

Department of Revenue Offering Assistance to Tax Filers Ahead of July 15 Filing Deadline

Harrisburg, PA — With the deadline to file 2019 Pennsylvania personal income tax returns set for July 15, 2020, the Department of Revenue is encouraging taxpayers who need help with their returns to call the department's main call center.

The department's Customer Experience Center is available by calling 717-787-8201. The call center will be open 8 a.m. to 5 p.m. on non-holiday weekdays through Wednesday, July 15 so that Revenue call center agents can assist taxpayers who need help with their returns.

Taxpayers may also [schedule a call](#) at a time that is convenient for them.

"We understand that many Pennsylvanians are still working to file their returns. That's why we want to offer as much help as we can prior to the filing deadline to make sure that any questions they may have are answered," Revenue Secretary Dan Hassell said. "We're encouraging taxpayers to reach out to us over the phone or visit our website to find information on personal income tax filing and answers to frequently asked questions."

The deadline to file tax returns typically falls on April 15. However, this year taxpayers were granted an additional 90 days to file their 2019 returns due to the COVID-19 pandemic.

The extension of this year's tax-filing deadline to July 15, 2020 applied to both final 2019 tax returns and payments, as well as estimated payments for the first and second quarters of 2020. The department also waived penalties and interest on 2019 personal income tax payments through the new deadline of July 15, 2020.

In addition to the assistance over the phone that is available by calling 717-787-8201, the Department of Revenue also offers help through its [Online Customer Service Center](#). This online option provides taxpayers with answers to specific questions about 2019 personal income tax returns and the department's electronic filing, or e-filing, options. It also provides an option to submit a question to a Department of Revenue representative through a secure, electronic process that is similar to sending an email.

As a reminder, tax returns that are filed electronically are processed faster, leading to taxpayers receiving their refunds sooner. Pennsylvanians can file their state tax returns by using the following paper-less e-filing options:

Padirectfile

Padirectfile, a free, secure, state-only electronic income tax filing system, is available through the Department of Revenue's website. For more information or to begin filing, visit [Padirectfile](#).

Electronic Filing Free

Free electronic filing options are available to file state and federal returns using software from a reputable vendor (income limits may apply). More [vendor information](#) is available on the department's website.

Electronic Filing for a Fee

Paid tax preparers and commercial tax preparation software providers offer e-filing for a fee. E-filing offers advantages not available to taxpayers filing by paper, including error-reducing automatic calculators, instant confirmation of successful filing, faster refund processing and direct deposit options.

July 15 Deadline

All taxpayers who received more than \$33 in total gross taxable income in calendar year 2019 must file a Pennsylvania personal income tax return by midnight, Wednesday, July 15, 2020.

Filing Extensions

Taxpayers can request an extension to file a personal income tax return by submitting [form REV-276](#). The department automatically grants an extension to file when an extension is granted by the IRS. As a reminder, an extension to file is not an extension to pay tax that is due. If you feel you will owe tax, you should send a payment for the amount of tax you expect to owe. Make sure you record your Social Security number on the check with the notation that you are making an "extension payment" for the tax year.

Find In-Person Taxpayer Assistance

Taxpayers who need in-person assistance will need to schedule an appointment at one of the Department of Revenue's district offices. The department is asking taxpayers to make appointments to assist with social distancing and other health protocols due to the COVID-19 pandemic. Visit the [COVID-19 information page](#) on the department's website, www.revenue.pa.gov, for a list of the district offices that are currently accepting appointments. Assistance at district offices is available from 8:30 a.m. to 5 p.m., Monday through Friday, and taxpayers are encouraged to bring their Social Security cards with them to facilitate tax filing.

Taxpayers can check the status of their income tax refunds online by visiting the department's website and selecting the [Where's My Income Tax Refund?](#) link on the department's homepage; or by calling 1-888-PATAXES to find out the status of their refunds. Taxpayers will be prompted to provide their Social Security number and requested refund amount to obtain the current status.

Free tax forms and instructions are available at www.revenue.pa.gov. You can also visit the department's pages on [Facebook](#), [Twitter](#) and [LinkedIn](#) for helpful filing information.