



ILLINOIS REVENUE

Where to Get Assistance

Online services available at tax.illinois.gov

- electronic filing and payment information
- individual income tax refund status
- forms and publications
- answers to your tax questions
- Motor Fuel Use Tax - International Fuel Tax Agreement (IFTA) information
- rules and regulations
- statistics
- current interest and tax rates
- local government information
- tax professionals' information
- links to other Illinois state agencies and other states

MyTax Illinois is a free, online account management program that offers a centralized location for individuals and businesses to manage their tax accounts, file returns, and make tax payments.

Taxpayers can check on the status of a refund, review correspondence sent by the Illinois Department of Revenue, and much more! For security purposes, and to get the most use from MyTax Illinois, most features require you to create a MyTax Illinois account. However, some features do not require a MyTax Illinois account such as:

- registering a new business
- looking up tax rates with our Tax Rate Finder
- searching the statewide Tax Lien Registry
- verifying a registered business or sales tax exemption number
- verifying a bingo, pull tabs, or charitable games license



For more information, go to MyTax.Illinois.gov.

Telephone assistance

Our staff will answer your questions weekdays between 8:00 a.m. and 5:00 p.m., Monday through Friday. Our automated telephone system provides a variety of tax information for individual taxpayers and is available 24-hours a day, 7 days a week.

Contact us at

1 800 732-8866 or 217 782-3336
1 800 544-5304 TDD (telecommunications device for the deaf)

Where to Get Assistance

Mailing Address

If you prefer to write to us for tax assistance, our address is

TAXPAYER CORRESPONDENCE
ILLINOIS DEPARTMENT OF REVENUE
PO BOX 19001
SPRINGFIELD IL 62794-9001

Speaker's Bureau

Staff speakers may be available to address many tax topics in which your group or organization may be interested.

Please contact us by email at Rev.Speaker@illinois.gov for more information.

VITA and TCE Training

If your local Volunteers in Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) group would like Illinois Income Tax training or a refresher course, contact us by email at Rev.Speaker@illinois.gov for more information.

Reference guide

Board of Appeals	312 814-3004
Cigarettes, Alcohol, Tobacco, and Medical Cannabis.....	217 782-6045
Collections	217 785-2698
Excise Taxes (Hotel, public utilities).....	217 782-5906
Forms Order Line.....	1 800 356-6302
Freedom of Information Office	217 782-0985
Local Tax Allocations	217 785-6518
Motor Fuel Tax.....	217 782-2291
Motor Fuel Use Tax - IFTA.....	217 785-1397
Problems Resolution	217 785-7313
Property Taxes.....	217 785-1356
Property Tax Exemptions.....	217 785-2252
Registration	217 785-3707
Sales Tax Exemptions	217 782-8881
Tax Fraud Hot Line	1 800 243-2811
Telephone Assistance.....	1 800 732-8866
or	217 782-3336
TDD (telecommunications device for the deaf).....	1 800 544-5304
Vehicle Taxes.....	1 800 732-8866
or.....	217 782-3336

Walk-in Assistance

Walk-in assistance is available 8:30 a.m. to 5:00 p.m., Monday through Friday, at the office locations listed below. No appointment is needed. Service is available on a first-come, first-served basis.

Payments can be made by check, guaranteed remittance (money order or cashier's check), or ACH debit. All walk-in facilities can accept your return with a payment* by check or guaranteed remittance (money order or cashier's check).

Cash payments (for all tax types other than Medical Cannabis) can be made only at our main office locations listed below. Visit our website at tax.illinois.gov or contact us at 1 800 732-8866 or 217 782-3336 to verify the location and services available:

Springfield, IL —
Willard Ice Building
101 West Jefferson St.
Springfield, IL 62702

Chicago, IL —
James R. Thompson Center
100 West Randolph St.
Concourse Level
Chicago, IL 60601

Below is a list of our taxpayer assistance office locations. Call the numbers listed to verify the location and services available:

Des Plaines — 847 294-4200
Maine North Regional Building
9511 Harrison St. FA203
Des Plaines, IL 60016

Rockford — 815 987-5210
200 South Wyman St.
Rockford, IL 61101

Marion — 618 993-7650
2309 West Main St., Suite 114
Marion, IL 62959

Fairview Heights — 618 624-6773
15 Executive Dr., Suite 2
Fairview Heights, IL 62208

* Walk-in Facilities cannot accept electronically mandated returns or electronically mandated payments. Visit our website at tax.illinois.gov or contact us at 1 800 732-8866 or 217 782-3336 for more information.