

Frequently Asked Questions – e-refund for Property Tax (PT)

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General

1. Why is IRAS no longer refunding Property Tax (PT) 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 PT refunds electronically, we will no longer refund PT 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 PT payment and refund purposes, or if you are registered for PayNow with your NRIC/FIN, you will receive your PT refunds earlier and directly into your bank account. For businesses, PayNow refunds will be via the UEN of your business. 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 PT refunds directly into your bank account through e-refunds also ensures that you do not incur additional costs.

Receiving PT Refund via e-refund

4. What if I have both GIRO and PayNow?

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

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

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

For non-NRIC/FIN/UEN registered entities, please refer to Q18.

6. Can I receive my PT refund via PayNow Mobile Number?

No, PT refunds are only processed based on your NRIC/FIN or your company's UEN.

7. There are multiple owners of our property. Who will receive the PT Refund?

For a property with multiple owners, the refund will go to the GIRO bank account that is linked to the PT account if the bank account belongs to an owner. Otherwise, the refund will go to the first owner listed in the valuation notice.

8. What if I do not have a GIRO arrangement with IRAS for PT nor a bank account registered for PayNow?

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

9. Will there be any late refund interest payable by IRAS if I did not receive my PT 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.

10. My GIRO arrangement with IRAS to pay PT is a third party account. Will my PT refund be refunded to the GIRO bank account?

No, your PT credits will not be refunded to third parties. Instead, they will be refunded to you via PayNow using your NRIC/FIN or your company's UEN.

For non-NRIC/FIN/UEN registered entities, please refer to Q18.

11. I am a foreigner and do not have any bank account in Singapore. How can I receive PT 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 PT 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.

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

Yes, PT 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

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

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

14. 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 or your business's UEN to your business bank account. Please note that you will need to deregister your NRIC/FIN/UEN from your existing bank account first.

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

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 PT 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 or your business's UEN before you close the old bank account.

16. I need more time to transition to electronic modes. Can I get my PT 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.

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

No. We are unable to refund PT 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/UEN in order to receive your PT refund. PT credits that are not refunded will be retained in the PT account and will be used to offset future PT liabilities. Any balance PT credit will be refunded after you sign up for GIRO or register for PayNow NRIC/FIN/UEN.

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

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

You may sign up for GIRO to receive your PT 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.