

FAQ – Income Tax & Property Tax (IPT) Integrated Phone Service

Q1. What is the operating hours of Income Tax & Property Tax (IPT) Integrated Phone Service?

The Income Tax & Property Tax (IPT) Integrated Phone Service is a 24-hours service. However, if you need to speak to an officer, you may call us during office hours from 8am to 5pm on Mondays to Fridays for Income Tax and Property Tax matters.

Q2. Can I listen to the instructions in Mandarin?

The Income Tax & Property Tax (IPT) Integrated Phone Service is available in both English and Mandarin. For Mandarin instructions, please press "2" after you are connected to the Integrated Phone Service.

Q3. What services can I perform from the integrated phone service?

The following services are available:

- To check on
 - Assessment Status
 - Form IR21 Status
 - Filing Status
- To request for
 - Income Tax Form
 - Extended Time to file a Tax Return
- To Appeal for
 - Waiver of a Late Payment Penalty
 - Waiver of a Late Filing Fee

Q4. What is a tax reference number?

For Singapore NRIC holders, it refers to your NRIC number. For foreigners working in Singapore, it refers to your FIN number.

For partnerships, it is your business registration number (i.e. Unique Entity Number – UEN) with the Accounting and Corporate Regulatory Authority.

For Property Tax, it will be your property tax reference number.

Q5. I keyed in the NRIC number when prompted to do so. However, I received an error message saying that the number is invalid. What should I do?

You should only key the 6-digit, 7- digit, 8 digit or 9-digit tax reference numbers. E.g. If the NRIC number is 1234567A, you should only enter 1234567.