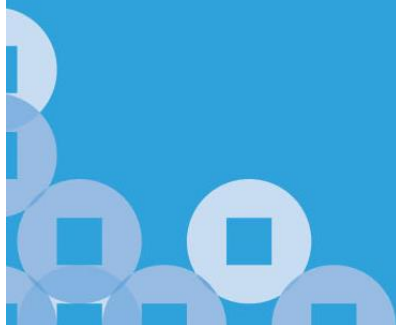




INLAND REVENUE  
AUTHORITY  
OF SINGAPORE

# FAQ

## *myTax Mail*



**Q1 What is *myTax Mail*?**

**A1** *myTax Mail* is a secure email channel for you to correspond with IRAS.

It is a safe and secure online environment for you to discuss your confidential tax matters with IRAS.

Taxpayers including authorised company staff and tax agents of both businesses and individuals can log in to myTax Portal > *myTax Mail* using their Singpass or Corppass to enquire about their tax matters.

**Q2 Can I log in to myTax Portal to use *myTax Mail* on behalf of my spouse or friends?**

**A2** No. *myTax Mail* is a secure email channel for you to enquire about your confidential tax matters. Taxpayers should log in personally.

**Q3 I am a company staff. Can I use *myTax Mail* to send an enquiry regarding my company/ clients' tax matters?**

**A3** Yes, you may do so if you are authorised via Corppass to transact with IRAS on behalf of your company/ client.

If you are not authorised under Corppass, you may visit IRAS website at [www.iras.gov.sg](http://www.iras.gov.sg) and select 'Digital Services> Others > Corppass'.

**Q4 I am a company staff authorised by my company/ client. Can the messages that I sent be viewed by my colleagues who have also been authorised?**

**A4** For message threads that you sent from 12 Aug 2024, authorised colleagues in the company will be able to view them

**Q5 How do I know if IRAS has received my message?**

**A5** You will see a light-blue acknowledgement box at the top right hand corner after clicking on "Send Mail".

Alternatively, you may view the message that you have sent at:  
For Individuals/ Individual Tax Agents, the message which you sent to IRAS can be seen at 'Inbox' > 'View Mailbox'

For Non-Individuals/ Non-Individual Tax Agents, the message which you sent to IRAS can be seen at 'Email Us (myTax Mail)' > 'Check Mailbox'

**Q6 How do I know if IRAS has replied to my email?**

**A6** For enquiries on Individual Tax matters

We will usually respond to you within 5 working days. However, depending on the nature or complexity of your enquiries, we may need more time to review. If so, we will let you know.

Please update your local mobile number/ email address at Update Contact & Notification Preferences digital service accordingly.

For enquiries on Corporate Tax matters

We will usually respond to you within 5 to 15 working days. However, depending on the nature or complexity of your enquiries, we may need more time to review some cases. If so, we will let you know.

Please provide your contact details (email address or local mobile number) accordingly.




**Q7 How long will the messages in *myTax Mail* be kept?**

**A7** All the messages in *myTax Mail* will be kept for 15 months. Thereafter, the messages will be automatically removed.  
You can print or save a copy of the message for your own reference.

**Q8 How do I know which message has been read or sent by me?**

**A8** Messages which you sent to IRAS or received from IRAS will be shown at:

- i) 'Inbox' > 'View Mailbox' for Individuals/ Individual Tax Agents and
- ii) Email Us (myTax Mail) > 'Check Mailbox' for Non-Individuals/ Non-Individual Tax Agents.

	Refers to new messages from IRAS which have not been read.
	Refers to messages from IRAS which have been read.
	Refers to messages that are sent to IRAS.

**Q9 How do I view the messages in *myTax Mail*?**

**A9** You can read the messages by selecting the respective message at 'Inbox' > 'View Mailbox' for Individuals/ Individual Tax Agents and Email Us (myTax Mail) > 'Check Mailbox' for Non-Individuals/ Non-Individual Tax Agents.

**Q10 Is there a time limit for composing an enquiry to IRAS?**

**A10** Yes. Please complete and submit your enquiry within 20 minutes.

**Q11 What file(s) formats can I attach when I send an enquiry to IRAS?**

**A11** You can send up to 25 MSG/ PDF/ TIFF/ TIF/ JPEG/ JPG/ PNG/ DOC/ DOCX/ XLS/ XLSX attachments per message.

Each attachment must not exceed 10 MB per file with a file size of 50 MB per message.

**Q12 Are there any guidelines on the filename to be used for attachment(s)?**

**A12** The file name must be in English and must not exceed 50 characters. It may, however, include numeric (e.g. birth cert\_2010).

**Q13 How do I convert my non-PDF file to PDF format?**

**A13** Before the conversion, please ensure all active content (e.g e-signatures) is removed.

To convert into a PDF file, please select File > Print > Microsoft Print to PDF.

**Q14 My attachment file is bigger than 10 MB. How can I send it to IRAS?**

**A14** If your file attachment is bigger than 10 MB, you can save the original document into separate files to reduce the file size. However, you can only send up to twenty-five file attachments each time with a total file size of 50 MB per message. Alternatively, you may send the documents to IRAS by post.

Our address is:

Inland Revenue Authority of Singapore  
55 Newton Road  
Revenue House  
Singapore 307987

**Q15 What software programs do I need to view the attachments in myTax Mail?**

**A15** If you selected the  [DOWNLOAD ALL](#) function, a ZIP file containing all the attachments will be downloaded and an unzip program is required to view the attachments. For PDF files, you will need to have Adobe Acrobat Reader to view the attachments.

The software can be downloaded for free at the following sites:

Adobe Reader: <http://get.adobe.com/reader/otherversions/>

Unzip program for Windows (7-Zip): <https://www.7-zip.org/>

Unzip program for Mac (Stuffit Expander): <https://stuffit.com/>

**Q16 Can I set the read messages to unread?**

**A16** No, this feature is not supported in *myTax Mail*.

**Q17 Can I forward the messages in myTax Mail to my personal email account?**

**A17** No, this feature is not supported in *myTax Mail*.

**Q18 How do I save a copy of the messages in myTax Mail to my computer?**

**A18** You can select  [SAVE AS PDF/ PRINT](#) in the MTM thread.

**Q19 Can I delete any message in myTax Mail?**

**A19** No. Messages in *myTax Mail* cannot be deleted. Messages will be automatically removed after 15 months. You can print or save a copy of the message for your reference before it is removed.

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