

Oregon Dept. of Revenue extends phone hours through April 15

by Bend_Weekly_News_Sources

SALEM, Ore. — There's a week left before the income tax filing deadline and the Oregon Department of Revenue is standing by to help you, 7 a.m. to 7 p.m., Wednesday, April 8 through Wednesday, April 15. On Saturday, April 11, customer service representatives will take calls from 9 a.m. to 3 p.m. If you have questions about Oregon income taxes but can't find the answers online, in your tax preparation software, or in your tax booklet, customer service representatives are available by telephone and e-mail. "We get thousands of calls in the two weeks before tax deadline day, so we know there are a lot of taxpayers who need last-minute help," said Joan Linn, customer service center manager. In fact, said Linn, the call center gets so many calls that some taxpayers might experience extended waiting times or get busy signals. She said the department's website and tax booklets are helpful resources. "There's a lot of information on our website and in the tax booklet. Both are accessible 24/7." You also may e-mail tax questions to questions.dor@state.or.us; e-mails are usually answered within one business day. Linn advises not including your Social Security number in e-mails. Tax information and forms are on the department's website, www.oregon.gov/DOR. Once you file, you can check the status of your state refund at www.oregonrefund.com. The tax help line is 1-800-356-4222 from an Oregon prefix, 503-378-4988 in Salem and from outside Oregon. For TTY (hearing or speech impaired), call 1-800-886-7204; in Salem, call 503-945-8617. For federal tax information, visit www.irs.gov.

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