

Practitioners Presentation – October 26, 2018

Payment Agreements –

- Working on an option to request pay plan through MyTax account
 - Not automatic approval
 - Must provide valid email address
 - Corresponding to be completed through email
 - Faster turn-around than paper requests
- Important to request pay plan timely – prior to enforcement action being initiated such as levies, seizures, referral to outside collection agency, etc.
- Generally approved if balance is paid off in a year. (Highly dependent on any aggravating circumstances)

Email Communications

- Taxpayers already are able to see the majority of correspondence on their MyTax account
- Department initiative to allow taxpayers to receive correspondence through MyTax alert email that letter is available instead of Department mailing the letter
- Most Enforcement Units have Unit mailboxes that are group accessed for faster communications.
- Taxpayers with open collection case that needs action have an alert on their MyTax account with contact information for the Collections area handling their assignment

Liens and Lien Registry

- Went into effect January 1, 2018
- Liens are NOT recorded or released with the Counties.
- Automated lien filing
- Almost instance release when lien is paid with guaranteed remittance
- Generally have ample time to pay before lien being filed
- No more filing and release fees for taxpayers (liens filed prior to January 1 still have an applicable filing fee that is owing)
- Still identify liens by county
- Anyone with internet access can search Registry
- Multiple search options
- Have had over 1.7 million inquiries

Private (Outside) Collection Agencies

- Department recently completed new contracts effective July 1, 2018 with 6 collection agencies
 - Alliance One
 - GC Services
 - Harris and Harris
 - Harvard Collection Services

- Linebarger, Goggan, Blair, Sampson
- TransWorld Inc.
- Taxpayers receive at minimum 4 notices and a robo call before being outsourced.

Power of Attorney

- Agents cannot discuss specifics with a caller (non-responsible party) without a power of attorney.
- Power of Attorney IL-2848 needs to be sent to our centralized processing area by email REV.POA@illinois.gov , fax 217-782-4217, or mail Illinois Department of Revenue, Power of Attorney Forms 3-252, PO Box 19001, Springfield, IL 62794-9001
- You should copy the agent if emailed so they are aware the POA has been sent.
- If the taxpayer signing the POA is not in the Department's registration the POA will be rejected.

Miscellaneous Common Themes

- It is important to send protest and applicable support to the address on the letter (Collections) and not bypass and go straight to Legal/Hearings
- Reviews by Collections can sometimes be resolved by Collections without going to Legal/Hearings
- Temporary Restraining Orders issued by the Board of Appeals do not toll the lien filing statute and liens may be filed.