



INLAND REVENUE  
AUTHORITY  
OF SINGAPORE

## FAQ

# Claim/ Revise Child Relief & PTR



**Q1 What is this "Claim/ Revise Child Relief & PTR" digital service?**

**A1** Parents of a newborn child can enjoy tax savings if they are eligible for Qualifying Child Relief (QCR) & Parenthood Tax Rebate (PTR). Conditions apply. QCR and PTR can be shared with your spouse in any proportion. For convenience, we will allocate the QCR & PTR equally (i.e. 50% each) between you and your spouse. If both you and your spouse are agreeable, no action is needed from you and the QCR and PTR will be pre-filled in your future Income Tax Returns, subject to eligibility. However, if you and your spouse do not agree with the 50:50 basis, you and your spouse will need to e-submit your revised allocation basis for QCR & PTR via this digital service.

This digital service is a convenient and secure communication channel to submit your reply online. You will receive an acknowledgement upon successful transmission.

If we do not receive a reply by the due date or the revised allocations between you and your spouse do not add to 100%, we will apportion the QCR and PTR equally between you and your spouse.

Working mothers may also be eligible for Working Mother's Child Relief (WMCR). Conditions apply. Working mothers need not claim WMCR in their tax returns as the relief will be automatically allowed to eligible working mothers.

**Q2 How do I submit my reply via this digital service?**

**A2** Log in to myTax Portal. Click on "Individuals" > "Submit Requested Information" and select "Claim/ Revise Child Relief & PTR".

You need Singpass or Singpass Foreign user Account (SFA) to log in to myTax Portal.

**Q3 What should I do if I encounter errors when using this digital service?**

**A3** Follow the instructions on the screen. If the error persists, please email us via myTax Mail with the following information to enable us to look into the matter:

- (a) Date and time that you encountered the problem;
- (b) Description of the problem;
- (c) The operating system you are using (e.g. Windows 10, Macintosh OS, etc);
- (d) The browser type and version number (e.g. Internet Explorer 11, Firefox 2.0, etc);

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- (e) Device used (mobile phone or desktop); and
- (f) Full screenshot of the error message encountered.

### **Q4 Do I have to reply even if I wish to maintain my claim of 50%?**

**A4** As we have allocated the claim for QCR and PTR equally between you and your spouse, you do not need to reply if you agree with the 50% apportionment.

### **Q5 Can I view/change the replies submitted by my spouse/ex-spouse?**

**A5** No. Please discuss with your spouse/ex-spouse and agree on the basis of sharing before submitting your reply.

### **Q6 How will the relief be allowed if my spouse and I cannot agree on the apportionment or do not reply?**

**A6** The relief/rebate will be apportioned and allowed equally.

### **Q7 How do I enter my revised claim?**

**A7** Please follow the instructions on the screen. Update your sharing basis in percentage under 'My Share of Child Relief' and/or "My Share of PTR" accordingly.

### **Q8 Will I get an acknowledgement after submitting my reply?**

**A8** Yes. If the submission is successful, you will see the Acknowledgement page indicating "Successful Transmission" with an acknowledgement number.

### **Q9 What should I do if I do not see the Acknowledgement Page after clicking "SUBMIT"?**

**A9** If you do not see the Acknowledgement Page, please e-submit your reply again.

### **Q10 Can I view my submission if I were to login again?**

**A10** Yes, you can view the reply submitted by you.

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If you wish to view your reply before the due date, you can log into the digital service again.

If you wish to view your reply after the due date, you can view the details in the Acknowledgement page at myTax Portal as follows:

Step 1: Log in to myTax Portal at <https://mytax.iras.gov.sg>

Step 2: Click on "Notices/ Letters" and Select "Individual"

Step 3: You should be able to see the following documents if you have successfully submitted.

- Acknowledgement of Child Relief & PTR Claim/Revision; or
- Acknowledgement of Child Relief & PTR Claim/Revision (Amended)

### **Q11 Can I amend (re-file) my reply after submitting a reply via the digital service?**

**A11** Yes, however, you can only amend your reply once before the due date stated in our letter.

### **Q12 What is the due date to reply?**

**A12** The due date is 21 days from the date of our letter. Please submit your reply via the digital service by the due date.

### **Q13 Can I still login after the due date to file my reply?**

**A13** No, you will not be able to use the digital service after the due date. Please call us at 1800 356 8300 or email us your request via *myTax Mail* with the reasons for requesting an extension.

### **Q14 Are there other ways to reply if I am unable to reply via the digital service?**

**A14** You are strongly encouraged to reply via the digital service as it is fast, easy and secure. However, if you face difficulty in using the e-Service, you can reply by:

- Email to myTax Mail
- Mail to Inland Revenue Authority of Singapore, 55 Newton Road, Singapore 307987 (Postage free).

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**Q15 Do I still have to make my claim for QCR and PTR during e-Filing next year if I have received this letter?**

**A15** No, your claim for QCR will be prefilled. You can log in to myTax Portal to view your PTR amount under “Transfer Parenthood Tax Rebate (PTR)” digital service.

**Q16 Can I use my mobile phone to access the digital service?**

**A16** Yes.

**Q17 I am separated/divorced and I am not on talking terms with my spouse/ex-spouse. Can I change the basis of apportionment? What happens if my spouse/ex-spouse did not reply?**

**A17** Yes, you can change the apportionment. However, if the revised allocations between you and your spouse do not add up to 100%, we will apportion the QCR and PTR equally between you and your spouse.

**Q18 Can I request for extension of the due date as my spouse is overseas?**

**A18** You are required to reply by the due date. Any request for extension of time to reply will be considered on a case by case basis. Please call us at 1800 356 8300 or email us with your request via *myTax Mail* with the reasons for requesting an extension.

**Q19 If I wish to claim handicapped child relief, what should I do?**

**A19** Please log in to the digital service to change the type of child relief to handicapped child relief and attach the completed ‘Application for Claim of Handicapped-Related Tax Reliefs’ form. You can still submit the reply without attaching the documents and submit the documents later via the digital service or *myTax Mail*. If the documents are not received by the due date, we will allow Qualifying Child Relief instead of Handicapped Child Relief.

**Q20 Can I still change the basis of apportionment after the due date?**

**A20** You can either email us or amend QCR amount during tax filing season next year. However, for PTR, you/your spouse can transfer the PTR amount to each other via the ‘Transfer Parenthood Tax Rebate (PTR)’ digital service.

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