



Where to Get Assistance

This brochure details where to get assistance and the variety of services we provide.

Online services at tax.illinois.gov

- electronic filing and payment information
- individual income tax refund status
- forms and publications
- answers to your tax questions
- address change for individual income taxpayers
- Motor Fuel Use Tax - International Fuel Tax Agreement (IFTA) information
- business registration and registration verification
- rules and regulations
- statistics
- current interest and tax rates
- local government information
- tax professionals' information
- links to other Illinois state agencies and other states

Telephone assistance

Our staff will answer your questions weekdays between 8 a.m. and 5 p.m. Monday through Friday. Our automated telephone system provides a variety of tax information for individual taxpayers and is available 24-hours a day, 7 days a week. You can

- check your refund status.
- check your estimated payments.
- get information about a notice or bill.
- get your Personal Identification Number (IL-PIN).

Contact us at

1 800 732-8866 or 217 782-3336 or

1 800 544-5304, our TDD (telecommunications device for the deaf).

Walk-in assistance

If you have tax questions or need help completing tax forms, walk-in assistance is available weekdays at all our locations. No appointment is needed. Service is available on a first-come-first-served basis. Our office locations are listed on the back of this brochure.

Forms and Publications

You can download most forms and publications from our website. You may also call our 24-hour Forms Order Line at 1 800 356-6302.

Where to Get Assistance

Mailing address

If you prefer to write to us for tax assistance, our address is

TAXPAYER CORRESPONDENCE
ILLINOIS DEPARTMENT OF REVENUE
PO BOX 19044
SPRINGFIELD IL 62794-9044

Speaker's bureau

Staff speakers may be available to address many tax topics in which your group or organization may be interested. Please contact us with your request, which must be in writing. For more information or to obtain a speaker, visit our website, go to our Answer Center, and type in the keyword "speaker" or contact us at the address below.

CUSTOMER SERVICES BUREAU 3-251
ILLINOIS DEPARTMENT OF REVENUE
PO BOX 19044
SPRINGFIELD IL 62794-9044

VITA and TCE Training

If your local Volunteers in Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) group would like Illinois Income Tax training or a refresher course, call 217 782-9488.

Reference guide

Board of Appeals	312 814-3004
Business Hot Line.....	217 524-4772
Collections	217 785-2698
Excise Taxes (Cigarette, hotel, liquor, public utilities, tobacco products).....	217 782-6045
Forms Order Line	1 800 356-6302
Freedom of Information Office	217 782-0985
Local Tax Allocations	217 785-6518
Motor Fuel Tax.....	217 782-2291
Motor Fuel Use Tax - IFTA.....	217 785-1397
Problems Resolution	
Springfield	217 785-7313
Chicago.....	312 814-2624
Property Taxes.....	217 782-3627
Property Tax Exemptions.....	217 785-2252
Registration	217 785-3707
Sales Tax Exemptions	217 782-8881
Tax Fraud Hot Line	1 800 243-2811
Telephone Assistance.....	1 800 732-8866
or	217 782-3336
TDD (telecommunications device for the deaf)	1 800 544-5304
Vehicle Taxes	217 785-6606

Walk-in Locations (Check our website or call the number listed for the location to verify an address.)

Business hours for the Springfield office are 8:00 a.m. to 5:00 p.m. Monday through Friday.

Springfield, IL — Willard Ice Building — 1 800 732-8866 or 217 782-3336
101 West Jefferson Street — 62702

Business hours for the following are 8:30 a.m. to 5:00 p.m. Monday through Friday.

Chicago — James R. Thompson Center — 1 800 732-8866
100 West Randolph Street — Concourse Level — 60601

Rockford — 815 987-5210
200 South Wyman Street — 61101

Des Plaines — Maine North Regional Building — 847 294-4200
9511 Harrison Street FA203 — 60016

Fairview Heights — 618 624-6773
15 Executive Drive — Suite 2 — 62208

Marion — 618 993-7650
2309 West Main Street — Suite 114 — 62959

