

Dear Taxpayer,

As we approach the 2019 filing deadline we would like to provide you with some tips to address what is expected to be an extremely busy week.

### **TAXPAYER ASSISTANCE**

The following services are available for your taxpayers to file their tax returns. Many of these services are available by accessing the RITA website and/or accessing the IVR which are both available 24 hours a day 7 days a week.

- **Confirm Estimated Payments**

If a taxpayer would like to confirm estimated tax payments and credits there is no need to speak to a customer service agent. Payments and credits can be confirmed online by "Logging in" to My Account at [www.ritaohio.com](http://www.ritaohio.com) or can be obtained through RITA's automated phone service, available 24 hours a day at 800.860.7482.

- **Electronically File Tax Returns**

Tax returns can be filed electronically on RITA's website at [www.ritaohio.com](http://www.ritaohio.com).

- **Print or Download Tax Forms**

Tax Forms can be printed or downloaded by visiting RITA's website at [www.ritaohio.com](http://www.ritaohio.com).

- **Obtain Answers to Tax Filing Questions and How to Efile**

- If a taxpayer has tax policy questions many answers can be found by accessing RITA's website and reviewing the FAQ's.

If a taxpayer has questions pertaining to RITA's e-services encourage taxpayers to access the instructional video tutorials available on the RITA website by selecting Resources then Help Videos. These self-help videos are also embedded in the e-service applications.

#### **Taxpayer Assistance Update**

Due to Covid-19 there will be no in person Taxpayer Assistance during this tax season. For further questions please see [www.ritaohio.com](http://www.ritaohio.com).

#### **Live Agent Phone Assistance for Taxpayers**

Extended hours to speak with an agent are available and can be found on the RITA website [www.ritaohio.com](http://www.ritaohio.com).