

Assist a Customer Whose Refund has been Lost, Stolen, or Issued in an Incorrect Name

Process

[ASSIST INCOME TAX CUSTOMERS IN THE LOCALITY](#)

Effective Date

01/01/2021

Purpose

This task is performed by the Commissioner of the Revenue's Office Locality Representative to inform the customer of the actions required to obtain a corrected replacement refund in the event a refund has been lost, stolen, or originally issued to an incorrect name.

Special Notes

- Customers will receive their refund via 2 methods: (1) Direct Bank Deposit to their checking or savings or (2) paper check.
- Inquiries related to either refund method should be directed to Virginia Tax's Customer Services at (804) 367-8031.
- A complete list of Frequently Asked Questions (FAQs) will be provided on the Department of Taxation's website www.tax.virginia.gov.

Procedure

Responsibility

Commissioner of the Revenue's Office Locality Representative

Steps

1. Receive information from the customer concerning a problem with a refund.
2. Inform the customer of the actions they must take to resolve the problem.
 - A. If the problem is one of the following, inform the customer to contact Virginia Tax's Customer Services at (804) 367-8031.
 - Issue with a **direct bank deposit refund**.
 - Paper check has been **lost or stolen**.
 - Refund (either method) with **wrong refund amount**.
 - B. If the problem is an **incorrect name** or **social security number**, advise the customer according to their refund method as follows:
 1. If the refund was issued via **paper check** and the customer **deposited/cashed** the check,

- a. Provide the customer with this mailing address:
Department of Taxation
Office of Customer Services
PO Box 1115
Richmond, VA 23218 – 1115
 - b. Inform the customer to contact Virginia Tax, in writing, and provide the following information:
 - Full name
 - Social Security Number
 - Current address
 - Incorrect information as it appeared on the check
 - Corrected information

NOTE: Upon receipt of the information Virginia Tax will correct the customer's records in IRMS.
2. If the refund was issued via **paper check** and the customer was **unable to deposit/cash** the check,
 - a. Provide the customer with this mailing address.
Department of Taxation
Office of Tax Processing Operations - Refund Team
PO Box 658
Richmond, VA 23218 – 0658
 - b. Inform the customer to contact Virginia Tax, in writing, and provide the following information.
 - Full name
 - Social Security Number
 - Current address
 - Incorrect information as it appears on the check
 - Corrected information
 - The incorrect refund check
 - A request for TAX to reissue the check

NOTE: Upon receipt of the check and information, Virginia Tax will initiate action to reissue the refund and correct the customer's records in IRMS.

Published Date

12/01/2020