

Tax Pills

At the start a new video call service to solve tax problems “face to face” with Revenue Agency experts

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Have you received an assessment notices or a tax alert by the Revenue Agency? Do not panic! It is now possible to book instantly an appointment by video call or on the phone with the Revenue Agency to receive clarifications and detailed assistance. The new service is available right now for all taxpayers residing in the 38 provinces whose tax offices take part to the national pilot project.

Face to face with the tax administration on the phone or on video - The video-booking service is indeed the latest of a long list of new web and digital tools launched by the Revenue Agency to facilitate and make as fast as possible to communicate, on video or by phone, or also by mail, with officials and experts of the Agency regarding assessment notices received, eventual corrections needed and clarifications on *ad hoc* fiscal invitations or on questionnaires and verification reports.

User-centric products and services, combined with technology, will drive participation - The service, designed to further meet the needs of citizens, goes to reinforce that, active since February 28, which allows taxpayers to receive assistance via video call, without therefore having to physically go to the office, in relation to the following themes: fiscal reimbursements, tax returns, fiscal codes and duplicate issue of the health card.

How to receive video assistance on your documents - Taxpayers can book their video or telephone appointments with a tax officer by choosing the date and time on the Agency website. To do this just connect to the website www.agenziaentrato.gov.it, in the "*Book an appointment*" section, and select the "*Checks*" service. Furthermore, it is also always possible to make an appointment via the Agency *app* or through the call center, by calling the toll-free number 800.90.96.96 from a landline or 0696668907 from a mobile phone.

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