## Submit Property Tax Information

1 Upload Template 2 Additional Information 3 Review 4 Acknowledgement

### Upload Template

<b>Job Type</b> General Assessment	<b>Property Type</b> Hotel	<b>Due Date</b> 31 Mar 2026	<b>Year of Assessment</b> 2026
---------------------------------------	-------------------------------	--------------------------------	-----------------------------------

**Property Address**  
15A EMERALD HILL RISE 25153 (Tax Ref No. 8807492K)

**Download Template**  
Fill in the required information using the provided Excel Template. Once completed, upload the Excel file to proceed.

📄 [HOTEL \(GENERAL ASSESSMENT\)](#) (XLSX, 524 KB)

### Upload Template\*

Drag and drop file(s) here

or

[SELECT FILE\(S\)](#)

Required

**Supported File Type(s)** XLSX  
**Maximum File Size** 10.00 MB per file

**Important Note** System may remove or modify the file after scanning for malicious and unacceptable content.  
You can attach up to 1 file(s) with a total file size not exceeding 10.00 MB.  
The file name must be in English and must not exceed 50 characters.

[BACK](#) [CONTINUE](#)

[EXIT TO INFORMATION REQUIRED](#)

### Example 3: Excel Template Contains Non-standard English Characters

An error message “The system is unable to process your request. Please contact your assigned officer(s).” will be displayed if the uploaded Excel template contains non-standard English characters (e.g. á, è, î, ã, ü) in any input fields.

**Action:** Remove all non-standard English characters from the Excel template and replace them with standard English characters. If the error persists after making these changes, contact your assigned IRAS officer for further assistance.

## **Module 4: Essential Points to Note**

This module outlines the points to note when filling up the details for submission:

- Upload Template
- Supporting Documents
- Contact Details
- Acknowledgement

## Sections and Points to Note

Sections	Points to Note
Upload Template	<p>Always use the Excel template downloaded from the latest request.</p> <p>The file you upload must be in <b>.XLSX</b> format.</p>
Supporting Documents	<p>All supporting documents must be uploaded in one of the following formats: DOC, DOCX, PDF, PNG, JPG, JPEG, MSG, XLS, XLSB and XLSX.</p> <p>You may upload up to 25 files, with each file not exceeding 10 MB, and a total upload size limit of 50 MB.</p>
Contact Details	<p>Providing a valid email address is mandatory when submitting Property Tax information. This allows IRAS to contact the relevant parties if clarifications are needed.</p>
Acknowledgement	<p>An acknowledgement email will be sent to all recipients indicated in the request form after successful submission.</p> <p><b>&lt;!&gt; Important Notes:</b></p> <ul style="list-style-type: none"> <li>• Please note that the acknowledgement page and all submitted information, including the completed Excel template and any attached document(s) are not accessible, retrievable or downloadable after submission to IRAS.</li> <li>• If you wish to keep a record, you will need to save or print a PDF copy of the acknowledgement page before closing or leaving the webpage.</li> <li>• For the information to be submitted (e.g. completed template and supporting documents), save the details locally in your device before submission.</li> </ul>

Contact Information

For clarification, you may chat with us online at [go.gov.sg/iraschat-login](https://go.gov.sg/iraschat-login), from Monday to Friday, 8:00 am to 5:00 pm (except Public Holidays) or call us at 1800 356 8300.

Published by  
Inland Revenue Authority of Singapore

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