

Notes

1. The mobile number provided by the taxpayer during the reservation of the appointment will be used by the MRA officer to communicate with the taxpayer.
2. The interactive session will be entertained by an MRA Officer only if mobile phone number displayed on the incoming video call matches with the mobile phone number used for reservation of appointment.
3. The taxpayer should avoid taking/making another call during the interactive session with the MRA Officer. If the session is interrupted for more than 15 seconds, the ongoing session with the MRA Officer will be ended. The taxpayer will have to reserve another timeslot if he/she still needs assistance.
4. MRA Officers will accept video calls only from taxpayers who have valid e-Appointment ticket number.
5. The interactive session will take place during the preferred time slots of taxpayers.
6. Taxpayer should take all necessary precautions to avoid disturbance during the video call.
7. MRA has taken all the necessary steps to cater for high bandwidth for all the interactive sessions that we may entail with the taxpayers. The taxpayer also should have the necessary bandwidth in order to interact with MRA.

Disclaimer

1. This disclaimer shall govern your use of the MRA e-services. By making use of the MRA e-services, you accept this disclaimer in its entirety.
2. Upon being granted a valid appointment ticket number, the interactive session shall be commenced upon your sole initiative after receiving an SMS from the MRA. Should you fail to initiate the Interactive session for any reason whatsoever, the MRA shall bear no responsibility.
3. The MRA reserves the right to end the interactive session in the event of:
 - a) Any behaviour deemed to be offensive/inappropriate from you and/or any other person communicating with the relevant MRA Officer from your phone;
 - b) Any interruption for any reason whatsoever, of the video call emanating from you; or
 - c) Any other reason deemed relevant by the MRA Officer.
4. The MRA reserves the right to record the interactive session for the purpose of ensuring quality assurance.
5. You shall bear the entire responsibility of providing current, complete, accurate and true information to the MRA for the purposes of filing your return. The MRA makes no warranties of any kind, express or implied and accepts no liability for any direct or indirect loss or damages arising from any errors or omission on your part; any negligent or fraudulent misrepresentation by you or in relation to any information provided by you that is no current, true, complete or suitable.
6. Any information imparted during the interactive session is intended only for you or the entity or person whom you represent for the sole purpose of filing your/such person's return. If you are not the intended recipient, you may not disclose or use such information in any manner whatsoever and you should forthwith inform the relevant MRA Officer.
7. Any recording, transmission, dissemination or unauthorized use of or unintended reliance upon the information imparted during the Interactive Session by yourself or by persons and/or entities other than the intended recipient is prohibited.
8. The information provided during the interactive session is not intended to be a substitute for professional advice. You are encouraged to seek appropriate personalised financial advice from a qualified professional to suit your individual circumstances.
9. To the full extent legally allowable the MRA expressly disclaims all and any liability and responsibility to any person in respect of anything, and of the consequences of anything, done or omitted to be done by any such person in reliance, whether wholly or partially, upon the whole or any part of the contents of the interactive session.
10. MRA is not liable for any degradation of communication happening due to low bandwidth from the taxpayer's side.