



REQUEST FOR HELP FROM THE OFFICE OF THE TAXPAYER ADVOCATE

FORM DOF-911

IMPORTANT: Read the instructions BEFORE filling out this form

YOUR INFORMATION

Your Name (as shown on your documents):	Social Security Number: <table border="1"> <tr> <td> </td> </tr> </table>										

Business Name (as shown on your documents):	Employer Identification Number: <table border="1"> <tr> <td> </td> </tr> </table>										

Your current mailing address:

NUMBER	STREET	APARTMENT OR OFFICE NUMBER
BOROUGH OR CITY:	STATE	ZIP CODE

For property tax problems, address of property:

NUMBER	STREET	BOROUGH
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BLOCK NUMBER	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>							LOT NUMBER	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>						

Telephone Number (home/work/office/cell):	Best time to call:
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If we cannot contact you by phone, we will send you an e-mail to tell you when to contact us.

Print your email address:

TELL US IF YOU HAVE SOMEONE HELPING YOU

If you have named a tenant representative with respect to a Rent Freeze matter, please print that person's name and telephone number.

NAME:	TELEPHONE NUMBER:
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If you have a person who is representing you before the Department of Finance, they need to have a Power of Attorney on file. If they do, please check the box and write the name of the person.

CHECK IF POWER OF ATTORNEY IS ON FILE: <input type="checkbox"/>	NAME:
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TELL US IF YOU NEED HELP WITH COMMUNICATING WITH US

<input type="checkbox"/> TTY/TTD line	<input type="checkbox"/> Braille	<input type="checkbox"/> Large type
<input type="checkbox"/> Language other than English:	<input type="checkbox"/> Other:	

TELL US ABOUT YOUR NYC TAX PROBLEM

Which tax is giving you a problem?

Property Tax Business Tax Other _____

Where in the Department of Finance are you having the problem?

Audit Collection (property tax lien sale, business tax warrant, levy)

Filing a Form. What form number? _____ Payment of a tax?

Property tax exemption. Which one? _____

Property tax abatement. Which one? _____

Rent Freeze. Select which applies: SCRIE DRIE Tenant Landlord

Other. Explain: _____

What tax periods/years does your problem cover? _____

TELL US WHAT YOU HAVE DONE SO FAR TO FIX THE PROBLEM

Include the persons at the Department of Finance you have talked to or written to, when you did so, and what you were told by the Department of Finance. If you have a case number, include it below. If you have letters, emails or other documents that the Department of Finance sent you, please attach copies.

TELL US WHAT HELP YOU WOULD LIKE FROM THE TAXPAYER ADVOCATE

You may attach additional pages if needed.



**REQUEST FOR HELP FROM THE
OFFICE OF THE TAXPAYER ADVOCATE
- INSTRUCTIONS -**

**FORM
DOF-911
INSTRUCTIONS**

WHERE TO FILE THIS FORM

By mail: The Office of the Taxpayer Advocate,
253 Broadway, 6th Floor, New York, NY 10007
By e-fax: 646-500-6907

If you already have a deadline to take action, FILING THIS FORM DOES NOT EXTEND THE DEADLINE.

The Office of the Taxpayer Advocate is an independent organization within the Department of Finance. The Taxpayer Advocate was created to safeguard taxpayer rights and assist taxpayers who are having problems with the Department of Finance.

USE THIS FORM IF

- You have made a reasonable attempt to solve your inquiry or complaint with the Department of Finance. Your inquiry or complaint has not been fixed or you have not received a timely response.
- You believe you can show that the Department of Finance is applying the tax laws, regulations or policies unfairly or incorrectly, or have injured or will injure your taxpayer rights.
- You face a threat of immediate harmful action (e.g., seizure of your funds or property) by the Department of Finance for a debt you believe you can show is not owed.
- You face a threat of immediate harmful action (e.g., seizure of your funds or property) by the Department of Finance for a debt you believe you can show is incorrect, unfair, or illegal.
- You believe you can show that you will suffer damage that is beyond repair or a long-term harmful impact if relief is not granted.
- You believe you can show that your problem also affects other similar taxpayers and is a problem with the Department of Finance's systems or processes.
- You believe you can show that the rare facts in your case justify help from the Office of the Taxpayer Advocate.
- You believe you can show that there is a compelling public policy reason why you should get help from the Office of the Taxpayer Advocate.

DO NOT USE THIS FORM IF

- You have not made a reasonable attempt to obtain relief through normal Department of Finance channels, including contacting 311.
- You have problems with parking tickets. For that, visit nyc.gov/contactdof
- You have a problem with personal income or sales tax. For that, contact the New York State Office of the Taxpayer Rights Advocate at 518-530-HELP(4357).
- You are asking for legal or tax return preparation advice.
- You are trying to file a case with the Tax Commission, Tax Appeal Tribunal or New York State court.
- You are appealing an unfavorable decision from the Tax Commission, Tax Appeal Tribunal or New York State court.
- You are claiming that a NYC tax law or tax system violates the New York State or U.S. Constitution.
- Your focus involves only frivolous strategies intended to avoid or delay filing or paying New York City taxes.

SPECIFIC INSTRUCTIONS

YOUR INFORMATION

E-mail address

We may contact you by e-mail if we are not able to reach you by telephone. We won't use your e-mail address to discuss the specifics of your case.

Social Security Number

Enter your taxpayer identification number on the form. If you are an individual, please put in your social security number. If you are not an individual (e.g., a partnership, corporation, or self-employed), please list your EIN.

SOMEONE HELPING YOU

Rent Freeze Taxpayer (SCRIE/DRIE)

If you are a tenant requesting help with SCRIE/DRIE (Rent Freeze) and you have chosen a tenant representative, please enter the name of that person and his or her contact information.

Business Contact Person

If a business entity is filing this form, enter the name of the person to contact about the request. This may be a corporate officer signing the request or another person authorized to discuss the matter.

Power of Attorney

If you are inquiring about a tax problem OTHER THAN Rent Freeze and you have chosen a representative to act on your behalf, you must complete a Power of Attorney Form POA-1.

ABOUT YOUR NYC TAX PROBLEM

Tax Type

Enter the type of tax that you are having a problem with: Property, Business or Other. Please note that if you are having a problem

with Personal Income Tax or Sales Tax, contact the New York State Office of the Taxpayer Rights Advocate.

Tax Periods

Enter the quarterly, annual or other tax period(s) that relates to this request.

Describe the tax problem you are having

Enter any detailed information about your tax problem that you are having. If you have written to or talked to a Department of Finance employee, please list his or her name and the contact information you have for that person (such as a telephone number or e-mail address.) If you have any case number or other information about your case, also include that.

Privacy notification - The Federal Privacy Act of 1974, as amended, requires agencies requesting Social Security Numbers to inform individuals from whom they seek this information as to whether compliance with the request is voluntary or mandatory, why the request is being made and how the information will be used. The disclosure of Social Security Numbers for applicants and income-earning occupants is mandatory and is required by section 11-102.1 of the Administrative Code of the City of New York. Such numbers disclosed on any reports or returns are requested for tax administration purposes and will be used to facilitate the processing of reports and to establish and maintain a uniform system for identifying taxpayers who are or may be subject to taxes administered and collected by the Department of Finance. Such numbers may also be disclosed as part of information contained in the taxpayer's return to another department, person, agency or entity as may be required by law, or if the applicant or income-earning occupants gives written authorization to the Department of Finance.