



STATE OF CONNECTICUT

DEPARTMENT OF REVENUE SERVICES

Priority One Taxpayer Assistance Program

The Connecticut Department of Revenue Services (DRS) is launching a new assistance program specifically designed to help taxpayers with outstanding collection matters who have been impacted by the COVID-19 pandemic. The new Priority One Taxpayer Assistance Program (Priority One) is available to business and individual taxpayers who may be unable to meet their current collections obligations due to the COVID-19 pandemic.

As each and every person and business has been impacted by COVID-19, it is important now, more than ever, that taxpayers know that the DRS is here to help. In keeping with the DRS mission of providing the highest level of customer service, Priority One provides taxpayers with an opportunity to have DRS review their specific circumstances and determine if relief is available. This extraordinary program is designed to ease the burden on the citizens of Connecticut who face uncertainty with their taxes.

The tax professionals at DRS stand ready to assist in this time of need and encourage taxpayers to take advantage of Priority One. DRS employees are working hard through this crisis to assist taxpayers through these uncertain times.

What is Priority One?

Priority One is a program available to those taxpayers who are undergoing collections actions by DRS and who have been impacted by the novel coronavirus, COVID-19. Collections actions may include bank warrants, wage executions, liens, and payment plans.

How does the DRS Priority One Program work?

DRS has established a dedicated collections hotline and email address for business and individual taxpayers subject to current DRS collections action. If you are a taxpayer who is the subject of a payment plan, bank warrant, wage execution, or other levy by DRS and find that you need relief or assistance because of the impact of COVID-19, you can contact DRS directly to speak to a tax professional.

DRS Priority One Hotline: 860-541-7650

(Monday to Friday, 8:30 a.m. – 4:30 p.m.; to speak to a DRS representative, or to leave a voicemail)

DRS Priority One Email: DRSPriorityOne_CollectionsAssist@po.state.ct.us

You will be able to discuss your situation with a DRS representative who will work with you to determine what relief may be available to you. DRS will take into account each taxpayer's unique set of circumstances and determine what steps should be taken on a case-by-case basis. Not all relief may be suitable for all taxpayers impacted by COVID-19, which is why we are committed to this personalized approach.

Which collections actions are eligible for the Priority One Program?

- **Existing Payment Plans** – Taxpayers impacted by COVID-19 who are currently paying previous tax liabilities through a payment plan can take advantage of the Priority One Program by reviewing the terms of the plan with a DRS tax professional. The terms may be revised in an effort to align with your current financial situation.

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- **Field Collections** – All field collection efforts have been suspended during this crisis.
- **Offers-of-Compromise** – In keeping with the spirit of the Priority One Program, existing requests for Offers-of-Compromise will be reevaluated. A DRS tax professional will discuss the request and ensure that the agreement reflects your current financial situation.
- **Collections Hearings** – All collections hearings have been suspended during this crisis.
- **Wage Garnishments** – Taxpayers who are under an existing wage garnishment and are impacted by COVID-19 should take advantage of the Priority One Program and contact DRS to discuss the terms of the garnishment. DRS will work with you to develop a solution that aligns with your current financial situation.

Taxpayers seeking an extension of time to file and pay: DRS has issued guidance regarding extensions of time to file and pay which may be accessed [here](#).

This guidance is in effect as of April 17, 2020. This guidance is subject to amendment and change as circumstances evolve. Please regularly check to see if there any updates.