



# Rhode Island Department of Revenue

## Division of Taxation

ADV 2020-09  
TAX ADMINISTRATION

ADVISORY FOR TAX PROFESSIONALS  
MARCH 14, 2020

### **Division encourages taxpayers to reduce in-person visits as part of effort to slow transmission of coronavirus**

*Agency recommends use of its website, portal, and email and telephone systems*

PROVIDENCE, R.I. – To help slow transmission of the coronavirus, the Rhode Island Division of Taxation is encouraging taxpayers, tax professionals, and others to use the agency’s telephone system, email system, website, and portal instead of visiting the agency’s offices.

“By limiting the number of in-person contacts for the foreseeable future, we can help fight the spread of the coronavirus<sup>1</sup> and protect the health and well-being of taxpayers, tax professionals, and Division of Taxation employees, among others,” said Rhode Island Department of Revenue Director Mark Furcolo.

The Division of Taxation is following well-established community approaches to slowing transmission of the coronavirus, including appropriate hand hygiene, cough etiquette, social distancing, and temporarily reducing face-to-face contact with potential cases.

“We appreciate the patience and cooperation of individuals, businesses, and others as we all join in on efforts to slow disease transmission and reduce the number of people who get sick – especially those people who are at increased risk for severe illness, including older adults and people with underlying health conditions,” said Rhode Island Tax Administrator Neena Savage. Temporarily limiting in-person contact will also help the Division perform its critical function of collecting revenue to fund essential State services, she said.

The Rhode Island Division of Taxation hopes to reduce the number of in-person visits to the agency in order to limit the spread of the coronavirus. The Division hopes taxpayers and others will use the Division’s website, phone system, and other means to obtain forms and information and make payments.

In keeping with federal and state guidelines, the Division also strongly urges those who are feeling sick, or who have a sick family member in their home, to stay at home and not to visit the agency. “During this trying time, taxpayers and others can obtain nearly every service they require from us via our website, our portal, or by phoning or emailing us,” Savage said. The Division is also increasing the number of staff handling phone calls and emails. Contact information is available on the following page.

<sup>1</sup> Coronavirus disease 2019 (COVID-19).

The following table offers some key contact information, including phone numbers and email addresses, for the Division of Taxation.

Rhode Island Division of Taxation – some key contact information		
UNIT	PHONE NUMBER	EMAIL ADDRESS
Personal income tax	(401) 574-8829 (option #3)	Tax.Assist@tax.ri.gov
Forms and instructions	(401) 574-8970	Tax.Forms@tax.ri.gov
Sales/use tax, cigarette tax	(401) 574-8955	Tax.Excise@tax.ri.gov
Collections	(401) 574-8941	Tax.Collections@tax.ri.gov
Portal	(401) 574-8484	TaxPortal@tax.ri.gov
Corporate and business taxes	(401) 574-8935	Tax.Corporate@tax.ri.gov
Estate tax	(401) 574-8829 (option #8)	Tax.Estate@tax.ri.gov
Sale of real estate by nonresident	(401) 574-8829 (option #4)	Tax.Assist@tax.ri.gov
Employer taxes (including UI, TDI)	(401) 574-8700	
Registering a business	(401) 574-8938	
Main phone number	(401) 574-8829	

Phones are typically staffed from 8:30 a.m. to 3:30 p.m. business days.

- For a detailed list of Division phone numbers, email addresses: <http://www.tax.ri.gov/contact/>
- The Division of Taxation website: <http://www.tax.ri.gov/>
- Forms and instructions: <http://www.tax.ri.gov/taxforms/>
- The Free File program: <http://www.tax.ri.gov/misc/efile.php>
- The Division of Taxation’s portal: <https://taxportal.ri.gov/>
- Business tax EFT filing accounts: <https://www.ri.gov/taxation/business/index.php>
- Payments via credit card, debit card: <http://www.tax.ri.gov/misc/creditcard.php>
- Latest Division of Taxation news: <http://rhodeislandtax.blogspot.com/>

---

*The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, has normal operating hours from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see <http://www.tax.ri.gov/contact>*

---