

# Talk to Foreign Taxpayers in English

R : Revenue Officer      T : Taxpayer

## Tax services

R : Hi, Sir.

T : I'd like to declare my income tax .Is it here?

R : Do you live in Kaohsiung ?

T : Yes, but I will transfer my job to Taichung and renew my ARC next week. I think I should file the tax before I move.

R : Not necessary. Next May , you should file with Taichung tax office. According to your resident address while you file.

T : So don't I do anything now?

R : Yes.

T : That's great! Thanks for your help.

R : Welcome. Bye~

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## Refund Inquiry I

T : I did my tax last month, I just wanted to know if my refund was ready or not?

R : Could you show me your ARC to check?

R : It will be ready at the end of October. We will send a message to remind you.

T : OK, thank you. Have a nice day.

R : Bye~

## Refund Inquiry II

T : Good afternoon ! I want to inquire why I didn't get my tax refund?

R : 2019?

T : Yes.

R : Let me check. Your ARC, please.

(Checking . . .)

R : Because you stayed under 183 days/the company didn't deduct the tax last year.

T : Oh! Thank you.

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## File before Departure

R : Good Morning. May I help you ?

T : Um~ my work contract will be expired soon. I am leaving Taiwan after I have finished my job. I think I need to do my taxes before I leave.

R : Have a seat, please. Would you please show me your passport, ARC, withholding

statements and flight ticket.

T : OK. And Could I e-mail the flight ticket?

R : Sure! Please complete this form .

( . . . )

R : Sign here, please.

R : I need to type some information. Please wait.

(Typing . . . )

R : Your refund is \$35,000. How do you get your refund?

T : I will ask my friend to pick up.

R : You need to submit the proxy statement with your friend's ARC copy. And your friend must sign here.

T : All right! I will come again to give you this paper next Monday. What is your office hours?

R : From 8:00 to 12:00 and 1:30 to 5:30

T : Thanks for your help. Bye~

R : Bye.

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### **Deadline for the Filing of Income Tax Returns**

T : May I ask what day is the deadline for filing ?

R : May 31.

T : Can I file my tax online at home?

R : Yes, the e-filing system only opens in May. You can file by your Health Insurance Card.

Here is the procedure.

T : Um~. So I don't fill out a form.

R : Yes.

T : I will try it. Thank you so much.

R : Welcome

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### **Cash the Check**

T : I want to pick up my check.

R : OK. Your ARC.

R : Here it is. Please sign here, your passport number and the date.

T : Can I cash it ?

R : Yes, only at the Bank of Taiwan , Jhongjheng 4th Rd. Here is a map for you.

T : Thanks! See you.

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### **Withholding Tax**

T : Hi. My schools deduct 18% tax from my salary, is it correct?

R : Yes, for a non-resident.

T : I am sure to stay over 183 days this year!

R : But your schools don't know your situation. They maybe deduct from January to June..

T : How can I get the tax back?

R : Next May, please bring your ARC, Health Insurance Card and the passbook to file the tax.

T : Good. Thanks for your help.

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### **Information Supply**

T : I want to know your regulation about tax. Can I get some materials?

R : Here is a handbook for reference.

T : Great! Could you give me contact number if I have some questions to inquire?

R : You can call the toll-free number 0800-000-321.

T : Thanks for your information.

R : Welcome. Bye~

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### **e-Filing**

T : Hi. I want to file my tax.

R : Have a seat. Your ARC and Health Insurance Card, please.

(Login . . . )

I set the password is your birthday.

T : OK.

(Downloading . . . )

R : Any dependent ?

T : Yes, my wife and kids.

R : Your marriage, and your kids birth certificate.

T : Can I claim my parents in Philippines next year?

R : Are they over 60 years old?

T : Yes.

R : OK, you can claim.

T : What documents should I prepare?

R : The relationship documents, remittance receipts.

(Operating . . . )

R : OK. Your income details and your refund is this amount.

R : By check or bank account?

T : Only my bank account? Can transferred into my wife's?

R : Of course. Your wife's account number.

T : Here!

R : Do you need a certificate?

T : Yes.

R : Your receipt. That's all.

T : Thank you so much.

R : Welcome. Bye~