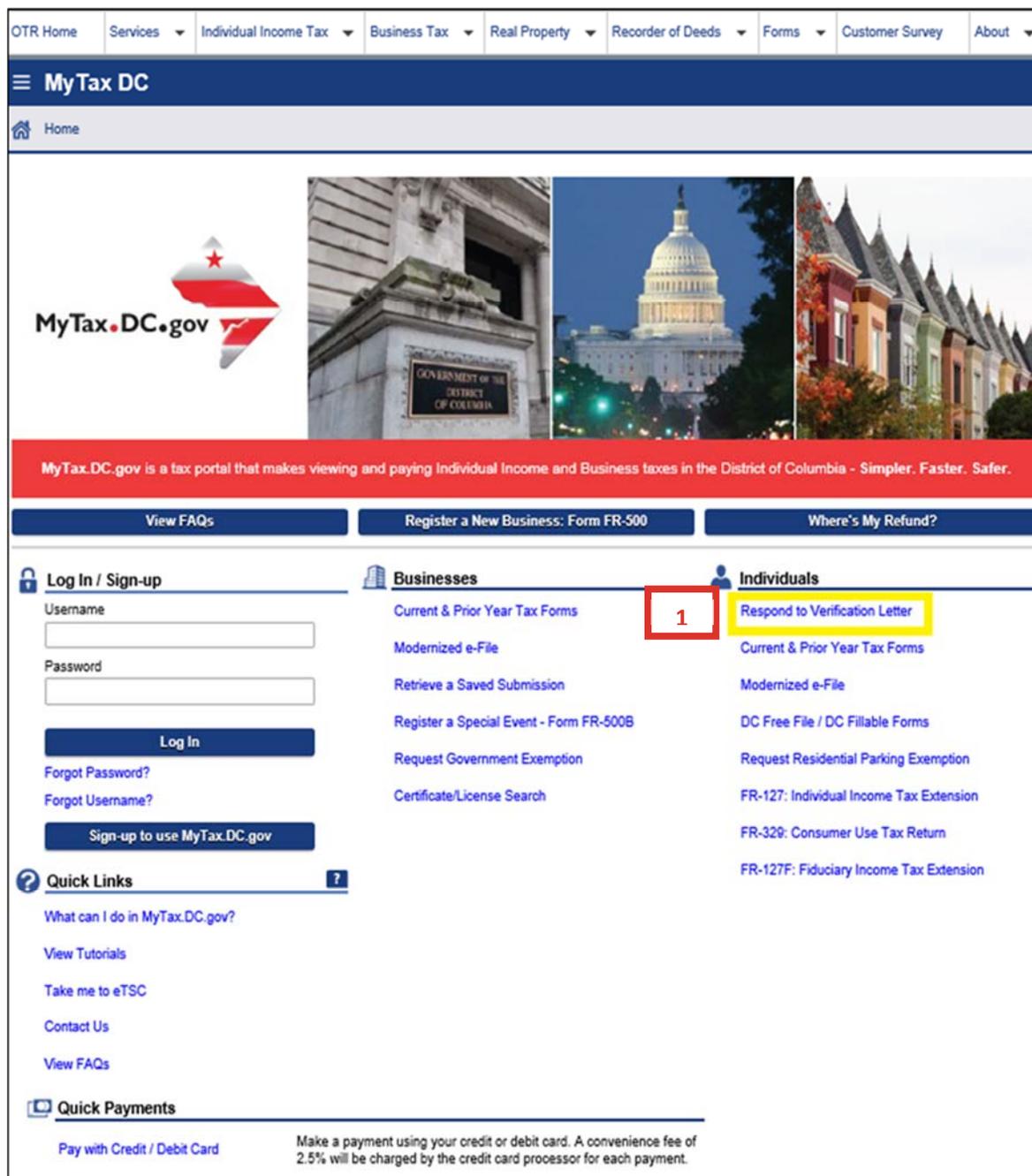


MyTax.DC.gov User Guide: How to Submit Verification Documents

To help combat identity theft and tax fraud, the Office of Tax and Revenue (OTR) requires additional verification for selected tax returns. Learn how to respond to your Notice for Identity Verification PIN via [MyTax.DC.gov](https://mytax.dc.gov) by following this step-by-step guide.

Note: If you have not filed a return or a tax preparer has not filed a return on your behalf please see [page 7](#) for further instructions.

If You Have Filed a Return or a Tax Preparer Has Filed a Return on Your Behalf



The screenshot shows the MyTax.DC.gov website interface. At the top, there is a navigation menu with links for OTR Home, Services, Individual Income Tax, Business Tax, Real Property, Recorder of Deeds, Forms, Customer Survey, and About. Below the navigation is a blue header with the MyTax DC logo and a Home button. The main content area features a banner with the MyTax.DC.gov logo and three images: a building facade, the US Capitol dome at night, and a row of colorful townhouses. Below the banner is a red bar with the text: "MyTax.DC.gov is a tax portal that makes viewing and paying Individual Income and Business taxes in the District of Columbia - Simpler. Faster. Safer." Below this are three blue buttons: "View FAQs", "Register a New Business: Form FR-500", and "Where's My Refund?". The main content is divided into three sections: "Log In / Sign-up", "Businesses", and "Individuals". The "Individuals" section is highlighted with a blue bar and contains a list of links. The link "Respond to Verification Letter" is highlighted with a yellow box and a red box containing the number "1". Other links in the "Individuals" section include "Current & Prior Year Tax Forms", "Modernized e-File", "DC Free File / DC Fillable Forms", "Request Residential Parking Exemption", "FR-127: Individual Income Tax Extension", "FR-329: Consumer Use Tax Return", and "FR-127F: Fiduciary Income Tax Extension". The "Log In / Sign-up" section includes fields for Username and Password, a "Log In" button, and links for "Forgot Password?" and "Forgot Username?". Below this is a "Sign-up to use MyTax.DC.gov" button. The "Quick Links" section includes links for "What can I do in MyTax.DC.gov?", "View Tutorials", "Take me to eTSC", "Contact Us", and "View FAQs". The "Quick Payments" section includes a link for "Pay with Credit / Debit Card" and a note: "Make a payment using your credit or debit card. A convenience fee of 2.5% will be charged by the credit card processor for each payment."

1. From the MyTax.DC.gov homepage, under **INDIVIDUALS**, click the **Respond to Verification Letter** hyperlink.
2. On the Respond to Verification Letter landing page, click the **Submit Verification Documents** hyperlink to submit your response.

☰ **Home**

🏠 Home > Request

If you received a letter from the DC Office of Tax and Revenue requesting you to complete verification online, please click on the letter you received below.

Verify Your PIN

Take an Identity Quiz

2

Submit Verification Documents

Government of the District of Columbia
Office of the Chief Financial Officer
Office of Tax and Revenue
1111 14 Street, SE
Washington, DC 20003

Date of Notice: August 11, 2019
Notice Number: L0000014128

Tax Type: Individual Income
2018 ***-**-****
Tax Period: December 15, 2018

NOTICE FOR IDENTITY VERIFICATION PIN

A District of Columbia individual income tax return was filed using the name(s) and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect District of Columbia taxpayers and the District from tax-related identity theft. The processing of your 2018 District of Columbia individual income tax return has been stopped pending verification of your identity. You must complete the steps outlined in this notice **before September 9, 2019**. Failure to verify your identity will result in further processing delays or denial of your refund request.

To see to have, on hand, this notice along with a copy of your 2018 tax return.

Your Verification PIN: DC1456789
(The Verification PIN is used on the "Verify My Return" screen)

Your Verification PIN:

It may be verified your identity.

1. Provide the information requested, including your Verification PIN
2. Select "Yes" if you did file or authorized the filing of this DC tax return
3. If you **DO NOT** file or authorize the filing of this return, please select "No" and enter your contact information. If you do not have access to the internet, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday to report the false filing of this return.
4. Submit your verification.

Note: Completing your identity verification process does not complete the processing of your tax return. Verifying your identity allows your return to continue through the normal processing stages. A subsequent letter requesting additional return verification may be issued if the DC OTR is unable to validate your return information. If you receive a letter from us asking the documentation to support what you claimed on your return, it doesn't mean that you did anything wrong. It is just an extra step we take to ensure refunds, of the correct amounts, go out to only those who are entitled to them. Our goal is stop questionable refunds before they go out the door, not to delay your refund.

1111 14 Street SE, Suite W276, Washington, DC 20003 Phone: (202) 743-4143 (TDD) Fax: (202) 442-4894
13 Tax.DC.gov

Government of the District of Columbia
Office of the Chief Financial Officer
Office of Tax and Revenue
1111 14 Street, SE
Washington, DC 20003

Date of Notice: August 11, 2019
Notice Number: L0000014128

Tax Type: Individual Income
2018 ***-**-****
Tax Period: December 15, 2018

NOTICE OF IDENTITY QUIZ

A District of Columbia individual income tax return was filed using the name(s) and address above. The Office of Tax and Revenue (OTR) has implemented increased security measures to protect District of Columbia taxpayers and the District from tax-related identity theft. The processing of your 2018 District of Columbia individual income tax return has been stopped pending verification of your identity. You must complete the steps outlined in this notice **before September 9, 2019**. Failure to verify your identity will result in further processing delays or denial of your refund request.

How to verify your identity: Pass an Identity Verification Quiz

- The quiz is based on information associated with the primary taxpayer (owner listed on this notice)

What do I need to do?

1. Visit OTR's secure Taxpayer Access Portal (TAP) at tax.dcgov.
2. Paying the tax: You can pay your tax online.
3. Name: You can pay your tax online.
4. Click "Take Quiz"
5. Enter the CAPTCHA
6. Select "Yes" if you are the taxpayer listed on the return or "No" if you are not the taxpayer listed on the return.
7. Follow the online instructions and take the quiz.

If you do not have access to the internet or require a language interpreter and would still like the opportunity to take your quiz or request the false filing of this return, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday. This number should only be used if you need assistance with the quiz.

Note: Completing your identity verification process does not complete the processing of your tax return. Verifying your identity allows your return to continue through the normal processing stages. A subsequent letter requesting additional return verification may be issued if the DC OTR is unable to validate your return information. If you receive a letter from us asking the documentation to support what you claimed on your return, it doesn't mean that you did anything wrong. It is just an extra step we take to ensure refunds, of the correct amounts, go out to only those who are entitled to them. Our goal is stop questionable refunds before they go out the door, not to delay your refund.

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Office of the Chief Financial Officer
Office of Tax and Revenue
1111 14 Street, SE
Washington, DC 20003

Date of Notice: August 11, 2019
Notice Number: L0000014128

Tax Type: Individual Income
2018 ***-**-****
Tax Period: December 15, 2018

NOTICE OF

The Office of Tax and Revenue (OTR) has received an individual income tax return bearing your name and an unfiled social security number for the tax year listed above. The processing of this tax return has been suspended pending verification of your social security number. Therefore, we require you to provide the following documents:

- A copy of your valid government issued photo identification (ID), such as a driver's license, passport, military ID or state ID; and
- A copy of your social security card

Please select one of the options below to submit your documents to OTR. Please do not send us hard deliver original documents as we are unable to make copies of return items.

Upload the documents listed above on OTR's secure Taxpayer Access Portal. Uploading your documents is the fastest way to provide the requested information.

Note: You do not need to make a copy, use your smartphone to take and share a clear and legible picture instead!

1. Yes
2. Yes
3. No
4. No
5. No

Upload the documents listed above on OTR's secure Taxpayer Access Portal.

Please retain clear copies of the documents listed above to:

Office of Tax and Revenue
Return Service Administration
1111 14 St SE, Ste W276
Washington, DC 20003

If you do not receive a return by September 11, 2019, your return will be selected accordingly based on the information available. This may result in a collection in your refund claim, a rejection of your return, or a liability due.

Should you need assistance regarding this notice, please call the Return Integrity Unit at (202) 743-8629 between the hours of 9:30 a.m. and 4:30 p.m., Monday through Friday.

1111 14 Street SE, Suite W276, Washington, DC 20003 Phone: (202) 743-4143 (TDD) Fax: (202) 442-4894
13 Tax.DC.gov

Respond to a Verification Letter

Home > Request > Respond to a Verification Letter

1. Letter

Letter

Identity Verification Documents

Please follow the instructions and provide the information requested.

Enter the 10 digit letter ID printed on the letter you received, beginning with the letter "L". (Example: L1234567890)

3 Letter ID

Confirm Letter ID **Required**
Format: L9999999999

Did you file this state tax return?

4 Yes, I filed the return myself.

Yes, I authorized someone else to file a return on my behalf.

No, I did not file this return and need to report identity theft.

Please enter your phone number and email address so we can contact you:

Country

5 Phone Number

Email

6

3. Enter and re-enter your **Letter ID**.
4. Select **Yes** if you filed the return yourself or select **Yes** if you authorized someone else to file your tax return on your behalf.
5. Please enter your **Phone Number** and **E-mail Address** in the required fields.
6. Click **Next**.

☰ **Respond to a Verification Letter**

🏠 Home > Request > Respond to a Verification Letter

1. Letter
2. Residency
3. Attachments

Attachments

Our records indicate you requested a refund and/or a carry forward on your District of Columbia individual income tax return. We require additional verification before processing the return. Please DO NOT send a copy of your tax return.

Note: You don't need a scanner to make a copy, use your smartphone to take and upload a clear and legible picture instead! Please DO NOT send a copy of your tax return.

Verify Your Income

Any documents listed below that you and/or your spouse received for the tax period referenced above:

- Form(s) W-2 Wage Statement
- Form(s) 1099

One of the following:

- Your last pay stub received for the 2014 tax period
- Any bank statement(s) from the 2014 tax period related to direct deposits from your payor and/or employer

Verify Your Residency

One of the following:

- Rental agreement (signed by landlord and renter)
- Utility bill (gas, electric, cable, etc.)
- Property Deed
- Mortgage Statement
- DC Property Tax Bill
- Letter with picture from Court Services or DC Department of Corrections certifying name and DC residency
- Insurance policy (vehicle, homeowners, renters, health, etc)
- DC vehicle Registration

Attachments 8 Add Attachment

Type	Name	Description	Size

Cancel
← Previous

7. On the **Attachments** page, you will be provided with a list of documents that you are required to submit in order to substantiate the information reported on your individual income tax return.
8. Once you have gathered all the required documents and are ready to proceed, click **Add Attachment**.

Respond to a Verification Letter

Home > Request > Respond to a Verification Letter

- 1. Letter
- 2. Residency
- 3. Attachments

Attachments

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One of the following:

- Your last pay stub received for the 2014 tax period
- Any bank statement(s) from the 2014 tax period related to direct deposits from your payor and/or employer

Verify Your Residency

One of the following:

- Rental agreement (signed by landlord and renter)
- Utility bill (gas, electric, cable, etc.)
- Property Deed
- Mortgage Statement
- DC Property Tax Bill
- Letter with picture from Court Services or DC Department of Corrections certifying name and DC residency
- Insurance policy (vehicle, homeowners, renters, health, life)
- DC Vehicle Registration

Attachments Add Attachment

Type	Name	Description	Size
Driver's License	40.jpg	Driver's License	11 Remove

Cancel < Previous **Submit**

9

9. When you have successfully attached all your required documentation, click **Submit**.

Confirmation

[Home](#) > [Request](#) > [Respond to a Verification Letter](#) > [Confirmation](#)

Confirmation

Your request has been successfully submitted. Please print a copy of this page for your records.

Your request confirmation number is **0-001-936-040**

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Request Type: Verification Response

Submitted Date: 23-Dec-2019 10:18:56 AM

Please allow up to six weeks for your tax return to be fully processed.
For further assistance you may contact the Refund Integrity Unit at (202) 741-8629

Printable View

OK

10. A **Confirmation** will appear confirming that you have successfully completed the PIN verification process. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

If You Have Not Filed a Return or a Tax Preparer Has Not Filed a Return on Your Behalf

OTR Home Services Individual Income Tax Business Tax Real Property Recorder of Deeds Forms Customer Survey About

MyTax DC

Home

MyTax.DC.gov is a tax portal that makes viewing and paying Individual Income and Business taxes in the District of Columbia - **Simpler. Faster. Safer.**

[View FAQs](#) [Register a New Business: Form FR-500](#) [Where's My Refund?](#)

Log In / Sign-up	Businesses	Individuals
<p>Username <input type="text"/></p> <p>Password <input type="password"/></p> <p>Log In</p> <p>Forgot Password?</p> <p>Forgot Username?</p> <p>Sign-up to use MyTax.DC.gov</p>	<p>Current & Prior Year Tax Forms</p> <p>Modernized e-File</p> <p>Retrieve a Saved Submission</p> <p>Register a Special Event - Form FR-500B</p> <p>Request Government Exemption</p> <p>Certificate/License Search</p>	<p>Respond to Verification Letter 1</p> <p>Current & Prior Year Tax Forms</p> <p>Modernized e-File</p> <p>DC Free File / DC Fillable Forms</p> <p>Request Residential Parking Exemption</p> <p>FR-127: Individual Income Tax Extension</p> <p>FR-329: Consumer Use Tax Return</p> <p>FR-127F: Fiduciary Income Tax Extension</p>

Quick Links

[What can I do in MyTax.DC.gov?](#)

[View Tutorials](#)

[Take me to eTSC](#)

[Contact Us](#)

[View FAQs](#)

Quick Payments

[Pay with Credit / Debit Card](#) Make a payment using your credit or debit card. A convenience fee of 2.5% will be charged by the credit card processor for each payment.

1. From the [MyTax.DC.gov](https://mytax.dc.gov) homepage, under **INDIVIDUALS**, click the **Respond to Verification Letter** hyperlink.
2. On the Respond to Verification Letter landing page, click the **Submit Verification Documents** hyperlink to submit your response.

☰ **Home**

🏠 Home > Request

If you received a letter from the DC Office of Tax and Revenue requesting you to complete verification online, please click on the letter you received below.

Verify Your PIN

Take an Identity Quiz

2

Submit Verification Documents

Your Verification PIN:

Pass an Identity Verification Quiz

Upload the documents listed above on OTR's secure Taxpayer Access Portal.

Respond to a Verification Letter

Home > Request > Respond to a Verification Letter

1. Letter

Letter

Identity Verification Documents

Please follow the instructions and provide the information requested.

Enter the 10 digit letter ID printed on the letter you received, beginning with the letter "L". (Example: L1234567890)

Letter ID

Confirm Letter ID Required
Format: L9999999999

Did you file this state tax return?

Yes, I filed the return myself.

Yes, I authorized someone else to file a return on my behalf.

No, I did not file this return and need to report identity theft.

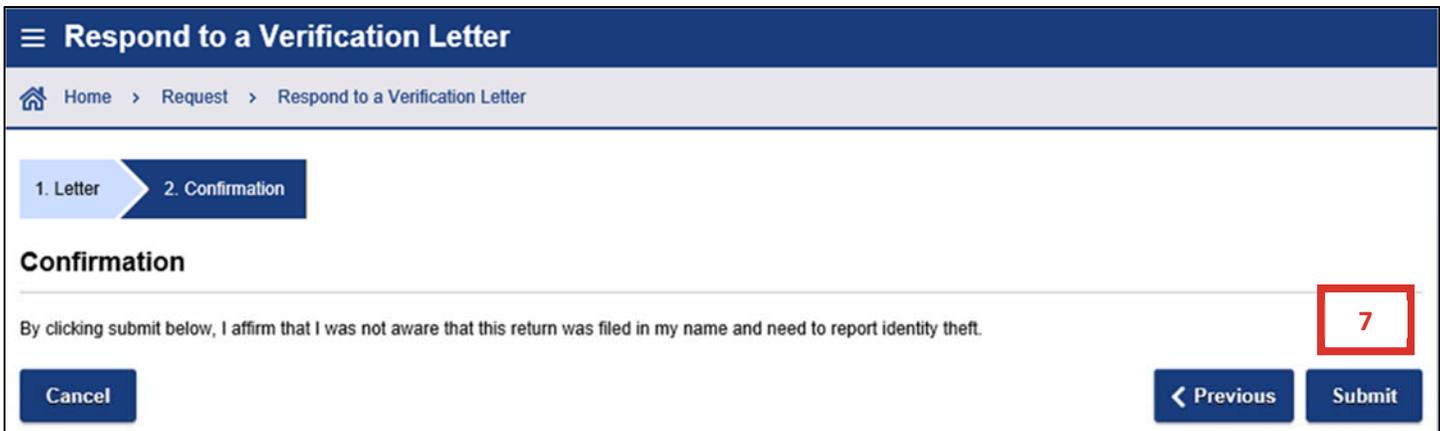
Please enter your phone number and email address so we can contact you:

Country

Phone Number

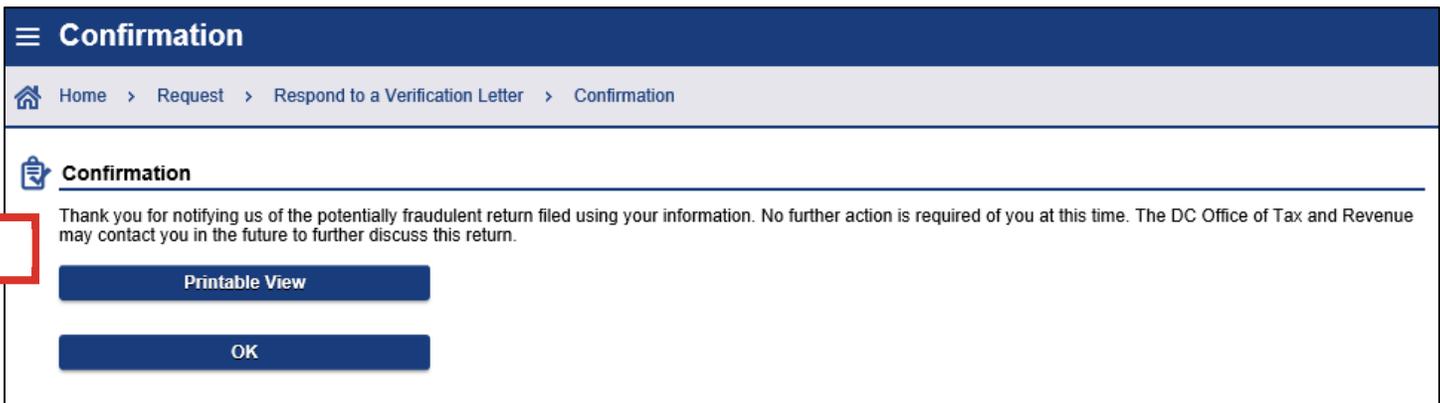
Email

3. Enter and re-enter **your Letter ID**.
4. Select **No** if you did not file the return and need to report identity theft.
5. Enter your **Phone Number** and **Email** in the required fields.
6. Click **Next**.



The screenshot shows the 'Respond to a Verification Letter' page. At the top, there is a navigation bar with a home icon and the text 'Home > Request > Respond to a Verification Letter'. Below this, there are two steps: '1. Letter' and '2. Confirmation', with '2. Confirmation' being the active step. The main heading is 'Confirmation'. Below the heading, there is a text box containing the statement: 'By clicking submit below, I affirm that I was not aware that this return was filed in my name and need to report identity theft.' To the right of this text box is a red box containing the number '7'. At the bottom of the page, there are three buttons: 'Cancel', '< Previous', and 'Submit'.

7. A **Confirmation** page will appear confirming that you were not aware that this return was filed in your name and you would like to report identity theft. To submit this information to the Office of Tax and Revenue, click **Submit**.



The screenshot shows the 'Confirmation' page. At the top, there is a navigation bar with a home icon and the text 'Home > Request > Respond to a Verification Letter > Confirmation'. Below this, there is a heading 'Confirmation' with a document icon. Below the heading, there is a text box containing the message: 'Thank you for notifying us of the potentially fraudulent return filed using your information. No further action is required of you at this time. The DC Office of Tax and Revenue may contact you in the future to further discuss this return.' To the left of this text box is a red box containing the number '8'. Below the text box, there are two buttons: 'Printable View' and 'OK'.

8. A second **Confirmation** page will appear confirming that the Office of Tax and Revenue will be notified of this fraudulent activity. To obtain a printed copy of this page, click **Printable View**. Otherwise, click **OK**.

Please note: If you did not file the return, the return will be rejected, and it will not be processed. This will not affect you from filing your correct tax return.