



NEWS RELEASE

For Immediate Release

Division of Taxation

Contact: Ro Silva

Phone Number: 303.205.2961

Contact: Kathy Pugliese

Phone Number: 303.205.8203

Detecting and Preventing Colorado income tax fraud may cause slight delays with some state refunds

Denver, CO, February 10, 2016 – The Colorado Department of Revenue (CDOR) is responding to an increase in tax fraud cases by implementing enhanced security measures to protect state taxpayers.

This year, CDOR is emphasizing fraud detection and prevention over fast refunds, which means some returns may take additional time to process, up to 60 days beyond normal processing times.

CDOR is asking taxpayers for patience while the state works to combat identity theft-related tax fraud. The Department takes taxpayer information and tax refund security very seriously and will take the time necessary to review and verify information on all tax returns to ensure refunds go to the right person.

What should taxpayers know about possible delays in receiving their Colorado income tax refund?

- While not all refunds will be impacted by the Department's efforts, if an income tax return shows a potential for refund fraud, a slight delay in receiving refunds is possible. CDOR believes taxpayers would prefer Colorado refund claims are carefully reviewed to prevent income tax refund fraud, rather than sending out refunds without detailed investigation -- even if that means slight delays.
- If a return is "correct and complete" when filed, meaning there are no errors or omissions (such as missing documentation for claiming credits and subtractions) and there is no potential fraud, the taxpayer will not experience noticeable delays.
- If a tax return shows the potential for refund fraud, taxpayers could experience delays of up to two months while CDOR corresponds with them to verify whether this is the return they filed.
- Some refunds that are requested as Direct Deposit may be converted to paper check and mailed the taxpayer's address as a method of verifying that the refund is legitimate.
- You can track the refund you claimed through Revenue Online, www.Colorado.gov/RevenueOnline. Click on Where's My Refund? under Quick Links.

(more)

Security · Compliance · Customer Service

Colorado Department of Revenue · Taxation Division · 1375 Sherman Street · Denver, CO 80203 · www.TaxColorado.com

What to do when the Colorado Department of Revenue contacts you about potential refund fraud?

- If you receive a letter or other contact from someone at the Colorado Department of Revenue requesting that you verify your income tax information or verify an income tax refund, respond in a timely manner.
- If you are uncomfortable about corresponding or discussing the information, you may call the Department through the phone number provided in the correspondence or you may ask our representative for a name and office name so you can call back yourself. Visit the Colorado Taxation Web site, www.TaxColorado.com, look for the office under the Contact Us link for each tax type, then call the office to verify the inquiry.
- If you receive a Colorado income tax refund check in the mail but you have not filed your return yet, contact the Department through the phone number on the letter that comes with the check.

Taxpayer Security Awareness and Reporting Identity Theft

For tips on how you can avoid identity theft and what to do when you believe you may be a victim of identity theft, visit the Colorado Department of Revenue's Taxpayer Security Awareness and Reporting Identity Theft Web page: <https://www.colorado.gov/pacific/tax/taxpayer-security-awareness-and-reporting-identity-theft>.

Colorado Income Tax Filing Tips and Refund Status Information

Tax Year 2015 income tax filing season tips are available on the Colorado Taxation Web site, www.TaxColorado.com. To file your income tax return and find the status of your refund, use CDOR's free service, Revenue Online (www.Colorado.gov/RevenueOnline).

The Colorado Department of Revenue is committed to providing security and customer service to assist taxpayers in voluntary compliance with state tax laws.

###

Editors: The Colorado Income Tax News Media Guide for Tax Year 2015, which contains information on what's new with state income tax this year, filing tips and taxpayer resources, is available on our News Media Web page: <https://www.colorado.gov/tax/media-center-taxation>.