

# FREQUENTLY ASKED QUESTIONS (FAQS) ON E-FILING FORM C-S/ C FOR DORMANT COMPANY

(Updated on 1 Sep 2018)

---

## Contents

- 1 How long does it take to e-File the Form for Dormant Company? ..... 2
- 2 Who can e-File the Form for Dormant Company? ..... 2
- 3 My company owns investments (e.g. real properties, fixed deposits and foreign shares) during the financial year ending on 30 Jun 2017. However, the company did not carry on business and had no income during the same period. Can my company file the Form for Dormant Company? ..... 2
- 4 Do I need to submit the financial statements and tax computation to IRAS if my company is dormant (i.e. did not carry on business and had no income in the preceding basis period)? ..... 2
- 5 Do I need to be authorised before I can e-File the Form for Dormant Company? ..... 2
- 6 How do I know whether my Form for Dormant Company has been transmitted to IRAS successfully? .... 2
- 7 I have e-Filed the Form for Dormant Company successfully and would like to correct an error in the submission. How do I correct the error? ..... 2
- 8 Can I e-File the Income Tax Return (Form for Dormant Company) if there is a change in the company’s financial year end? ..... 3
- 9 What should I do if I encounter an error while filing the Form for Dormant Company via myTax Portal? 3

**1 How long does it take to e-File the Form for Dormant Company?**

It may take you 5 minutes to complete and submit the Form for Dormant Company.

**2 Who can e-File the Form for Dormant Company?**

A dormant company can e-File the Form for Dormant Company.

A dormant company is one that does not carry on business and had no income for the whole of the basis period. For example, if a company did not carry on business and had no income for the whole of the basis period ending in year 2017, it will be regarded as a dormant company for Year of Assessment (YA) 2018.

**3 My company owns investments (e.g. real properties, fixed deposits and foreign shares) during the financial year ending on 30 Jun 2017. However, the company did not carry on business and had no income during the same period. Can my company file the Form for Dormant Company?**

Yes, the company can file the Income Tax Return as a dormant company for YA 2018 via the "File Form C-S/ C (Form for Dormant Company)" e-Service.

**4 Do I need to submit the financial statements and tax computation to IRAS if my company is dormant (i.e. did not carry on business and had no income in the preceding basis period)?**

No, you do not need to submit the financial statements and tax computation to IRAS if your company is dormant.

**5 Do I need to be authorised before I can e-File the Form for Dormant Company?**

Yes. The company's employee or a third party (e.g. company's appointed tax agent firm) has to be authorised in CorpPass to be able to e-File Form for Dormant Company.

**6 How do I know whether my Form for Dormant Company has been transmitted to IRAS successfully?**

You will see an acknowledgement page upon successful filing of the Form for Dormant Company. Please save/print a copy of this acknowledgement page for your records.

**7 I have e-Filed the Form for Dormant Company successfully and would like to correct an error in the submission. How do I correct the error?**

You may inform us of the revision via myTax Portal by selecting **Corporate Tax** followed by **Revise/Object to Assessment** or by writing to us.

**8 Can I e-File the Income Tax Return (Form for Dormant Company) if there is a change in the company's financial year end?**

Yes, you can proceed to e-File the Form for Dormant Company.

Please also inform us of the correct financial year end by either:

- o Logging in to [myTax Portal](#) and updating via the "[Update Corporate Profile/ Contact Details](#)" e-Service; or
- o Submitting the "[Request for Income Tax Return \(Form C-S/ C\) and Notification of New Financial Year End](#)" (56KB) form to IRAS by post.

**9 What should I do if I encounter an error while filing the Form for Dormant Company via myTax Portal?**

Please check the status of your filing at myTax Portal by selecting '**View Corporate Tax Filing Status**' e-Service. If the status of the Income Tax Return is "Ready to File", it means that the Income Tax Return was not successfully e-Filed. In this case, it is likely that your browser's cache is full. Please clear cache (temporary internet files) and close active applications before you retry.

The steps to clear cache are detailed below:

For Internet Explorer (IE) browser versions 6 and 7

- 1) Go to "Tools" menu
- 2) Click on "Internet Options"
- 3) Go to "General Tab"
- 4) Click on "Delete Files" under "Temporary Internet Files" / (For IE 7) "Delete" button under Browsing History section
- 5) Click "OK" to delete files / (For IE 7) Click "Delete all ..." button and Click "Yes" button on the pop-up window
- 6) Click "OK" to exit the Internet Options.

For Internet Explorer browser version 8 and above

- 1) Go to "Tools" menu
- 2) Click on "Internet Options"
- 3) Go to "General Tab"
- 4) Click "Delete" button under Browsing History section
- 5) Check all boxes next to the available options
- 6) Click "Delete" button
- 7) Click "OK" to exit the Internet Options dialog.

If you still encounter an error, please send us an email via myTax Mail in myTax Portal with the following details:

- a) Date and time of the error
- b) The company's tax reference number
- c) The filer's tax reference number
- d) Description of the error and the point at which the error occurred

- e) The error message(s) you encountered or the screenshot of the error
- f) The operating system you are using (e.g. Windows XP, Vista)
- g) The browser type and version number (e.g. Firefox 2.0, IE 7)

Alternatively, please call 1800-356 8622 for assistance.