

Office of the Taxpayer Rights Advocate



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**Have concerns about a
New York State tax matter?
We can work it out.**

If you've been unable to resolve a tax issue through the Tax Department's regular channels, the Office of the Taxpayer Rights Advocate can help.



**Department of
Taxation and Finance**

DTF-911.2 (9/18)

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The New York State Taxpayer Rights Advocate can help you:

- if you've been unsuccessful in resolving a tax matter through the Tax Department's regular channels; or
- if you need help in putting a long-standing tax problem behind you.

Do not ignore your tax problems

Ignoring your tax problems is the worst thing you can do. Ignoring your tax debts will not make them go away. But there are options:

- affordable installment payment plans are available; and
- some taxpayers may be eligible for settlement agreements.

An advocate can help

An advocate will work with you and the Tax Department to help resolve your case and get you back on track. An advocate will:

- provide free and independent assistance;
- ensure that your case is reviewed in a timely manner by the Tax Department;
- help you understand important notices and deadlines; and
- explain your rights and responsibilities under the law — including your right to appeal a decision.

Visit our website and print Form DTF-911, *Request for Assistance*, from the Office of the Taxpayer Rights Advocate.

Call (518) 530-HELP (4357)

Mail the completed form to:

NYS TAX DEPARTMENT
OFFICE OF THE TAXPAYER RIGHTS ADVOCATE
W A HARRIMAN CAMPUS
ALBANY NY 12227

If you need assistance, call us at 518-530-4357 and request an interpreter.

www.tax.ny.gov

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