



For Immediate Release
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Making Life Less Taxing ...Online Ease and Access to Timely Answers in Enhanced E-Services at Revenue

tax.illinois.gov now the route to immediate resolution

CHICAGO – The Illinois Department of Revenue has moved taxpayer service into the electronic age by revamping and expanding self-help features on its web site (www.tax.illinois.gov).

The department has:

- Added a continuously updated database of common questions and answers that taxpayers and tax professionals can search to find answers to their tax questions.
- Updated to a Google search engines that will make it easier for taxpayers to find information
- Reorganized the web site to put information into logical categories: individuals, business, and tax professionals.

“This marks a fundamental change for the department on the road to making the Internet and electronic filing the primary way that taxpayers interact with the department,” said Revenue Director Brian Hamer. “Our web site is among the busiest of all state agencies and will become more used as we make it the place that taxpayers come to find the services and the answers they need.”

Hamer said that the new web site will also offer taxpayers the ability to e-mail questions when they cannot find answers and will let taxpayers set up accounts that will notify them when a change or addition is made to the site.

By answering the routine questions, the web site will free personnel on department phone lines to answer more complex questions from taxpayers.