

FREQUENTLY ASKED QUESTIONS - VIEW NOTICES/ LETTERS – CORPORATE TAX

(Last Updated 18 May 2022)

Contents

1. Who can access the “View Notices/ Letters – Corporate Tax” digital service? 2
2. My company has been struck off or has amalgamated with another company. Will I still be able to access myTax Portal for Corporate Tax digital services, view and/ or download my company’s Corporate Tax notices? 2
3. What can I view from the “View Notices/ Letters – Corporate Tax” digital service? 2
4. Is the count for read and unread correspondence/ notices specific to each authorised staff or tax agent? 2
5. Is the count for the total number of correspondence/ notices the same for all staff in a company and for tax agent? 2
6. Will I be able to set the correspondence/ notices from ‘Read’ to ‘Unread’?..... 3
7. Can I forward the document to another party?..... 3
8. Is there a feature in the “View Notices/ Letters – Corporate Tax” digital service for me to reply to a letter? 3
9. Will I be able to view correspondence that I have sent to IRAS? 3
10. Can I print or save a copy of the correspondence/ notices in my local drive? 3
11. Can I delete the correspondence/ notices after viewing? 3
12. Can I view correspondence/ notices relating to back years? 3
13. Why am I unable to view documents using the “View Notices/ Letters – Corporate Tax” digital service?..... 3
14. What should I do if I encounter an error while viewing the notice via myTax Portal? 4

1. Who can access the “View Notices/ Letters – Corporate Tax” digital service?

An authorised staff of a company or an authorised staff of a tax agent of the company can access myTax Portal to view the correspondence or notices for the year of assessment in which the staff has been authorised.

2. My company has been struck off or has amalgamated with another company. Will I still be able to access myTax Portal for Corporate Tax digital services, view and/ or download my company’s Corporate Tax notices?

A company ceases to exist when it has been struck off or amalgamated with another company and it is not the surviving entity of the amalgamation. Access to Corporate Tax digital services, including the “View Notices/ Letters – Corporate Tax” digital service, at myTax Portal will no longer be available as there is no further need for these companies to transact with IRAS. Should your company require its Corporate Tax notices, please arrange for the notices to be downloaded and saved prior to its strike off with the Accounting and Corporate Regulatory Authority (ACRA) or date of amalgamation.

3. What can I view from the “View Notices/ Letters – Corporate Tax” digital service?

You can view filing acknowledgement pages and most of the letters (e.g. Certificate of Residence, Notice of Assessment, etc.) issued by IRAS.

4. Is the count for read and unread correspondence/ notices specific to each authorised staff or tax agent?

The count for read and unread correspondence/ notices is tied to the company or tax agent and not to the respective staff. A document that has been read by any authorised staff of the company or tax agent will be treated as having been ‘Read’ by the company or tax agent.

5. Is the count for the total number of correspondence/ notices the same for all staff in a company and for tax agent?

The count for each staff in a company varies according to the years of assessment in which the staff has been authorised to view.

For a tax agent staff, you will only be able to view correspondence/ notices issued by IRAS with effect from the date of authorisation of the tax agent firm.

Examples

If company A authorised your tax agent firm in Corppass for “Corporate Tax (Filing and Applications)” with effect from 01/01/2022, you will only be able to view correspondence/ notices issued by IRAS on or after 01/01/2022.

If company A authorised your tax agent firm in Corppass for “Corporate Tax (Filing and Applications)” with effect from 15/09/2021 and you are authorised in Corppass by your firm on 01/01/2022, you will be able to view correspondence/ notices issued by IRAS on or after 15/09/2021.

6. Will I be able to set the correspondence/ notices from 'Read' to 'Unread'?

No, a document that has been read by the company will be treated as having been 'Read' by the company.

7. Can I forward the document to another party?

No, the system does not allow onward forwarding of the document to another party.

8. Is there a feature in the "View Notices/ Letters – Corporate Tax" digital service for me to reply to a letter?

No, this digital service is specifically for viewing only.

9. Will I be able to view correspondence that I have sent to IRAS?

No, the "View Notices/ Letters – Corporate Tax" digital service is only for viewing of documents sent by IRAS.

10. Can I print or save a copy of the correspondence/ notices in my local drive?

Yes, you may click on the print icon or save icon on the top left hand corner to print or save a copy of the correspondence/ notice in your local drive.

11. Can I delete the correspondence/ notices after viewing?

No, you can view but not delete any correspondence/ notice in myTax Portal.

12. Can I view correspondence/ notices relating to back years?

You can only view correspondence/ notices issued in the current year (e.g. year 2022) and up to three back years (e.g. years 2019 to 2021).

13. Why am I unable to view documents using the "View Notices/ Letters – Corporate Tax" digital service?

Please follow the below steps according to your browser versions.

Google Chrome

Step 1. Go to Settings

Step 2. Click on Privacy and security -> Site Settings -> Pop-ups and redirects

Step 3. Ensure that "Sites can send pop-ups and use redirects" is selected.

Microsoft Edge

Step 1. Go to Settings

Step 2. Click on Cookies and site permissions -> Pop-ups and redirects

Step 3. Ensure that "Block (recommended)" is turned off.

Safari

Step 1. Go to Settings -> General

Step 2. Ensure that "Block Pop-ups" is disabled.

14. What should I do if I encounter an error while viewing the notice via myTax Portal?

Please check the following before trying again.

- (a) Have you checked the internet settings? Refer to Q13.
- (b) We encourage you to clear the cache and close active applications before you view the notice. For instructions on clearing 'cache', please refer to Question 2 of the [Technical FAQ](#).

If you still encounter an error, please send us an email us via [myTax Mail](#) with the following details:

- (a) Date and time that you encountered the error
- (b) The company's Unique Entity Number (UEN)/ Entity ID and the login person
- (c) Description of the error (e.g. after clicking "Submit" at Confirmation Statement)
- (d) The operating system you are using (e.g. Windows XP, Vista)
- (e) The browser type and version number (e.g. Firefox 2.0)
- (f) The error message(s) or the screenshot of the error(s)

Alternatively, please call 1800-3568622 for assistance.