

Income Tax - Direct Deposit

Why didn't I receive my state income tax refund through Direct Deposit as requested on my state return?

There are various reasons why an individual may not receive his/her income tax refund through Direct Deposit even though it was requested on the Colorado income tax form. Below are common reasons:

1. The account number of the financial institution or bank was incorrect or missing on the 104 form.
2. The required 9-digit routing number was incorrect or missing on the 104 form.
3. The designated account number was invalid or the account was closed.
4. An individual's refund may have been intercepted due to money owed to another state agency. In this case the refund would go to the agency owed to satisfy the debt. If the refund is more than the debt the refund balance will be sent in the mail to the taxpayer.

If you requested Direct Deposit on your Colorado state income tax return and did not receive it you should first contact the bank or financial institution to determine if they received your refund credit. Electronic transactions are posted daily, and may not be reflected on your latest bank statement. If your financial institution has no record of your refund, you can check the status of your refund by visiting our **Income Tax Account Information Service** Web site at: www.myincometax.state.co.us

The Department of Revenue automatically creates paper refunds if for some reason your Direct Deposit information could not be processed. If a problem was caused by the Department of Revenue because of a data entry error, the department will contact your financial institution to correct the problem. Once the problem has been resolved the department will contact you as to the status of your refund. If you do not receive your refund through Direct Deposit as requested, the Department of Revenue will send you a paper refund for this year. We do encourage you to take advantage of the Direct Deposit program next year.