| **FAQ** | **Response** |
| --- | --- |
| 1. **General information** | |
| 1. **What is this survey about?** | You are invited to participate in an online survey conducted by IRAS to better understand taxpayers’ attitudes and behaviours towards taxpaying. |
| 1. **How do I know if this survey is conducted for IRAS?** | Details of the survey are published on the IRAS website: <https://go.gov.sg/taxpayer-insights-survey> |
| 1. **Who is Pureprofile? How do I know that the letter is not a scam?** | Pureprofile Singapore Pte. Ltd. has been appointed by IRAS to conduct this survey. The announcement is published on the IRAS website.  For this survey:   * IRAS and Pureprofile will not send any hyperlinks or QR codes through SMS, WhatsApp, or Telegram. * IRAS and Pureprofile will not ask for your personal details (e.g., bank account or credit card details, SMS or email One-Time password, and Singpass login credentials). * IRAS and Pureprofile will only require your contact information if you agree to participate in the optional interviews or focus group discussions—this is asked at the end of the survey. |
| 1. **Participation details** | |
| 1. **Why have I been invited to participate in this survey?** | You are invited to participate in this survey as part of a random sampling process. IRAS has invited taxpayers of varying demographic profiles to ensure a fair and accurate representation. |
| 1. **Why should I participate in this survey?** | If you choose to participate in this survey, you will help IRAS better understand and serve the needs of taxpayers like yourself. |
| 1. **Is this survey compulsory?** | This survey is not compulsory.  However, we strongly encourage you to participate in this survey so that we can gather feedback on the needs of taxpayers like yourself and **with a better understanding, serve taxpayers better.** |
| 1. **Who is supposed to complete the survey for self-employed individuals and companies?** | The person in your business / company that is in charge of tax matters should fill in the survey. Please do not forward the survey to external parties such as tax agents. |
| 1. **Can I ask someone else to complete the survey for me?** | The unique survey link and QR code are meant for you or your company only. Please do not disclose them to third parties. |
| 1. **Can the survey be extended to other parties that are interested?** | This survey is meant for those who have received the letter as participants have been selected as part of a random sampling process.  If other parties are interested in providing feedback to IRAS, the parties may contact IRAS feedback channels: <https://www.iras.gov.sg/contact-us> |
| 1. **I am not earning any income / filing any taxes. Should I still complete the survey?** | Yes, the survey is on general attitudes towards taxpaying, which we would like to hear from you. You may answer the questions to the best of your ability. In some questions, hypothetical scenarios will be provided to help you answer the questions. |
| 1. **I received two letters from IRAS (one for myself and one for my business). Do I complete both surveys?** | It is preferrable that you complete both surveys. One survey is to understand your personal attitudes towards taxpaying, while the other survey is to understand your business’ attitudes towards taxpaying.  You have received the second survey as you may be the point-of-contact for your business. |
| 1. **Survey modalities** | |
| 1. **How long is the survey?** | The survey will take approximately 15 minutes to complete. |
| 1. **Do I need to answer all the survey questions?** | Yes, you are required to answer all the questions. Each question is designed to better understand the needs of taxpayers like yourself. |
| 1. **How do I access the survey?** | You may complete the survey by either typing the unique survey link in your browser or scanning the unique QR code printed on your letter. |
| 1. **Can I close the survey midway and resume later?** | Yes, you can resume the survey from where you left off by using your unique survey link or QR code. Your response will be automatically saved each time you click “next” to proceed to the next section. |
| 1. **Can I access the survey on my mobile / any web browser?** | Yes, you can access the survey using mobile devices or any web browser. |
| 1. **Do I have the option to review the whole survey before submitting it?** | Unfortunately, this function is not available. Please answer each question carefully before proceeding. |
| 1. **I cannot access the link. What should I do?** | Please ensure that you have keyed in the correct link provided in the letter *(Note: use of 0 (zero) vs O (capital O), Capital I vs small l, etc.)*. Alternatively, you can scan the QR code.  If you still encounter issue, please contact **Pureprofile Singapore Pte. Ltd. (the appointed survey vendor) at 8015 1626.** |
| 1. **Is the survey closed?** | If you access your survey link or QR code and see the following message, it means you would no longer be able to respond to the survey. We thank you for your interest in the survey.  *Message displayed when the survey has closed*  *Thank you for your interest in this survey. Unfortunately, the survey has closed as we have reached the maximum number of respondents. We value your interest and hope to have the opportunity to include your views in future occasions.*  *Once again, thank you for your understanding and support.* |
| 1. **Is the survey available in other languages?** | The survey is available only in English. |
| 1. **Can you email me the survey questionnaire?** | We are unable to email the survey questionnaire. The survey is only accessible through the unique survey link or QR code provided in the letter. |
| 1. **Can I save the survey response as a PDF or print out a hard copy before submission?** | Unfortunately, you cannot save your responses as a PDF or print a hardcopy before submitting. |
| 1. **Can I still complete the survey after the deadline mentioned in the letter?** | Yes, you can still complete the survey after the deadline if you are able to access the link or QR code. |
| 1. **Confidentiality and data use** | |
| 1. **What security measures do you have in place to ensure my data is protected?** | Confidentiality and security safeguards (physical access, IT storage and transmission, records management) have been put in place to ensure that your data is protected, and confidentiality is maintained.  All survey responses for this study will remain confidential and accessed only by authorised personnel.  Data will be analysed only at the aggregate level, and individual-level data will not be known or released.  The information provided will only be used for the purpose of this survey and will not be used for any other purposes. |
| 1. **Why is this survey conducted by a third party?** | IRAS has appointed Pureprofile Singapore Pte. Ltd. to conduct the survey and Behavioural Insights (Singapore) Pte. Ltd. to support the survey design and analysis given their expertise and resources in conducting such surveys.  The information provided will only be used for the purpose of this survey and will not be used for any other purposes. |