

Appendices

TAX COLLECTION

| Appendix 1 | Total Government Operating Revenue and Inland Revenue Authority of Singapore's collection | 84 |
|--------------|-------------------------------------------------------------------------------------------|----|
| Appendix 2 | Inland Revenue Authority of Singapore's collection by tax type | 85 |
| Appendix 3 | Tax and penalty arising from audit and investigation | 86 |
| | | |
| PROFILE OF T | AXPAYERS | |
| Appendix 4 | Assessable income of individuals by income type | 87 |

| Appendix 4 | Assessable income of individuals by income type | 01 |
|-------------|---------------------------------------------------|----|
| Appendix 5 | Taxable individuals by income group | 88 |
| Appendix 6 | Reliefs and allowances for taxable individuals | 89 |
| Appendix 7 | Chargeable income of companies by income type | 90 |
| Appendix 8 | Taxable companies by income group | 91 |
| Appendix 9 | Taxable companies by economic sector | 92 |
| Appendix 10 | Annual value and property tax by property type | 93 |
| Appendix 11 | GST by economic sector for Financial Year 2009/10 | 94 |
| Appendix 12 | Stamp duty assessed | 95 |
| Appendix 13 | Private lotteries duty | 96 |
| Appendix 14 | Estate duty assessed | 96 |
| | | |

COMPLIANCE IN PAYMENT AND RETURN

| Appendix 15 | Tax arrears | 97 |
|-------------|---------------------------|-----------|
| Appendix 16 | Submission of tax returns | 98 |

SERVICE STANDARDS

| Appendix 17 | Service levels | 99 |
|-------------|----------------|----|
|-------------|----------------|----|

RATES TABLES

| Appendix 18 | Tax rates tables | 100 | |
|-------------|------------------|-----|--|
|-------------|------------------|-----|--|

TAX COLLECTION

TOTAL GOVERNMENT OPERATING REVENUE AND INLAND REVENUE AUTHORITY OF SINGAPORE'S COLLECTION

| | FY2007/08 | FY2008/09 | FY2009/10 |
|----------------------------------------------------|------------|------------|------------|
| | S\$'000 | S\$'000 | S\$'000 |
| Total Government Operating Revenue ¹ | 40,374,770 | 41,086,202 | 39,546,524 |
| Inland Revenue Authority of Singapore's Collection | 29,112,603 | 29,800,675 | 29,871,066 |
| Percentage | 72.1% | 72.5% | 75.5% |

¹Total Government Operating Revenue excludes investment income.

INLAND REVENUE AUTHORITY OF SINGAPORE'S COLLECTION BY TAX TYPE

| | FY2007/08 | FY2008/09 | FY2009/10 |
|------------------------------------------|------------|------------|------------|
| Тах Туре | S\$'000 | S\$'000 | S\$'000 |
| Income Tax | | | |
| - Corporate Income Tax | 9,273,070 | 10,599,444 | 9,589,477 |
| - Individual Income Tax | 4,550,289 | 5,430,482 | 6,128,687 |
| - Withholding Tax | 1,150,270 | 1,175,956 | 1,137,220 |
| Goods and Services Tax | 6,166,601 | 6,488,202 | 6,914,786 |
| Property Tax | 2,428,533 | 2,856,505 | 1,979,434 |
| Stamp Duty | 3,676,667 | 1,431,620 | 2,386,217 |
| Betting & Sweepstake Duties ¹ | 1,378,012 | 1,427,671 | 1,396,312 |
| Private Lotteries Duty | 335,479 | 343,357 | 330,737 |
| Estate Duty | 153,682 | 47,438 | 8,196 |
| Total | 29,112,603 | 29,800,675 | 29,871,066 |

¹ With effect from March 2010, betting & sweepstake duties include casino tax collected under Section 146 of the Casino Control Act.

TAX AND PENALTY ARISING FROM AUDIT AND INVESTIGATION

| | FY2007/08 | | FY2008/ | 09 | FY2009/ | '10 |
|---------------|-----------|---------|----------|---------|----------|------------|
| | Number | | Number | | Number | |
| | of Cases | S\$'000 | of Cases | S\$'000 | of Cases | S\$'000 |
| Audit | | | | | | |
| - Income Tax | 3,405 | 47,478 | 3,558 | 63,294 | 4,357 | 62,789 |
| - GST | 3,097 | 87,373 | 4,239 | 103,126 | 3,475 | 154,184 |
| Investigation | 121 | 16,175 | 122 | 32,391 | 189 | 38,814 |

PROFILE OF TAXPAYERS ASSESSABLE INCOME OF INDIVIDUALS BY INCOME TYPE

AS AT 31 MARCH 2010 FOR THE YEAR OF ASSESSMENT 2009

| | Total | Taxable Group* | Non-Taxable Group |
|----------------------------------|-------------|----------------|-------------------|
| | S\$'000 | S\$'000 | S\$'000 |
| Income from Trade and Profession | 6,220,967 | 5,241,066 | 979,900 |
| Employment Income | 98,233,219 | 84,475,934 | 13,757,285 |
| Rents/Net Annual Value | 2,019,479 | 1,764,971 | 254,508 |
| Dividends | 10,941 | 8,329 | 2,612 |
| Interest | 67,373 | 53,811 | 13,561 |
| Royalties | 5,024 | 4,131 | 893 |
| Other Types | 299,698 | 266,301 | 33,396 |
| Total Income | 106,856,700 | 91,814,544 | 15,042,156 |
| Less : Approved Donations | 349,723 | 280,619 | 69,104 |
| Assessable Income | 106,506,977 | 91,533,925 | 14,973,052 |
| Number of Individuals Assessed** | 1,650,385 | 1,042,265 | 608,120 |

* Taxable Group means those with tax payable after allowing rebates and tax set-offs.

** The figure includes 109,954 tax clearance cases for non-citizens.

TAXABLE INDIVIDUALS BY INCOME GROUP

ASSESSMENTS AS AT 31 MARCH 2010 FOR THE YEAR OF ASSESSMENT 2009

| Assessed Income Group | Number | of Taxpayers | Assessa | able Income ¹ | Charge | able Income ² | Net Tax | Assessed ³ |
|-----------------------|-----------|--------------|------------|--------------------------|------------|--------------------------|-----------|-----------------------|
| | Resident | Non-Resident | Resident | Non-Resident | Resident | Non-Resident | Resident | Non-Resident |
| S\$ | | | S\$'000 | S\$'000 | S\$'000 | S\$'000 | S\$'000 | S\$'000 |
| 20,000 & below | - | 12,935 | - | 82,424 | - | 82,430 | - | 13,347 |
| 20,001 - 25,000 | 37,227 | 782 | 864,716 | 17,457 | 817,676 | 17,457 | 2,048 | 2,999 |
| 25,001 - 30,000 | 80,552 | 617 | 2,244,643 | 16,842 | 1,916,180 | 16,842 | 8,544 | 2,879 |
| 30,001 - 40,000 | 196,762 | 884 | 6,861,400 | 30,710 | 5,316,030 | 30,710 | 40,807 | 5,260 |
| 40,001 - 50,000 | 158,465 | 635 | 7,098,804 | 28,388 | 5,166,435 | 28,388 | 67,476 | 4,863 |
| 50,001 - 60,000 | 114,922 | 483 | 6,298,061 | 26,419 | 4,554,284 | 26,419 | 89,345 | 4,505 |
| 60,001 - 70,000 | 80,525 | 387 | 5,210,820 | 25,062 | 3,799,198 | 25,062 | 99,698 | 4,161 |
| 70,001 - 80,000 | 59,478 | 257 | 4,446,903 | 19,284 | 3,302,690 | 19,284 | 106,436 | 3,185 |
| 80,001 - 100,000 | 80,597 | 399 | 7,187,220 | 35,664 | 5,475,507 | 35,664 | 213,982 | 5,790 |
| 100,001 - 150,000 | 98,413 | 441 | 11,917,486 | 53,636 | 9,509,123 | 53,636 | 530,314 | 8,609 |
| 150,001 - 200,000 | 42,696 | 170 | 7,343,368 | 29,283 | 6,187,669 | 29,283 | 490,038 | 4,707 |
| 200,001 - 300,000 | 37,563 | 163 | 9,101,976 | 38,850 | 8,042,057 | 38,850 | 849,722 | 6,209 |
| 300,001 - 400,000 | 16,144 | 42 | 5,541,712 | 14,255 | 5,086,939 | 14,255 | 647,490 | 2,251 |
| 400,001 - 500,000 | 7,368 | 25 | 3,275,908 | 11,221 | 3,071,479 | 11,220 | 441,850 | 1,713 |
| 500,001 - 1,000,000 | 9,692 | 25 | 6,453,073 | 17,201 | 6,191,921 | 17,068 | 1,011,038 | 2,886 |
| 1,000,001 & above | 3,591 | 25 | 7,148,434 | 92,704 | 7,050,569 | 92,621 | 1,324,473 | 18,291 |
| TOTAL | 1,023,995 | 18,270 | 90,994,524 | 539,401 | 75,487,758 | 539,191 | 5,923,260 | 91,657 |

Note:

¹Assessable Income refers to the total income of an individual less allowable deductions such as business expenses, employment expenses and donations.

²Chargeable income of an individual is his/her assessable income less the personal reliefs allowed.

³Net Tax Asssessed is net tax payable by an individual after taking into account allowable tax credits and tax rebates.

RELIEFS AND ALLOWANCES FOR TAXABLE INDIVIDUALS

ASSESSMENTS AS AT 31 MARCH 2010 FOR THE YEAR OF ASSESSMENT 2009

| | Number of Claimants | S\$'000 | S\$'000 |
|-------------------------------------|---------------------|-----------|------------|
| Assessable Income | | | 91,533,925 |
| Reliefs : | | | |
| Earned Income | 1,009,108 | 1,262,847 | |
| Wife | 191,764 | 384,611 | |
| Child | 331,239 | 3,882,858 | |
| Parents | 187,145 | 1,098,041 | |
| Foreign Maid Levy | 48,598 | 235,367 | |
| Grandparent Care-Giver | 16,321 | 48,960 | |
| Handicapped Brother/Sister | 3,734 | 13,200 | |
| CPF | 788,092 | 7,370,191 | |
| CPF Cash Top-Up | 8,096 | 54,077 | |
| Life Assurance | 56,394 | 113,195 | |
| NSman | 443,873 | 677,971 | |
| Course Fees | 46,093 | 102,044 | |
| Supplementary Retirement Scheme | 23,882 | 263,627 | 15,506,988 |
| Chargeable Income | | | 76,026,937 |
| Gross Tax | | | 6,564,802 |
| Tax Set-Off : | | | |
| Dividends Set-Off | 24 | 2 | |
| Other Tax Deducted at Source | 150 | 994 | |
| Non Resident Relief (S 40) | 37 | 59 | |
| Double Taxation Relief/Tax Credit | 313 | 1,959 | |
| Tax Remitted | 358 | 2,042 | |
| One-off Tax Rebate | 1,023,969 | 516,986 | |
| Parenthood Tax Rebate/Other Set-Off | 7,287 | 27,842 | 549,885 |
| Net Tax Assessed | | | 6,014,917 |

CHARGEABLE INCOME OF COMPANIES BY INCOME TYPE

AS AT 31 MARCH 2010

| | YEAR OF ASSESSMENT 2008 | | | |
|------------------------------------------------------------------|-------------------------|----------------------------|-------------------|--|
| | Total | Taxable Group ³ | Non-Taxable Group | |
| | S\$'000 | S\$'000 | S\$'000 | |
| Trade Income | 29,677,697 | 70,210,305 | (40,532,608) | |
| Rents/Net Annual Value | 735,494 | 567,151 | 168,343 | |
| Dividends | 6,718,487 | 3,496,393 | 3,222,094 | |
| Interest | 4,220,161 | 3,443,050 | 777,111 | |
| Royalties | 58,535 | 37,072 | 21,463 | |
| Other Types | 379,049 | 332,820 | 46,229 | |
| Total Income | 41,789,422 | 78,086,791 | (36,297,368) | |
| Less : Approved Donations | 304,607 | 120,978 | 183,629 | |
| Chargeable Income | 82,078,918 | 77,965,813 | 4,113,105 | |
| Less: Group Relief | 1,429,978 | 685,752 | 744,226 | |
| Loss Carry-back Relief | 45,762 | 32,309 | 13,453 | |
| Chargeable Income After Reliefs | 80,603,178 | 77,247,752 | 3,355,426 | |
| Less: Full/ Partial Tax Exemption | 3,697,318 | 3,318,383 | 378,935 | |
| Chargeable Income ¹ After Full/ Partial Tax Exemption | 76,905,860 | 73,929,369 | 2,976,491 | |
| Gross Tax Payable | 11,572,243 | 11,047,699 | 524,544 | |
| Less: Tax Deducted at Source | 1,144,681 | 557,774 | 586,907 | |
| Other Tax Set-offs | 282,922 | 246,891 | 36,031 | |
| Net Tax Assessed ² | 10,144,640 | 10,243,034 | (98,394) | |
| Number of Companies Assessed | 132,335 | 43,709 | 88,626 | |

| | YEAR OF ASSESSMENT 2009 | | | | |
|-----------------------------------------------------|--------------------------------------------------|------------|----------|--|--|
| | Total Taxable Group ³ Non-Taxable Gro | | | | |
| | S\$'000 | S\$'000 | S\$'000 | | |
| Chargeable Income After Full/ Partial Tax Exemption | 71,574,032 | 71,351,658 | 222,374 | | |
| Net Tax Assessed | 10,815,705 | 10,832,387 | (16,682) | | |
| Number of Companies Assessed | 135,010 | 50,344 | 84,666 | | |

Breakdown by income types for Year of Assessment 2009 will be tabulated in the next report.

Note:

¹ Chargeable income is the taxable income of a company less allowable or approved deductions such as business losses, expenses, capital allowances, donations and the claims for tax reliefs and tax exemptions. Chargeable income is zero if total deduction is more than total income.

² Net Tax Assessed is net tax payable/repayable by a company after taking into account allowable tax credits and tax deducted at source.

³ Taxable Group means those companies with net tax payable.

TAXABLE COMPANIES BY INCOME GROUP

ASSESSMENTS AS AT 31 MARCH 2010 FOR THE YEAR OF ASSESSMENT 2009

| Chargeable Income Group | argeable Income Group Number of Companies | | Net Tax Assessed |
|-------------------------|-------------------------------------------|------------|------------------|
| S\$ | | S\$'000 | S\$'000 |
| 10,000 & below | 12,640 | 42,082 | 7,736 |
| 10,001 - 20,000 | 5,094 | 74,705 | 13,447 |
| 20,001 - 30,000 | 3,550 | 88,131 | 15,791 |
| 30,001 - 40,000 | 2,711 | 94,542 | 16,894 |
| 40,001 - 60,000 | 4,034 | 198,556 | 35,673 |
| 60,001 - 80,000 | 2,769 | 192,470 | 34,512 |
| 80,001 - 100,000 | 2,302 | 207,245 | 37,073 |
| 100,001 - 150,000 | 3,688 | 457,899 | 81,662 |
| 150,001 - 200,000 | 1,443 | 249,887 | 44,206 |
| 200,001 - 300,000 | 1,781 | 440,220 | 77,969 |
| 300,001 - 400,000 | 1,187 | 410,467 | 72,916 |
| 400,001 - 500,000 | 965 | 434,288 | 77,066 |
| 500,001 - 1,000,000 | 2,780 | 1,908,040 | 335,574 |
| 1,000,001 - 2,000,000 | 1,933 | 2,749,926 | 485,610 |
| 2,000,001 - 3,000,000 | 839 | 2,071,441 | 365,671 |
| 3,000,001 - 4,000,000 | 513 | 1,777,716 | 308,987 |
| 4,000,001 - 5,000,000 | 322 | 1,442,945 | 248,479 |
| 5,000,001 & above | 1,793 | 58,511,097 | 8,573,122 |
| Total | 50,344 | 71,351,658 | 10,832,387 |

TAXABLE COMPANIES BY ECONOMIC SECTOR

ASSESSMENTS AS AT 31 MARCH 2010 FOR THE YEAR OF ASSESSMENT 2009

| | Number of Companies | Chargeable Income | Net Tax Assessed |
|-------------------------------------|---------------------|-------------------|------------------|
| | | S\$'000 | S\$'000 |
| Manufacturing | 4,278 | 11,279,731 | 1,554,005 |
| Construction | 3,912 | 1,615,221 | 288,220 |
| Utilities | 114 | 1,021,818 | 183,937 |
| Other Goods Industries ¹ | 78 | 94,073 | 16,585 |
| Wholesale & Retail Trade | 15,942 | 18,857,302 | 2,682,171 |
| Hotels & Restaurants | 1,151 | 1,113,697 | 197,643 |
| Transport & Storage | 3,052 | 5,129,884 | 856,805 |
| Information & Communications | 2,093 | 2,549,711 | 450,996 |
| Financial | 4,969 | 18,998,912 | 2,835,445 |
| Real Estate & Business Activities | 11,199 | 9,038,126 | 1,546,183 |
| Others | 3,556 | 1,653,183 | 220,397 |
| Total | 50,344 | 71,351,658 | 10,832,387 |

¹ Comprises Agriculture, Fishing and Quarrying

Note: The industries are classified according to Singapore Standard Industrial Classification (SSIC) 2010.

ANNUAL VALUE AND PROPERTY TAX BY PROPERTY TYPE

| | | FY 2007/08 | | | FY 2008/09 | | | FY 2009/10 | |
|-------------|-----------------|-------------------------------------|----------------------------|-----------------|-------------------------------------|----------------------------|-----------------|-------------------------------------|----------------------------|
| | Number of cases | Annual Value on 31 March 2008 | Property Tax Collection | Number of cases | Annual Value on 31 March 2009 | Property Tax Collection | Number of cases | Annual Value on 31 March 2010 | Property Tax Collection |
| | | \$'000 | \$'000 | | \$'000 | \$'000 | | \$'000 | \$'000 |
| HDB | 821,545 | 5,538,635 | 86,083 | 827,168 | 5,573,563 | 82,164 | 829,267 | 6,855,130 | 98,139 |
| Residential | 240,525 | 5,461,625 | 376,615 | 245,826 | 6,493,329 | 445,512 | 248,587 | 6,785,710 | 418,383 |
| Commercial | 66,360 | 7,949,568 | 763,990 | 67,027 | 8,760,042 | 984,143 | 75,767 | 10,224,382 | 630,157 |
| Industrial | 29,108 | 4,619,586 | 473,459 | 31,041 | 6,104,261 | 636,185 | 32,297 | 7,895,683 | 437,322 |
| Others | 4,206 | 5,228,859 | 451,938 | 4,240 | 6,451,032 | 460,380 | 3,837 | 4,558,745 | 137,739 |
| Total | 1,161,745 | 28,798,273 | 2,152,084 | 1,175,303 | 33,382,227 | 2,608,384 | 1,189,755 | 36,319,650 | 1,721,740 |

Total amount excludes Contribution in-lieu of Property Tax, Compounding Fee and Fees & Licences.

Note: The Annual Value of the property is the estimated annual rent of the property if it were to be let, excluding the rent for furniture, fittings and service charge.

GST BY ECONOMIC SECTOR FOR FINANCIAL YEAR 2009/10

| | Number of Traders | % of Traders in Net GST refund position | Net GST Contribution (%) |
|-------------------------------------|----------------------|-----------------------------------------------|--------------------------------|
| Manufacturing | 8,546 | 22.1% | 3.1% |
| Construction | 7,074 | 7.5% | 17.3% |
| Utilities | 256 | 31.1% | 4.6% |
| Other Goods Industries ¹ | 125 | 35.7% | 3.2% |
| Wholesale & Retail Trade | 31,594 | 25.3% | 41.1% |
| Hotels & Restaurants | 2,119 | 11.8% | 3.6% |
| Transport & Storage | 3,931 | 52.4% | 1.9% |
| Information & Communications | 3,295 | 22.4% | 6.7% |
| Financial | 3,713 | 42.4% | 4.0% |
| Real Estate & Business Activities | 11,822 | 22.8% | 11.4% |
| Others | 5,075 | 17.6% | 3.1% |
| Total | 77,550 | 24.2% | 100.0% |

¹ Comprises Agriculture, Fishing and Quarrying

Note: The industries are classified according to SSIC 2010.

STAMP DUTY ASSESSED

| | FY2007 | 7/08 | FY2008 | /09 | FY2009 | 9/10 |
|----------------------------|---------|-----------|---------|-----------|---------|-----------|
| Instruments | Number | S\$'000 | Number | S\$'000 | Number | S\$'000 |
| Sales & Purchase Agreement | 187,323 | 3,361,255 | 128,237 | 990,828 | 172,434 | 2,060,490 |
| Lease Agreement | 149,740 | 337,603 | 153,435 | 374,630 | 167,365 | 248,699 |
| Mortgage Agreement | 88,069 | 35,242 | 78,978 | 30,905 | 101,429 | 40,556 |
| Share Transfer | 31,110 | 65,545 | 26,168 | 66,763 | 25,855 | 51,468 |
| Others | 208,908 | 1,690 | 191,165 | 706 | 199,013 | 487 |
| Total | 665,150 | 3,801,335 | 577,983 | 1,463,832 | 666,096 | 2,401,700 |

PRIVATE LOTTERIES DUTY

| | FY2007/08 | FY2008/09 | FY2009/10 |
|-----------------------|-----------|-----------|-----------|
| | S\$'000 | S\$'000 | S\$'000 |
| Fruit Machines | 335,008 | 342,961 | 330,406 |
| Tombola | 462 | 385 | 323 |
| Other Games of Chance | 9 | 11 | 9 |
| Total | 335,479 | 343,357 | 330,737 |

APPENDIX 14

ESTATE DUTY ASSESSED

| | FY2007/08 | FY2008/09 | FY2009/10 |
|-------------------------|-----------|-----------|-----------|
| Number of Cases | 1,382 | 874 | 395 |
| Duty Assessed (S\$'000) | 539,342 | 79,610 | 10,138 |

COMPLIANCE IN PAYMENT AND RETURN TAX ARREARS ¹

| | As at 31 March 2008 | As at 31 March 2009 | As at 31 March 2010 |
|-------------------------------------------|---------------------|---------------------|---------------------|
| | FY 2007/08 | FY 2008/09 | FY 2009/10 |
| | S\$'000 | S\$'000 | S\$'000 |
| Income Tax Arrears arising in : | | | |
| Previous Financial Years | 431,560 | 232,755 | 213,066 |
| Current Financial Year | 205,869 | 266,194 | 224,438 |
| Total Arrears | 637,429 | 498,949 | 437,504 |
| Property Tax Arrears arising in : | | | |
| Previous Financial Years | 17,627 | 9,600 | 8,769 |
| Current Financial Year | 44,960 | 46,789 | 43,443 |
| Total Arrears | 62,587 | 56,389 | 52,212 |
| Goods & Services Tax Arrears arising in : | | | |
| Previous Financial Years | 111,214 | 123,426 | 81,851 |
| Current Financial Year | 81,321 | 88,158 | 97,499 |
| Total Arrears | 192,535 | 211,584 | 179,350 |
| Grand Total | 892,551 | 766,922 | 669,066 |

¹ The tax arrears exclude inactive arrears. Inactive arrears are those where all enforcement actions appropriate to these cases have been applied but tax recovery has not been successful. These cases include bankruptcy, strike-off, deregistration, dissolution, receivership, liquidation or judicial management in the case of companies, and bankruptcy or death in the case of individuals.

SUBMISSION OF TAX RETURNS

| | As at 31 March 2008 | As at 31 March 2009 | As at 31 March 2010 |
|-------------------------------------|-------------------------|-------------------------|-------------------------|
| | Year of Assessment 2007 | Year of Assessment 2008 | Year of Assessment 2009 |
| Individual Income Tax | | | |
| - Returns Issued | 1,510,020 | 1,578,382 | 1,599,957 |
| - Returns Received | 1,462,017 | 1,536,318 | 1,558,044 |
| - Percentage | 96.8% | 97.3% | 97.4% |
| - Returns Received on time | 1,333,103 | 1,411,182 | 1,442,097 |
| - Percentage | 88.3% | 89.4% | 90.1% |
| - Internet Filing (by individuals) | 951,551 | 961,451 | 936,124 |
| - Telephone Filing (by individuals) | 50,763 | 38,980 | 25,582 |
| - No-Filing Service ¹ | 35,024 | 247,313 | 344,124 |
| Corporate Income Tax | | | |
| - Returns Issued | 119,555 | 127,442 | 133,068 |
| - Returns Received | 88,592 | 97,742 | 108,088 |
| - Percentage | 74.1% | 76.7% | 81.2% |
| - Returns Received on time | 72,447 | 86,724 | 97,546 |
| - Percentage | 60.6% | 68.0% | 73.3% |
| | FY2007/08 | FY2008/09 | FY2009/10 |
| Goods & Services Tax | | | |
| - Returns Issued | 274,025 | 290,111 | 302,726 |
| - Returns Received | 267,105 | 285,821 | 299,152 |
| - Percentage | 97.5% | 98.5% | 98.8% |
| - Returns Received on time | 224,599 | 259,019 | 278,120 |
| - Percentage | 82.0% | 89.3% | 91.9% |

¹ Individuals who received No-Filing Service letters and did not need to make any changes to their tax returns Note: The figures for Internet filing, Telephone filing and No-Filing Service are as at 18 April of each year.

SERVICE STANDARDS SERVICE LEVELS

| | FY2 | 007/08 | FY2 | 008/09 | FY2 | 2009/10 |
|------------------------------------------|--------|----------|--------|----------|--------|----------|
| | Target | Achieved | Target | Achieved | Target | Achieved |
| Answer telephone calls within 1 minute | | | | | | |
| Non-peak | 85% | 79% | 85% | 85% | 85% | 86% |
| Peak | 70% | 69% | 70% | 66% | 70% | 74% |
| Respond to correspondence within 3 weeks | 80% | 83% | 80% | 86% | 80% | 91% |
| Attend to taxpayers within 20 minutes | 80% | 87% | 80% | 86% | 80% | 90% |
| Emails replied within 5 working days | 80% | 94% | 80% | 93% | 80% | 93% |
| Process refunds | | | | | | |
| - within 14 days | 90% | 93.0% | 90% | 94.3% | 90% | 94.6% |
| - within 30 days | 100% | 99.9% | 100% | 99.9% | 100% | 99.9% |

RATES TABLES TAX RATES TABLES

| Individual Income Tax | |
|------------------------------|----------|
| From Year of Assessment 2007 | |
| Chargeable Income (S\$) | Tax Rate |
| 0 - 20,000 | 0% |
| 20,001 - 30,000 | 3.50% |
| 30,001 - 40,000 | 5.50% |
| 40,001 - 80,000 | 8.50% |
| 80,001 - 160,000 | 14% |
| 160,001 - 320,000 | 17% |
| More than 320,000 | 20% |

For Year of Assessment 2009, there is a one-off personal tax rebate of 20% given to all tax resident individuals, up to S\$2,000 per taxpayer.

Corporate Income Tax

| Tax Rate |
|----------|
| 27.0% |
| 26.0% |
| 25.5% |
| 24.5% |
| 22.0% |
| 20.0% |
| 18.0% |
| 17.0% |
| |

From Year of Assessment 2002, a partial tax exemption is given up to S\$100,000 of the company's chargeable income (excluding Singapore franked dividends) that is subject to tax at the normal corporate tax rate as follows:

- 75% tax exemption for the first S\$10,000 chargeable income
- 50% tax exemption for the next S\$90,000 chargeable income

Effective from Year of Assessment 2008, the threshold for partial tax exemption has been increased to S\$300,000 as follows:

- 75% tax exemption for the first S\$10,000 chargeable income
- 50% tax exemption for the next S\$290,000 chargeable income

Property Tax

| Effective from | Tax Rate |
|----------------|----------|
| 1 July 1994 | 15% |
| 1 July 1995 | 13% |
| 1 July 1996 | 12% |
| 1 July 2001 | 10% |

The tax rate for owner-occupied residential properties is 4%.

Goods & Services Tax

| Effective from | Tax Rate |
|----------------|----------|
| 1 April 1994 | 3% |
| 1 January 2003 | 4% |
| 1 January 2004 | 5% |
| 1 July 2007 | 7% |

Private Lotteries Duty Rate of Duty Effective from te 28 October 1952 30% of gross takings % % **Betting & Sweepstake Duties** % Effective from Rate of Duty % 4D, Toto, Big Sweep 25% on gross collection 1 April 1987 Totalisator 1 April 2005 25% of gross betting profit Sports Betting* 1 June 2001 25% of gross betting profit * Includes Football and Motor Racing e % **Casino Tax** Gross Gaming Revenue from Tax Rate

Premuim Players

Other Players

5%

15%

| Stamp Duty | | | |
|------------------------------------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Document | Effective from | Rate of Duty | |
| On Sale & Purchase or Gift of Immovable Property | 29 February 1996 | Purchase price or market value, whichever is higher - | |
| | | Every S\$100 or part thereof of the first S\$180,000 | S\$1 |
| | | Every S\$100 or part thereof of the next S\$180,000 | S\$2 |
| | | Thereafter, every S\$100 or part thereof | S\$3 |
| On Mortgage of Immovable Property or Stocks & Shares | 29 February 1996 | Amount of facilities granted - Every S\$1,000 or part thereof | S\$4 (maximum of S\$500) |
| On Tenancy/Lease of Immovable Property | 1 April 2003 | (a) Where Average Annual Rent and Other Consideration calculated for a whole year does not exceed S\$1,000 | Exempt |
| | | (b) Where Average Annual Rent and Other Consideration calculated for a whole year exceed \$\$1,000 | |
| | | Lease term not exceeding 1 year; Every \$\$250 or part thereof of annual rent | S\$1 |
| | | Lease term exceeding 1 year but not exceeding 3 years; Every \$\$250 or part thereof of annual rent | S\$2 |
| | | Lease term exceeding 3 years or any indefinite term; Every \$\$250 or part thereof of annual rent | S\$4 |
| On Transfer or Gift of Shares | 1 April 1980 | Purchase price or net asset value of the share, whichever is higher - Every S\$100 or part thereof | S\$0.20 |