



Helpful Tax Information for New York State Immigrants and Residents with Limited English Proficiency

The Department of Taxation and Finance is committed to supporting the mission of Governor Cuomo's 2011 Executive Order No. 26 on Language Access legislation. Toward that end, we serve taxpayers who are new to our nation, or who have limited command of English, by offering interpretation services for callers and providing translations of a number of vital documents in other languages.

Translations of sales tax guidance documents for new vendors

In February 2017, the Tax Department introduced sales tax guidance documents translated into Spanish, Haitian Creole, Traditional Chinese, Russian, Italian, and Korean, making starting a business in New York State much easier for new Americans, or those with limited English proficiency.

Tax Department website

As part of our Language Access compliance, we have dedicated website pages for each of the six languages, including up to 20 publications for each. Visit www.tax.ny.gov (search: *language*) for more information.

Press and social media

The Tax Department translates select press releases and social media messages into Spanish. Visit www.tax.ny.gov (search: *press*) for more information.

Consolidated Call Center

The Tax Department offers free interpretation services for callers to help them learn about their tax responsibilities and available tax credits, or to resolve issues with their taxes. Taxpayers with limited English proficiency can call 518-453-8137.

Free tax filing assistance

The Tax Department's free e-file options are the safest, most accurate ways to file tax returns. Based on your income, you may be eligible to use free tax preparation software for both your federal and state income tax returns. Visit our website at www.tax.ny.gov to access FreeFile software (search: *Free File*).

Taxpayers can use one of our Facilitated Self Assistance (FSA) sites to prepare and electronically file their own income tax returns for free. Tax Department volunteers guide taxpayers through the tax preparation software made available to prepare and e-file both their federal and state returns at no charge.

Certified IRS volunteers will prepare both federal and state tax returns for taxpayers at no cost, through the Volunteer Income Tax Assistance, and AARP Tax Counseling for the Elderly programs.

Taxpayer Rights Advocate

If a taxpayer has been unable to resolve a tax matter through the Tax Department's normal channels, the Office of the Taxpayer Rights Advocate can help clear up a long-standing tax problem, including offering affordable installment payment plans to settle tax debts. The Advocate's office provides interpretation services for callers with limited English proficiency.

Earned income tax credit (EITC)

Those eligible for the EITC can significantly boost their income tax refund. The EITC includes credits from the federal government, New York State, and New York City as a benefit for working people with low to moderate income. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file. EITC information is available in Spanish, Haitian Creole, Traditional Chinese, Russian, Italian and Korean on our website at www.tax.ny.gov (search: *EITC*).

Hiring a tax preparer

Most tax preparers act within the law and treat their clients fairly, but some do not. The Tax Department's *Consumer Bill of Rights Regarding Tax Preparers*, available in multiple languages on our website at www.tax.ny.gov (search: *language*), contains important information about how to be protected from unfair tax practices. Complaints can be made anonymously about a tax preparer directly with the Tax Department by calling 518-457-0578, or with the New York City Department of Consumer Affairs. The information is kept confidential. The Tax Department takes illegal activity seriously and will promptly review each complaint, and take corrective action when appropriate.