

Step-by-Step Guide – Income Tax & Property Tax (IPT) Integrated Phone Service

- **General**

Step 1	Before you call, please have your tax reference number on hand. Dial 1800-356 8300.
Step 2	Select language preference. For English, Press 1. For Mandarin, Press 2.
Step 3	Follow the instructions as announced and select the options Please refer to the Quick Reference Guide for more details.
Step 4	You may be asked to provide your 6-digit to 9-digit tax reference numbers when required.
Step 5	At the various menu, you may select to go back to the Previous Menu or to repeat the options. To go back to the Previous Menu, Press 8 To repeat the options, Press *

Quick Reference Guide on Income Tax & Property Tax Integrated Phone Service

Enquiry Code	Information
Option "1"	For Assessment Status
Option "2"	To Request for Income Tax Form by Post
Option "3"	For Form IR21 Status
Option "4"	For Filing Status
Option "6"	To Appeal for Waiver of a Late Payment Penalty
Option "7"	To Appeal for Waiver of a Late Filing Fee
Option "9"	To Request Extended Time to file a Tax Return
Option "0"	To Speak with a Tax Officer # <ul style="list-style-type: none">• Press 2: For Tax clearance by non-Singaporean employees who are leaving Singapore• Press 1: For Employee calling on your Individual Income Tax matter• Press 3: For Self Employed and Partnership• Press 4: For Property Tax• Press 6: For Enforcement Matters on Income Tax & Partnership• Press 7: For Enforcement Matters on Property Tax

Available only during office hours from 8am to 5pm on Mondays to Fridays for Income Tax and Property Tax matters.

Note: You do not need an IVR PIN to use our self-help options in the Integrated Phone Service.