

FREQUENTLY ASKED QUESTIONS - VIEW PIC CASH PAYOUT APPLICATION STATUS

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Contents

- 1. Do I need to be authorised before I can view my company’s PIC cash payout application status? ... 2
- 2. I am unable to find any option for PIC e-Services under More on the menu at myTax Portal. Why is that so? 2
- 3. The PIC cash payout application that I have just submitted is not reflected in the "View PIC Cash Payout Application Status" e-Service. How do I know if my company’s PIC cash payout application submission has been successful?..... 2
- 4. My company submitted an appeal in response to a PIC cash payout application that was rejected by IRAS. However, the PIC cash payout application status reflected at the “View PIC Cash Payout Application Status” e-Service remains as “rejected”. Why is that so? 2
- 5. My company submitted additional information requested by IRAS in support of the PIC cash payout application. However, the PIC cash payout application status reflected at the “View PIC Cash Payout Application Status” e-Service remains as “In Process” with no further update following the submission of additional information to IRAS. Why is that so?..... 2

1. Do I need to be authorised before I can view my company's PIC cash payout application status?

Yes. The company's employee or a third party (e.g. company's appointed tax agent firm) has to be authorised in Corppass for "PIC Cash Payout" to be able to view the company's PIC cash payout application status.

2. I am unable to find any option for PIC e-Services under More on the menu at myTax Portal. Why is that so?

You have not been authorised by the company to act for its PIC cash payout matters. Please arrange for the company to set up your authorisation for PIC cash payout e-Services in Corppass.

3. The PIC cash payout application that I have just submitted is not reflected in the "View PIC Cash Payout Application Status" e-Service. How do I know if my company's PIC cash payout application submission has been successful?

The PIC cash payout submission and application status will be available for viewing via the "View PIC Cash Payout Application Status" e-Service within three working days from the date of your PIC cash payout application submission.

4. My company submitted an appeal in response to a PIC cash payout application that was rejected by IRAS. However, the PIC cash payout application status reflected at the "View PIC Cash Payout Application Status" e-Service remains as "rejected". Why is that so?

The status of your appeal will not be reflected at myTax Portal.

The average processing time for PIC appeal cases is 3 months from the date of receipt of complete information. The processing time may take up to six months, depending on the complexity of each case. We seek your patience and understanding on this matter.

5. My company submitted additional information requested by IRAS in support of the PIC cash payout application. However, the PIC cash payout application status reflected at the "View PIC Cash Payout Application Status" e-Service remains as "In Process" with no further update following the submission of additional information to IRAS. Why is that so?

IRAS selects a sample of PIC cash payout applications for audit. For such cases, we will request further details and supporting documents for review. We strive to complete the review within three months from receiving the complete information. The processing time may take up to six months, depending on the complexity of each case. The application status reflected at myTax Portal will continue to show "In Process" until IRAS has completed our review. We seek your patience and understanding on this matter.