

COMMONWEALTH OF VIRGINIA
Department of Taxation

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New Live Chat Service Gives Taxpayers Fast Online Help from Tax Department

~ Just click on the Live Chat icon and talk to a Tax rep in real time ~

RICHMOND, Va. – Getting help from the state tax department is now just a click away.

The Virginia Department of Taxation recently introduced “Live Chat,” a new service that lets taxpayers communicate online in real time with the department’s Tax representatives. All taxpayers need to do to connect with a rep is to click on the Live Chat logo, which is located throughout the agency’s Web site. Taxpayers can ask general tax questions or specific questions about their accounts.

Live Chat also offers extended service hours and even availability on Saturday mornings. It is available from 7 a.m. to 9 p.m. week days, and from 8 a.m. to 1 p.m. on Saturdays.

“We are always looking for ways to better serve the taxpayers and Live Chat is a big enhancement in interactive communications,” said Tax Commissioner Janie E. Bowen. “Along with calling us, writing us or sending us a secure message over the

Internet, Live Chat now gives taxpayers a fourth way to get their questions answered.”

After clicking the Live Chat icon, taxpayers will receive an immediate response. The chat will then be routed to the appropriate representative based on whether it’s a question about personal income tax or a business.

Taxpayers who have account-specific questions will be asked for information to help the operator validate who they are. Once they are done chatting with the rep, taxpayers will have full access to the complete transcript of their online conversation and will be able to print it out. They will also have the option of completing a short survey to rate the service they received.

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