

## **COMMONWEALTH of VIRGINIA Department of Taxation**

## Field Collections Statement of Expectations

Field Agent – Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

## What to Expect:

As a taxpayer in the Commonwealth of Virginia and customer of the Virginia Department of Taxation (Virginia Tax), when a Field Agent comes to your place of business or home you should always expect:

- We will present an official photo ID identifying the Field Agent as an employee of Virginia Tax.
- To be treated with respect and dignity in a professional manner.
- We value your time and will try to minimize disruptions or significant impacts to your business operations. If you prefer to set an appointment, you can contact your agent in advance of future field visits.
- Safeguarding of all sensitive information against fraud, abuse, and unauthorized disclosure.

We are committed to the highest level of professionalism in increasing regulatory compliance and meeting the needs of our taxpayers. If you have questions or concerns regarding our visit, please call 804.786.1879. As a reminder, the Taxpayer Bill of Rights is available in the "About Virginia Tax" section of our homepage located at www.tax.virginia.gov.

## Making Payments:

- We have streamlined our payment options, our field agents accept electronic payments (i.e. electronic checks and credit card payments). This allows your payments to post faster.
- We do not accept cash payments unless you have secured preauthorization in advance and there are two Virginia Tax Field Agents present.
- Our field agents will always provide a receipt.
  - If you provide an email address, we will send a confirmation receipt notice to that email address.
  - If you do not provide an email address, we will provide a paper receipt or a confirmation number.
- If you choose to send a payment via mail, please include (1) the account number and bill number on the check and (2) relevant copies of documentation to ensure the payment is made to the correct corresponding account(s). The mailing address for all payments is:

Virginia Department of Taxation P.O. Box 1775 Richmond, VA 23218-1775

File returns and make payments conveniently online on our website at www.tax.virginia.gov