

ASSIST INCOME TAX CUSTOMERS IN THE LOCALITY

Effective Date

01/01/2021

Overview

Customers frequently make inquiries at the Local Office concerning their income tax returns and payments. These inquiries may be in the form of walk-ins, phone calls, or customer correspondence. Many inquiries are handled locally, but some customer requests must be handled at the Department of Taxation (Virginia Tax). This process concerns information that the Commissioner of the Revenue's Office Locality Representative provides to the customer who needs to contact Virginia Tax for assistance.

Tasks

[Assist a Customer Who has Received a Refund Issued to a Deceased Customer](#)

[Assist a Customer Whose Refund has been Lost, Stolen, or Issued in an Incorrect Name](#)

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