



Username

Password

Log in

[Forgot Username or Password?](#)

Logging in for the first time?
[Create a Username](#)

Submit a CT-3911 – Report Missing or Stolen Refund Request

file non-logged on include: Attorney Occupational Tax, Estate and Gift Tax, and Controlling Interest Tax. For other returns and filing options, login with your Connecticut Registration Number.

- > [New Business/Need a CT Registration Number?](#)
- > [Make a Bill Payment](#)
- > [Apply/Renew Tax Exemption Form](#)
- > [File Returns/Extension](#)

DRS recommends you create a username for all filing transactions.

- > [Make a Bill Payment, Estimated Payment, or Return Payment](#)
- > [File Returns/Taxes](#)
- > [File an Extension](#)
- > [Where's my Refund?](#)
- > [Upload Earned Income Tax Credit \(EITC\) Documents](#)
- > [File your Earned Income Tax Credit \(EITC\) Protest](#)
- > [View Tax Calculators](#)

- > [Taxpayer Service Center Homepage \(TSC\)](#)
- > [myCTREC - Connecticut Real Estate Conveyance Tax Electronic Filing](#)
- > [EITC Information](#)





The data you see in this tutorial is completely fictitious. It was made for instructional purposes only. Any resemblance to a real person or business is completely coincidental.



> View Tax Calculators





Once you are logged in, the Summary page is displayed. Click the **More...** tab.

DOE, JANE

***-**-2222

450 COLUMBUS BLVD
HARTFORD CT 06103-1835

Welcome, Jane

You last logged in on Monday, Apr 11, 2022 3:06:02 PM

[Manage My Profile](#)

[Summary](#) [Action Center](#)¹ [Settings](#) [More...](#)

Filter

Individual Income Tax

DOE, JANE
450 COLUMBUS BLVD
HARTFORD CT 06103-1835

[Action Center Items](#)¹

Return Period Ending On 31-Dec-2021 > [View or Amend Return](#)

Single

Annual Filer

Status

Return Filed

Account

Account ID: 0108905782

Social Security No: ***-**-2222

Balance

\$0.00

> [View/File Returns and View Period Detail](#)

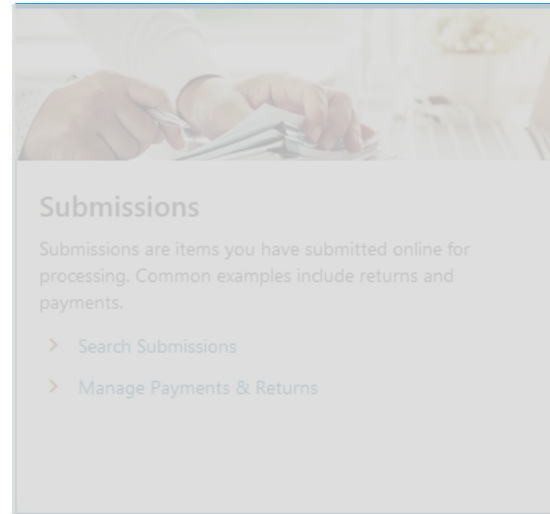
> [Make a Payment](#)

> [Make an Estimated Payment](#)

> [Request Payment Plan](#)

Locate the **Individual Income Tax Refund Status** group and click **CT-3911 – Report Missing or Stolen Refund**.

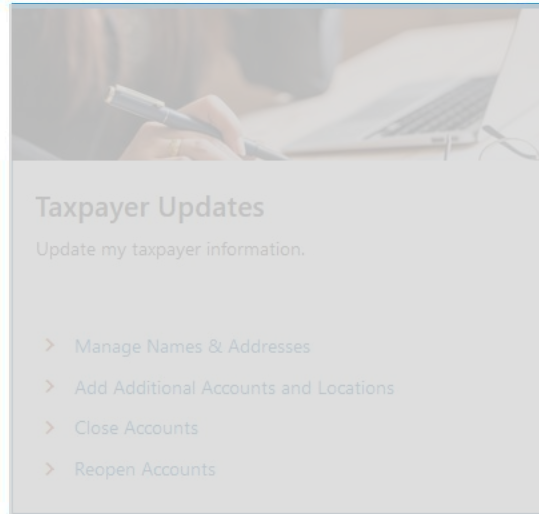
Summary Action Center ³ Settings More...



Submissions

Submissions are items you have submitted online for processing. Common examples include returns and payments.

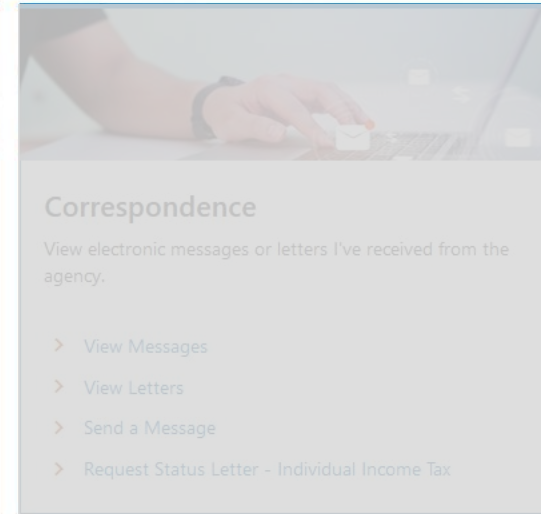
- > Search Submissions
- > Manage Payments & Returns



Taxpayer Updates

Update my taxpayer information.

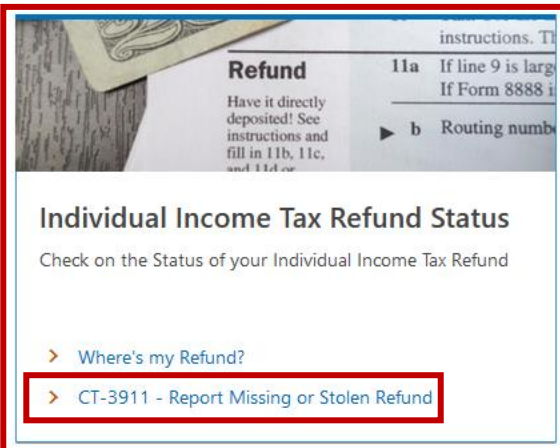
- > Manage Names & Addresses
- > Add Additional Accounts and Locations
- > Close Accounts
- > Reopen Accounts



Correspondence

View electronic messages or letters I've received from the agency.

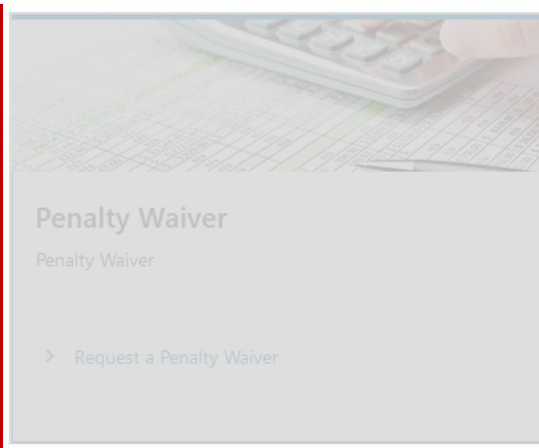
- > View Messages
- > View Letters
- > Send a Message
- > Request Status Letter - Individual Income Tax



Individual Income Tax Refund Status

Check on the Status of your Individual Income Tax Refund

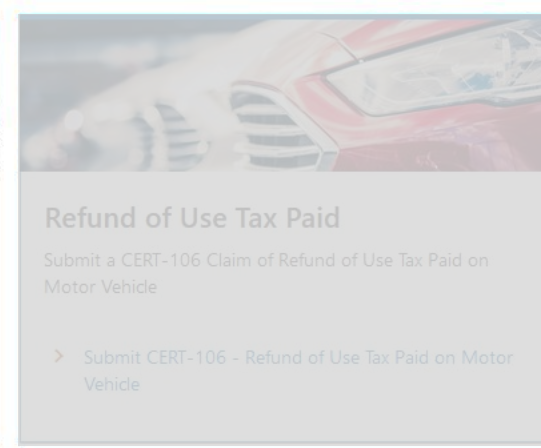
- > Where's my Refund?
- > **CT-3911 - Report Missing or Stolen Refund**



Penalty Waiver

Penalty Waiver

- > Request a Penalty Waiver



Refund of Use Tax Paid

Submit a CERT-106 Claim of Refund of Use Tax Paid on Motor Vehicle

- > Submit CERT-106 - Refund of Use Tax Paid on Motor Vehicle



Access Management





< DOE, JANE

Carefully review the instructions for Form CT-3911. Then, click in the empty field below the **Please select the type of return filed** field to select a return type.

***-**-2222

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund



Taxpayer Statement Regarding State of Connecticut Tax Refund

Please complete this online Form CT-3911 to report a missing or stolen Connecticut tax refund that was a direct deposit or issued as a check.

The Department of Revenue Services (DRS) will provide information in writing concerning your refund. If DRS determines that your refund check was cashed, a copy of the cashed check will be mailed to you. If DRS determines that your refund check was not cashed, a stop payment will be placed on the original check and a replacement check will be mailed to you.

If you have any questions or concerns, please "Send a Message" using the "Messages" feature within the myconneCT application.

Refund Information

	Please select the type of return filed	Account Type	Explain	Form Name	Tax Period	Date Filed

Type of refund requested: *

Cancel

< Previous Next >

Based on the type of return filed, you will be prompted to enter additional information. Once you have provided the requested refund information, select the type of refund requested and indicate whether the refund was “Lost, Stolen, or Destroyed” or “Never Received”. Click **Next**.

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund

Instructions

Taxpayer Statement Regarding State of Connecticut Tax Refund

Please complete this online Form **CT-3911** to report a missing or stolen Connecticut tax refund that was a direct deposit or issued as a check.

The Department of Revenue Services (DRS) will provide information in writing concerning your refund. If DRS determines that your refund check was cashed, a copy of the cashed check will be mailed to you. If DRS determines that your refund check was not cashed, a stop payment will be placed on the original check and a replacement check will be mailed to you.

If you have any questions or concerns, please “Send a Message” using the “Messages” feature within the myconnect application.

Refund Information

Please select the type of return filed:		Account Type	Explain	Form Name	Tax Period	Date Filed
<input checked="" type="checkbox"/>	Individual	Individual Income		CT-1040	31-Dec-2021	30-Mar-2022
<input type="checkbox"/>						

Type of refund requested:

Check

Direct Deposit

Refund Check Information

Identify if the refund check was:

Lost, stolen, or
destroyed

Never Received

Cancel

< Previous

Next >



< DOE, JANE

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund

DOE, JANE
***-**-2222

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund



Spouse Information

Spouse's Name (if Joint Return)	_____	Spouse's SSN	_____
---------------------------------	-------	--------------	-------

Cancel

< Previous

Next >

If applicable, enter **Spouse's Name** and **Spouse's SSN**. Click **Next**.



< DOE, JANE

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund

DOE, JANE
***-**-2222

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund



Refund Attachments

Attach copies of any correspondence received from the Department of Revenue Services concerning this refund to Form CT-3911. Click the "Add" hyperlink to add attachments.

Attachments

[Add](#)

Type	Name	Description	Size
There are no attachments.			

Cancel

< Previous

Next >

If applicable, add any supporting documentation available. Click the **Add** hyperlink to attach copies of any correspondence regarding your refund. Click **Next**.



< DOE, JANE

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund

DOE, JANE

***-**-2222

Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund



Declaration

I am a Paid Preparer

For a joint return, both you and your spouse must electronically sign (enter your name full name) below.

I declare under the penalty of law that I have examined this request (including any accompanying schedules and statements) and, to the best of my knowledge and belief, it is true, complete, and correct. I understand the penalty for willfully delivering a false request or document to DRS is a fine of not more than \$5,000, imprisonment for not more than five years, or both.

Once you have agreed that all the information is correct, select "Submit" below to complete this request. Upon successful submission, you will receive a confirmation number.

Taxpayer's Signature * *Required* _____
(Name)

Date

11-Apr-2022

Cancel

< Previous

Submit

Complete the **Taxpayer's Signature (Name)** field. Click **Submit**.



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Confirmation

Your submission for **Form CT-3911 Taxpayer Statement Regarding State of Connecticut Tax Refund** has been received by the Connecticut Department of Revenue Services and your confirmation number is **0-000-031-126**.

- Please allow 4-6 weeks for processing this request. If the refund has not been cashed, we will resend out the refund to you.
- If DRS determines that your refund check was not cashed, a stop payment will be placed on the original check and a replacement check will be mailed to you.
- If your refund was a direct deposit, please verify first with your bank or your tax preparer before completing this form.

If you have any questions or concerns, please "Send a Message" using the "Messages" feature within the **myconneCT** application.

[Printable View](#)

[OK](#)

You will receive a confirmation number once you have successfully submitted Form CT-3911.
To print or download a copy of the form, click **Printable View**.



[Click here](#) for more tutorials!

- > Apply/Renew Tax Exemption Form
- > File Returns/Extension

- > Where's my Refund?
- > Upload Earned Income Tax Credit (EITC) Documents
- > File your Earned Income Tax Credit (EITC) Protest
- > View Tax Calculators

