



**We
can
work
it
out**

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

www.tax.ny.gov



New York State Office of the Taxpayer Rights Advocate



We can work it out

GET HELP

with

**New York State
tax problems**



We can work it out

The New York State Taxpayer Rights Advocate can help you:

- if you have been unsuccessful in resolving a tax matter through the Tax Department's normal channels
- 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
- some taxpayers may be eligible for settlement agreements

The advocate can help

The advocate will work with you and the Tax Department to help resolve your case and get you back on track. The 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
- explain your rights and responsibilities under the law — including your right to appeal a decision

To request help:

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

Call (518) 530-HELP (4357)

Mail the completed form to:

Office of the Taxpayer Rights Advocate
NYS Department of Taxation and Finance
W.A. Harriman Campus, Building 9
Albany, New York 12227

Need help understanding this document? Call us at (518) 530-4357 and ask to speak to an interpreter.

¿Necesita ayuda para entender este documento? Llámenos al (518) 530-4357 y solicite hablar con un intérprete.

