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August 25, 2020

## TRD Audit and Compliance Division to start outbound calling

The Taxation and Revenue Department has recently upgraded its tax call center phone system, which has dramatically improved inbound call center wait times. As part of this upgrade, the call center will begin making outbound calls on Tuesday, September 1.

Outbound calls will be made primarily to assist taxpayers on compliance with tax obligations. During these difficult times, TRD recognizes a need to provide taxpayers with information on tools available to them and to encourage filing on time to avoid extra penalty and interest.

ACD will also be promoting voluntary compliance through its managed audit program. Taxpayers who have an outstanding tax debt also are reminded that they can create and enter a payment plan on their own online through TRD's Taxpayer Access Point (TAP).

The phone number for taxpayers to recognize if they receive our call is 866-285-2996.

Taxpayers who are uncomfortable providing information when they are initially contacted can call the Taxation and Revenue Department at 1-866-285-2996, where an agent will be available to help. The number can be verified at <http://tax.newmexico.gov>.

"We will continue to work with taxpayers who are under financial strain due to the ongoing COVID-19 pandemic. When TRD does fully resume collection activities, it will be with as much patience and understanding as possible," said Taxation and Revenue Secretary Stephanie Schardin Clarke.

TRD temporarily suspended many of its compliance and enforcement efforts on March 30. Most of that activity will resume Sept. 1.

Staffing and hours in district tax offices remain limited, and offices are open on an appointment-only basis. Appointments at all district offices should now be made by calling 866-285-2996.

More information on the self-service payment plan is available through the Taxpayer Access Point at <https://tap.state.nm.us/TAP/>. Taxpayers will see the payment option once they've logged into their accounts.