

FOR IMMEDIATE RELEASE

April 2, 2013

CONTACT

Cathy Fitzgerald, Citizens Services Bureau Chief
Montana Department of Revenue
(406) 444-0761, cfitzgerald@mt.gov

Mary Ann Dunwell, Public Information Officer
(406) 444-6700, (406) 461-2648 cell, mdunwell@mt.gov

MT Department of Revenue Expands Service as Tax Season Nears End

Helena – More taxpayers in Montana file their state tax returns during the last week of the tax season than during any other week in the year. To accommodate taxpayers during the week before April 15, the Montana Department of Revenue (DOR) will offer expanded hours at its call center during that time.

Taxpayers who need assistance can call the department’s call center toll free at (866) 859-2254, or in Helena at 444-6900. Monday, April 8 through Friday, April 12, call center staff will be available from 7 a.m. until 6 p.m. On Monday, April 15, staff will be available from 7 a.m. until 8 p.m. Regular call center hours are Monday through Friday, 8 a.m. to 5 p.m. This tax season the call center has answered about 42,000 calls.

“We realize that people sometimes have brief windows of time, before or after work, in which to do their taxes, and we want to be available to them during those times,” says Revenue Department Director Mike Kadas. “As always, we encourage folks to file online. The advantages of doing so are that you’ll likely get your taxes done sooner and will definitely get your refund sooner than by filing by paper.”

Taxpayers can file electronically using the department’s e-filing service, Taxpayer Access Point (TAP), or one of the many commercial e-filing products. For electronic filing options, visit www.revenue.mt.gov.

Currently, taxpayers who file electronically are receiving their state refunds on average in about 5 to 7 days. Those who file by paper are receiving their refunds in about 22 to 25 days on average. DOR employees have been working extended hours and on weekends to process the paper-filed returns as quickly as possible.

The department so far has processed more than 290,000 individual income tax returns for the 2012 tax year. These numbers include both electronic and paper returns. DOR has issued 243,000 refunds averaging \$411 for a total of nearly \$100 million. If taxpayers need updates about their returns, they can use a service on the DOR website called “Where’s My Refund.” This feature allows taxpayers to track their refunds and gauge when they might appear in their bank accounts or in their mailbox.

In addition to contacting the DOR call center, taxpayers can also receive assistance by visiting the Mitchell Building in Helena, 126 North Sanders, Monday through Friday, 8 a.m. to 4 p.m. Assistance is also available at the department's offices in Missoula at 2681 Palmer Street. If taxpayers need help filing electronically, they can simply prepare their state income tax return on paper and take it to the office. There, we'll help them e-file at no cost. So far this year, DOR has helped several hundred taxpayers who visited these two offices.

There are also more than 100 volunteer tax preparation sites around the state through Volunteer Income Tax Assistance and AARP Tax-Aide Montana. To find out if you qualify and to see a comprehensive listing of locations, visit www.montanafreefile.org. Taxpayers can also use an authorized tax preparer for assistance. For more information, visit www.revenue.mt.gov.

Editor's note: Please let us know if you would like to get b-roll or photographs at the call center or other DOR service locations.

##