

Delivering Smarter Taxpayer Service



Hometax Contents

I

Major Features
of Hometax

II

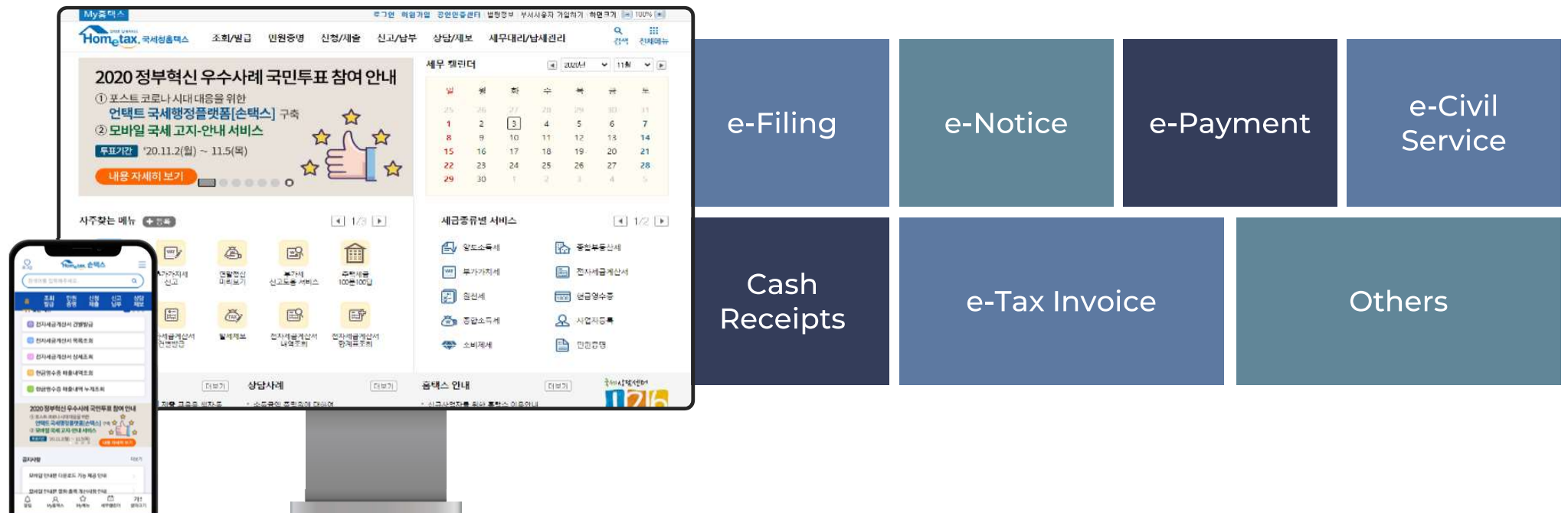
Hometax
Navigation

III

Chatbot
Consulting
Service

About Hometax

Hometax is Korea's advanced national tax administration system that enables taxpayers to handle national tax affairs online at home



The image shows a desktop monitor and a smartphone displaying the Hometax interface. The desktop screen features a navigation bar with categories like '조회/납금' (Inquiry/Payment), '민원증명' (Proof of Request), '신청/재원' (Application/Funding), '신고/납부' (Reporting/Payment), '상담/재보' (Consultation/Recovery), and '세무대리/납세관리' (Tax Agent/Tax Management). The main content area includes a '2020 정부혁신 우수사례 국민투표 참여안내' (2020 Government Innovation Best Case National Poll Participation Guide) and a '세무 캘린더' (Tax Calendar) for 2020. Below these are sections for '사주찾는 메뉴' (Menu for Finding Myself) and '세금종류별 서비스' (Services by Tax Type).

Surrounding the interface are several blue boxes representing service categories:

- e-Filing
- e-Notice
- e-Payment
- e-Civil Service
- Cash Receipts
- e-Tax Invoice
- Others

Hometax History

April 2002

The Launch of Hometax

- The initial services made available were e-Filing and e-Payment of indirect taxes.
- Hometax was promoted to the public and informational meeting sessions were held to increase its usage rate.
- The range of services were continuously extended to include e-issuance services for various certificates and simulated tax calculation.

2015

The Launch of Next-Generation Hometax

- A Next-Generation Hometax was established, integrating various services previously available in individual systems, such as the Cash Receipt System, Simplified Year-End Tax Settlement System, and e-Tax Invoice System.
- Taxpayer-friendly services such as My-NTS were launched.

2020

Completion of Mobile Hometax

- Mobile Hometax offers most tax-related services anytime and anywhere via mobile.
- Advanced tax services with cutting-edge technologies, such as Hometax Navigation and Chatbot Consulting Service, were made available.

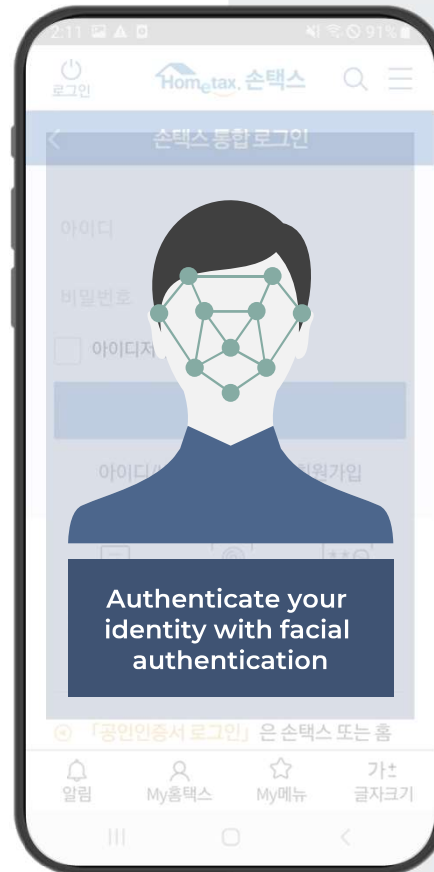
Main Taxpayer Services

Hometax Identification System

There are restrictions on service use, depending on the whether users sign up for membership and register their “recognized common certificate” (a digital certificate of authentication issued by banks) in the Hometax system.

The services related to personal information require identification with a “recognized common certificate” (a digital certificate of authentication issued by banks), mobile phone number, or credit card number.

Services available for non-member users are very limited: examples include open data inquiries or simulated calculation services in the Hometax.



Introduction of Facial Authentication in 2021

Uses iPhone Face ID or Android Samsung Pass

Applies a composite authentication method that requires the user’s birth date

Provides the same level of security as fingerprint authentication

Hometax e-Filing

Taxpayers prepare and submit tax returns by themselves via Hometax.

Tax agents or taxpayers using commercial tax accounting software convert their files using the NTS' conversion program and transmit them all at once to Hometax.

The e-Filing service is available from 06:00 to 24:00 everyday.

Taxpayers can e-file all their tax items and all the e-Filing pages have been made to look similar to the legally required paper tax return format.

NTS provides taxpayers filing their tax returns with "Pre-Filled" or "Full-Filled" form services, using the data retained by NTS.

Some taxpayers may simply complete their filing only by checking the details and transmitting the tax forms

Q&A Filing Service



Enables taxpayers to fill out a form by answering the questions

Self-Assessment Service



Enables taxpayers to verify any errors in their documents on their own

Hometax e-Notice & e-Payment

e-Notice Service

- ✓ NTS sends a notice electronically to enable taxpayers check the contents of the tax notice via Hometax
- ✓ NTS notifies taxpayers of the e-Notice sent to them through e-mail, mobile phone, or push notifications in the Hometax app
- ✓ To encourage the use of the e-Notice, the “e-Notice Tax Credit System” was introduced, and tax notices are also sent via the “Public Secretary” app of the Ministry of the Interior and Safety

e-Payment Service

- ✓ Taxpayers can pay the national tax with ease, by transferring payments from a bank account or using a credit card
- ✓ The e-Payment service is available from 07:00 to 23:30, 365 days a year (everyday)
- ✓ Tax payment completion status can be checked in real time

A tax bill accessed via Naver



A tax bill accessed via Kakao Talk



Hometax e-Civil Service

Hometax provides various civil services and a tax certificate issuance service, accessible 365 days a year (everyday)

Certificate for Business Registration

(Sole Proprietorship)

Business Registration Number: 211-45-16784

- Name of Company : GANA Vitamin
- Name of Representative : LEE GANA
- Date of Business Commencement: April 16, 2027
- Business Address : 1F, 1234-B9, Nonhyun-dong, Gangnam-gu, Seoul
- Main Office Address: 1F, 1234-B9, Nonhyun-dong, Gangnam-gu, Seoul
- Business Type & Item : Type - Wholesale and retail. Item - Health functional food business
- Reason for Issuance : Registration of Authority



Original document verification technology for business registration certificates

Taxpayers can check whether the document is original using the Hometax issuance number, copy protection mark, or scanner

- Application of Per-Business Unit Taxation: Yes () No ()
- Dedicated E-mail Address for E-Tax Invoice: ghanal1985@hometax.go.kr

April 16, 2027

Head of Gangnam District Tax Office



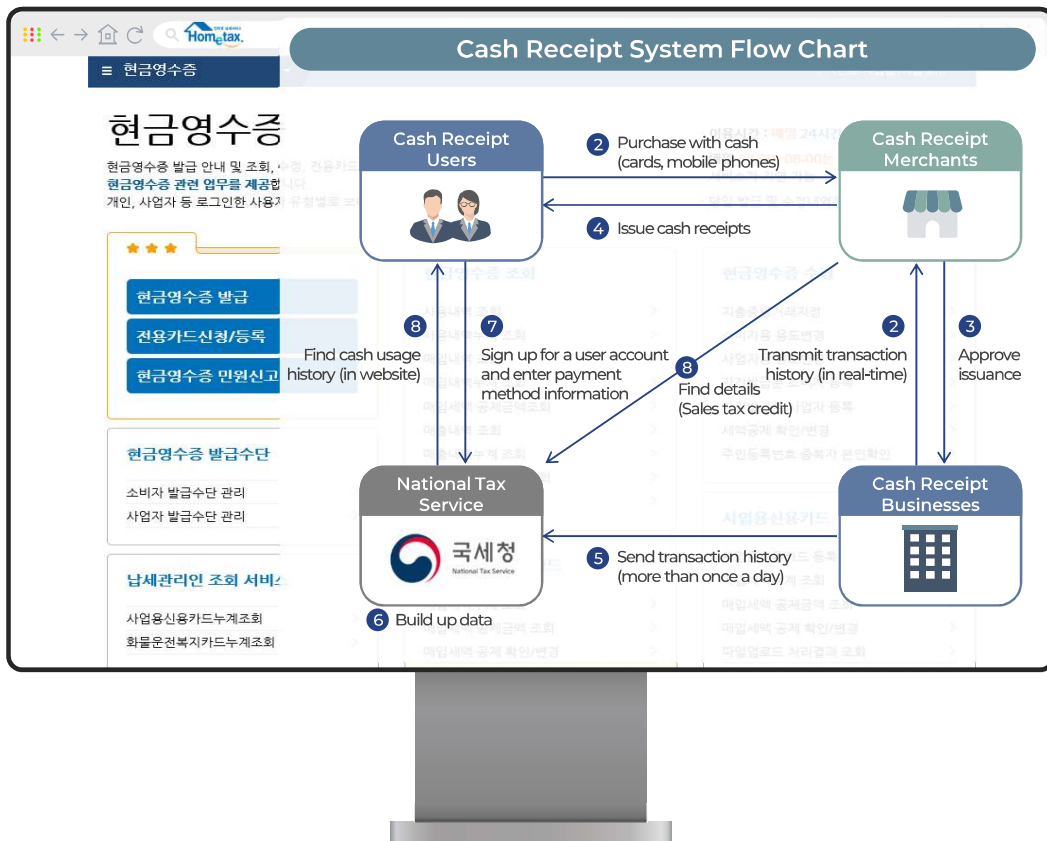
Waiting list inquiry service for civil service offices

Taxpayers can check the number of people waiting and the expected waiting time at each tax office in the Hometax app



Cash Receipt Service

- Users can check the details of cash receipts issued and cash usage and manage issuance methods (such as cash receipt cards)



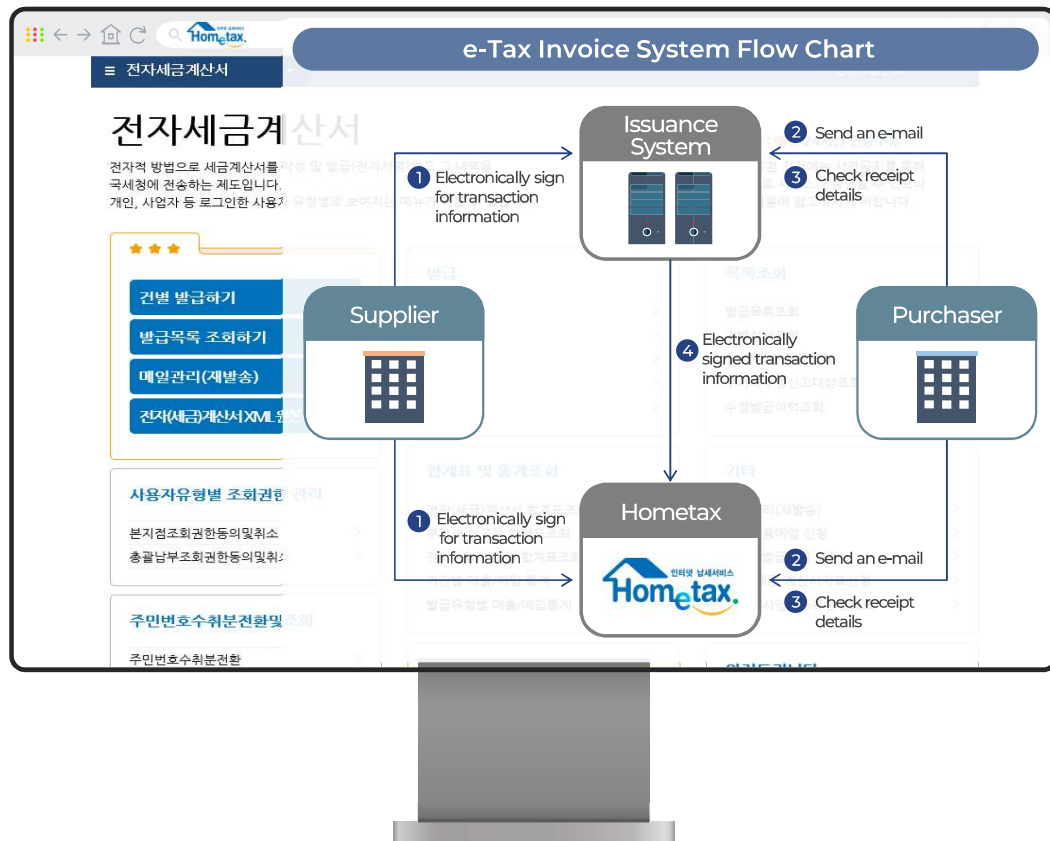
- ✓ The tax offices use the details of issuance to check a taxpayer's tax filing status.

Prevents tax evasion involving cash transactions
- ✓ Taxpayers use the cash usage details for tax filling.
- ✓ The number of cash receipts issued annually: 4.5 billion transactions

The annual amount of cash receipts: KRW 119 trillion

e-Tax Invoice Service

- Users can electronically issue an e-Tax Invoice and view the issuance history in Hometax



- ✓ The tax invoices of 700 million transactions are issued electronically on an annual basis. (99.7% of total invoices)
- ✓ This service promotes transparency between businesses by preventing bogus transactions.
- ✓ This system reduces tax compliance costs. Reduction of paper-based tax invoice delivery and storage costs

Simplified Year-End Tax Settlement System

- This system gives taxpayers prior notification of the amounts of taxes due and refundable taxes and provides pre-filled services to enable taxpayers to easily complete their year-end tax settlement online




- ✓ **Prior Notification Service**
 - Notification of total amount of credit card use
 - Notification of **the amount of estimated** earned income tax
 - Guide to tax savings for dual-income families

- ✓ **Pre-Filled Service**
 - **Auto-filled** report of income deduction and tax credit
 - **Auto-filled** reassessment claim form

- ✓ **Easy Submission Service**
 - Convenient **submission** of tax returns and supporting documents through Hometax **at one click of a button**

Smarter Taxpayer Service

Hometax Navigation I



The image illustrates the Hometax navigation system. On the left, a 3D graphic shows a road with buildings and a car, with callouts for 'Manage Tax Filing Form', 'Choose Tax Notice', 'Fill Out Tax Filing Form', and 'Pay Tax'. A 'Hometax Navigation' button is at the top. On the right, a smartphone displays the 'My 홈택스' (My Hometax) app interface. The app features a top navigation bar with 'Search Assurance', 'Certificates', and 'Application/Submission'. The main content area is divided into three columns: 'Choose Tax Notice' (with a 'Total: 1' indicator), 'Fill Out Tax Filing Form', and 'Manage Tax Filing Form'. The 'Choose Tax Notice' section lists 'Aggregate Income Tax Filing - External Adjustment (Double Entry Bookkeeping)'. The 'Fill Out Tax Filing Form' section shows 'Submission of Tax Filing Form Completed' and a message: 'One submission has been returned from your tax agent or others'. Below this are options for 'File Tax Filing Form', 'See Paid Tax Filing Forms', 'Get Help Service', and 'Need More Taxation E-Filing'. The 'Manage Tax Filing Form' section includes 'Awaiting Support' and 'Submit Support for Tax Filing'. A 'Frequently Used Menus' section at the bottom offers quick access to services like 'My Hometax', 'Report of Tax Exemption of Real Estate in Developing Areas', 'Application for Earned Income Subsidies/Incentives for Children', 'Check My Application for Earned Income Subsidies/Incentives for Children', 'Aggregate Income Tax Filing', 'Help Service for Aggregate Income Tax Filing', 'Inquiry of Filing Results', 'Find Cash Receipt History', 'Find Documents on Tax Credit for Salary Income', and 'Tax Point Discount Store'.

Hometax Navigation II



A customized guide to all the menu items and screens for filling out tax filing forms and paying taxes based on the tax notice. (The concept was derived from the GPS navigation system used in cars)

- 1 "Choose Tax Notice": Users click the "Tax Guidance Notice" button and check the contents of the notice (identification is required).
- 2 "Fill Out Tax Filing Form": Users can fill out a tax filing form, view the details of the past tax filing, access help services, and watch video tutorials on e-Filing.
- 3 "Manage Tax Filing Form": Users can submit supporting documents for tax filing, check their tax filing results (statement of payment received, filing receipt), and request deletion of submitted forms.
- 4 "Pay Tax": Users can pay their tax and check their tax payment results in real-time.

Chatbot Consulting Service I



Responding to the need to expand consulting channels to meet rapidly increasing demand for e-Filing consultation from taxpayers



Addressing the considerable inconvenience experienced by taxpayers and the excessive workload of tax officers, due to constraints on the telephone, online, and in-person consultations outside of business hours

Chatbot Consulting Service II

Data Collection

Tax filing data from the NTIS, law information system, work guidelines, and transcripts of consultations with taxpayers at the National Tax Consultation Center

Data Analysis

Implementing a scenario-based chatbot capable of providing automatic answers using voice recognition AI with deep learning

Testing and Advancement

Conducting testing involving consultation center staff and external experts to increase the chatbots' response rate and accuracy

안녕하세요 국세청 챗봇서비스입니다.
무엇이든 질문해 주시면,
관련 정보를 찾을 수 있도록 도와 드리겠습니다.

Implementation of Chatbot consulting Service,
a 24-hour tax filing consultation service with AI



Chatbot Consulting Service III

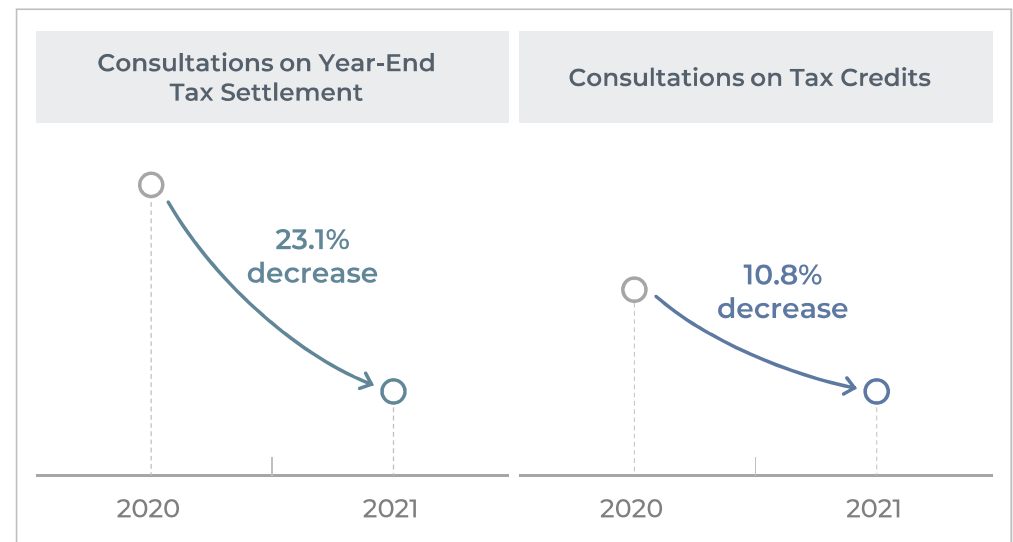
Providing taxpayers with real-time answers at a higher response rate

Chatbot Response Status by Tax Item in 2021

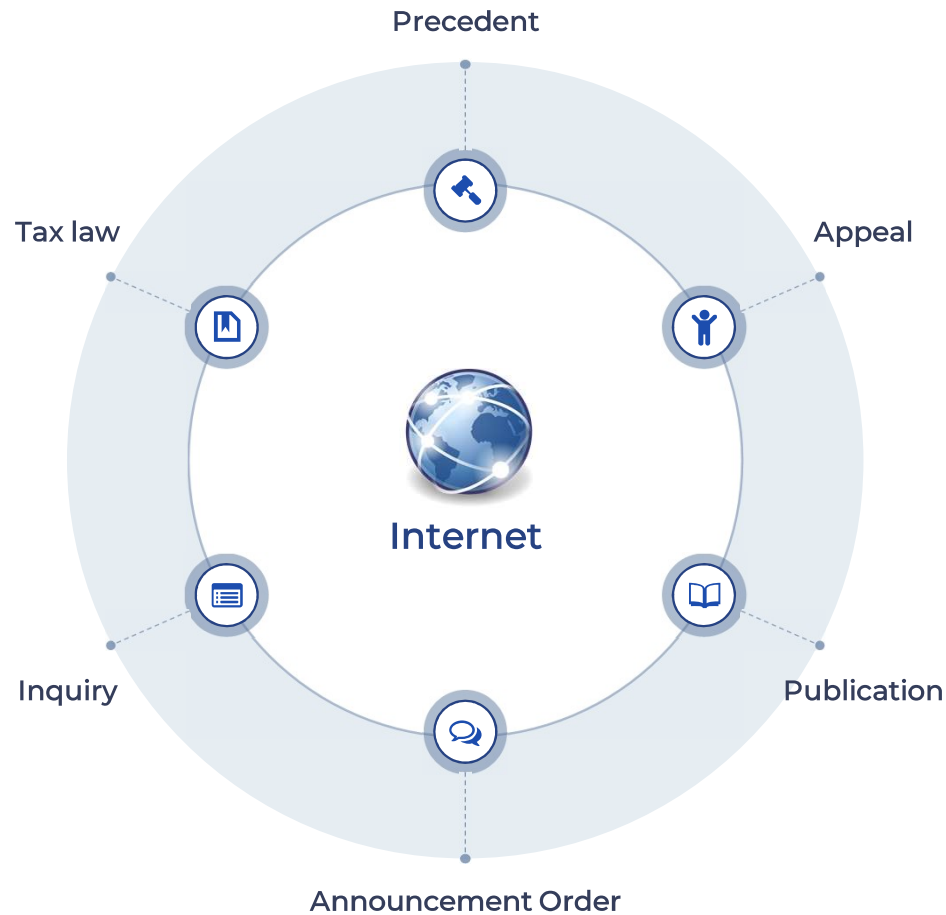
Items for Consultation	Period	# of Requests for Consultation	# of Responses	Response Rates (%)
Year-End Tax Settlement	Jan. 2021	796,010	632,381	79.4%
Composite Income Taxes	May 2021	278,926	239,323	85.8%
Tax Credits	May 2021	123,052	113,756	92.4%
Value-Added Taxes	Jul. 2021	164,713	147,954	89.8%

Reducing the staff workload with chatbot services that accommodate the increasing taxpayers' demand for consultation

Estimated Decrease in Telephone Consultations in 2021



National Tax Law Information System



Providing a quick and easy search feature for laws and precedents, preset answers, and various cases such as advisory cases

Sharing the latest information with taxpayers and tax offices

Elimination of information asymmetry, to ensure fair

15 million users per year



국세청
National Tax Service

Thank you