

Appendix B – FAQ

1. What is happening to the Charity Portal on 17 May 2021?

The Charity Portal will be enhanced to facilitate ease of submission and deliver a more user-friendly experience for charities and our stakeholders.

2. What will happen to my drafts as saved in the Charity Portal?

All drafts will be deleted, and information contained in the drafts will be lost. Please complete and submit your drafts online via the Charity Portal before 2 May 2021.

3. What will happen to the Charity Portal e-Services between 3 and 12 May 2021?

Selected Charity Portal e-Services will not be available during this period:

- Application for Registration as a Charity
- Update Organisation Profile
- Application for Deregistration as a Charity
- Update IPC Profile

During this period, charities can continue to access the following Charity Portal e-Services:

- Application for Approval as an IPC
- Application for Extension as an IPC
- Annual Submissions (i.e. Financial Statements, Annual Report and Governance Evaluation Checklist)

All Charity Portal e-Services will not be available from **13 to 16 May 2021**.

4. What are the Charity Portal e-Services that will be available on the enhanced Charity Portal?

The following e-Services will be available on the enhanced Charity Portal:

- Application for Registration as a Charity
- Update Charity Profile, including submission for amendment of governing instruments and appointment of auditors for IPCs and large charities
- Application for Approval as an IPC
- Application for Extension as an IPC
- Returns on Tax Deductible Donations (for Payroll Deductions only)
- Annual Submissions (i.e. Financial Statements, Annual Report and Governance Evaluation Checklist)

5. Where can I find information on the enhanced Charity Portal e-Services or trainings?

The Charity Portal e-Services guides and video tutorials of the enhanced Charity Portal will be made available on the Charity Portal soon. More information will be shared with you closer to the launch of the enhanced Charity Portal.

6. What will happen to my applications/ submissions which have been submitted prior to the launch of the enhanced Charity Portal?

For applications/ submissions submitted on or before 12 May 2021, they will be processed and charities will continue to be notified via emails. Please note that details of past applications/ submissions will no longer be available via the Charity Portal dashboard in the enhanced Charity Portal. If your charity requires details of the past application/ submission, please print or save a copy of the applications/ submissions via the current Charity Portal before 12 May 2021.

7. I would like to request extension for my annual submissions. How can I do so?

Please send your queries to MCCY_Charities@mccy.gov.sg or contact our Helpdesk at 6337 6597. The requests for extension will be evaluated on a case by case basis.