

# **FREQUENTLY ASKED QUESTIONS—UPDATE CORPORATE PROFILE/ CONTACT DETAILS**

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**1. Do I need to be authorised before I can view/ update the information?**

Yes. The company's staff or staff of your appointed tax agent firm has to be authorised in Corppass to access the information. In addition, only staff authorised with an 'Approver' role can update the contact details or functional currency of the company.

**2. What should I do if the address and/ or financial year end in the Corporate Profile is not up to date or incorrect?**

Companies registered with the Accounting and Corporate Regulatory Authority (ACRA) will have to update their change of address and financial year end with ACRA at [BizFile+](#). IRAS will update its records based on the information filed with ACRA as follows:

Changes filed with ACRA from	Records at IRAS will be updated by	Example
Week beginning from every Sun to the following Sat	Fri of the following week	For changes filed with ACRA between 6 Mar 2022 (Sun) to 12 Mar 2022 (Sat), IRAS' records will be updated by 18 Mar 2022 (Fri).

For foreign companies that are not registered with ACRA, the change in address and financial year end can be updated online via this portal by any authorised staff of the company or the appointed tax agent firm who has been assigned an 'Approver' role.

**3. What should I do if my company's functional currency is not reflected in the Corporate Profile page?**

If you are authorised as an "Approver" in Corppass for "Corporate Tax (Filing and Applications)", you can update the functional currency in the Corporate Profile Page. If your company's functional currency is in non-Singapore dollars, please ensure that it is updated before proceeding to file the company's Corporate Income Tax Return (Form C-S/ Form C-S(Lite)/ Form C).

**4. Why am I unable to update my company's functional currency under the Corporate Profile page?**

Only a person authorised as an "Approver" in Corppass for "Corporate Tax (Filing and Applications)" can update the company's functional currency.

**5. How long does it take for the information to be updated after the online submission?**

Other than address and financial year end, the other information such as contact details and functional currency will be updated immediately upon successful submission. You can view the updated contact details online.

For address and financial year end update which are available only for foreign companies not registered with ACRA, you can expect the request to be processed within 3 working days. You may login to view the address and financial year end at a later date.

**6. What should I do if the other information in the Corporate Profile is incorrect?**

Please email us via [myTax Mail](#) to inform us of the correct information.

**7. What should I do if an error is encountered when updating the information?**

We encourage you to clear the cache and close active applications before you retry. For instructions on clearing 'cache', please refer to Question 2 of the [Technical FAQ](#).

If you still encounter an error, please send us an email via [myTax Mail](#) with the following details:

- (a) Date and time that you encountered the error
- (b) The company's Unique Entity Number (UEN)/ Entity ID and the login person
- (c) Description of the error (e.g. after clicking "Submit" at Confirmation Statement)
- (d) The operating system you are using (e.g. Windows XP, Vista)
- (e) The browser type and version number (e.g. Firefox 2.0)
- (f) The error message(s) or the screenshot of the error(s)

Alternatively, please call 1800-356 8622 for assistance.