



DEPARTMENT OF TAXATION

News Release

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**AUTOMATED STATE INCOME TAX REFUND INFORMATION
NOW AVAILABLE**

HONOLULU—Taxpayers calling the Department of Taxation's Taxpayer Services Branch from a touchtone phone can now obtain automated information about their individual income tax refunds 24 hours a day, 7 days a week!

From a touchtone phone, call the Taxpayer Services Branch at 587-4242 on Oahu, or toll-free from the neighbor islands, Continental U.S., or Canada at 1-800-222-3229. Press 1 to hear a menu of options, and then press 3 to select the refund information option.

Taxpayers will first be prompted to enter their social security number. If the social security number matches an account on the refund information file, they will then be prompted to enter the amount of their refund followed by the pound sign. Because all amounts entered on an individual income tax return must be rounded to the nearest whole dollar, there should be no cents.

If the refund amount entered matches the refund information file, refund status information will be provided. If not, taxpayers may choose to enter a different social security number, return to the main menu, or if during business hours, speak with a customer service representative.

(more)

Automated refund information should be available 4 to 6 weeks after a return is filed with the Department and is updated daily.

In addition to refund information, other automated information selections available on the main menu are 1) street, mailing, and website addresses and 2) information on obtaining forms by fax or mail. Callers who wish to speak to a customer service representative during business hours may press zero at any time.

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