

# Frequently Asked Questions – e-refund for Individual Income Tax (IIT)

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## General

### **1. Why is IRAS no longer refunding Individual Income Tax (IIT) via cheques?**

In line with the Digital Government Blueprint to harness digital technologies to transform public service delivery, IRAS is committed to providing taxpayer-centric digital payment and refund services to taxpayers so that they can enjoy fast, secure and seamless e-payment and e-refund. Based on our records, majority of our taxpayers have bank accounts and are already paying taxes and receiving tax refunds electronically. They are thus ready to adopt e-refund. To encourage more taxpayers to receive IIT refunds electronically, we will no longer refund IIT credits via cheques but will do it via GIRO and PayNow instead and be ready to help taxpayers to onboard GIRO and PayNow.

### **2. When does this take effect?**

It will take effect on **12 August 2024**.

### **3. What are the benefits of e-refund as opposed to cheque refund?**

If you have a GIRO arrangement with IRAS for IIT payment and refund purposes, or if you are registered for PayNow with your NRIC/FIN, you will receive your IIT refunds earlier and directly into your bank account. E-refunds offer a secure, convenient, and environmentally friendly way to receive your refunds. This eliminates the risk of cheques being lost in the mail and the inconvenience of requesting cheque reissuance, thereby also eliminating administrative fees for cheque handling. Additionally, as banks have started charging cheque users, receiving your IIT refunds directly into your bank account through e-refunds also ensures that you do not incur additional costs.

## Receiving IIT Refund via e-refund

### **4. What if I have both GIRO and PayNow?**

If you have signed up for both GIRO for IIT and PayNow NRIC/FIN with 2 different personal bank accounts, the IIT refund will be credited to the GIRO bank account.

### **5. I have registered for PayNow NRIC/FIN. Do I need to inform IRAS?**

No, you do not need to inform IRAS. Any IIT refunds will be credited into your bank account tied to your PayNow NRIC/FIN. If you have not registered for PayNow, an e-refund sign up reminder letter will be issued to you.

For non-NRIC/FIN registered entities, please refer to Q17.

### **6. Can I receive my IIT refund via PayNow Mobile Number?**

No, IIT refunds are only processed based on the individual's NRIC/FIN.

### **7. What if I do not have a GIRO arrangement with IRAS for IIT nor a bank account registered for PayNow?**

You will need to apply for GIRO or sign up for PayNow NRIC/FIN to receive your tax refunds. Otherwise, your IIT credit will be retained in your IIT account to offset future IIT liabilities.

### **8. Will there be any late refund interest payable by IRAS if I did not receive my IIT refund due to unsuccessful GIRO arising from bank account closure or absence of a GIRO/PayNow set up?**

No, there will not be any late refund interest payable to you. An e-refund sign up reminder letter will be issued to remind you to set up GIRO with IRAS or register for PayNow.

### **9. My GIRO arrangement with IRAS to pay IIT is a third party account. Will my IIT refund be refunded to the GIRO bank account?**

No, your IIT credits will not be refunded to third parties. Instead, they will be refunded to you via PayNow using your NRIC/FIN. The bank account linked to the NRIC/FIN will receive the IIT refund.

For non-NRIC/FIN registered entities, please refer to Q17.

**10. I am a foreigner and do not have any bank account in Singapore. How can I receive IIT refund from IRAS?**

If you are a foreigner planning to leave Singapore after working in Singapore, you should determine if you are expecting any tax refunds. If so, to ensure the successful receipt of your tax refunds, you should maintain an active local bank account in Singapore and register for PayNow by linking your local bank account to your FIN/UEN. This will enable IRAS to directly deposit any tax refunds into your account, providing a convenient and efficient way to receive your refunds, without the need to incur additional cost.

Taxpayers without a Singapore bank account may request for IIT refunds to be made by Telegraphic Transfer (TT) to their overseas bank account via the TT request form under 'Tax Refunds via Telegraphic Transfer' in <https://www.iras.gov.sg/quick-links/refunds>.

All costs incurred in relation to the TT refund shall be borne by the taxpayer.

**11. I have a bank account in Singapore, but it is maintained in foreign currency (e.g. USD). Can my IIT refund be made to this bank account?**

Yes, IIT refund can be made by TT to a Singapore bank account maintained in foreign currency. Please submit a TT request form via under 'Tax Refunds via Telegraphic Transfer' in <https://www.iras.gov.sg/quick-links/refunds>.

All costs incurred in relation to the TT refund shall be borne by the taxpayer.

## **Others**

**12. What if I want to change my GIRO bank account?**

You may submit a new GIRO application. Please refer to <https://www.iras.gov.sg/quick-links/payments/giro-individual-income-tax#make-changes-to-giro> to find out how you can sign up for GIRO.

**13. What if I want to change my PayNow bank account?**

You may re-register for PayNow by linking your NRIC/FIN to your new individual bank account. Please note that you will need to deregister your NIRC/FIN from your existing bank account first.

**14. What happens if I close my bank account that is registered with PayNow or have a GIRO arrangement with IRAS for IIT?**

Any GIRO/PayNow refunds made to you after the bank account is closed will be unsuccessful and a letter will be sent to you to apply for e-refund.

To ensure that the IIT refunds due to you can be received in a timely manner, please submit a new GIRO application and reapply for GIRO using your bank account, or register for PayNow by linking your new bank account to your NRIC/FIN before you close the old bank account.

**15. I need more time to transition to electronic modes. Can I get my IIT refund via cheque?**

For individuals requiring assistance with digital transactions, please contact us for support. We are ready to provide cheque refunds on a case-by-case basis.

**16. I do not have any bank account. Can my IIT refund be made by GIRO/PayNow to a third party (e.g. Relative)?**

No. We are unable to refund IIT credits to third parties. Thus, please open a Singapore bank account and sign up for GIRO with the new account or register with PayNow NRIC/FIN in order to receive your IIT refund. IIT credits that are not refunded will be retained in the IIT account and will be used to offset future IIT liabilities. Any balance IIT credit will be refunded after you sign up for GIRO or register for PayNow NRIC/FIN.

**17. My tax reference number does not look like the format found in the bank's website (ASGD or ITR). Can I still receive IIT refund via PayNow?**

No. PayNow NRIC/FIN is meant for Singapore registered entities with NRIC or FIN.

You may sign up for GIRO to receive your IIT refund electronically. If you do not intend to sign up for GIRO, please submit a [request](#) to receive your refund via Telegraphic Transfer.

*Please note that IRAS does not refund to third party bank accounts. The bank account holder's name has to match the taxpayer's name.*