

# New York State Office of the Taxpayer Rights Advocate



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

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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

**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.

[www.tax.ny.gov](http://www.tax.ny.gov)

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