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January 26, 2023

Taxation and Revenue adds fraud-fighting tools
New measures take aim at identity theft in state income taxes

SANTA FE — The New Mexico Taxation and Revenue Department has substantially increased its efforts to combat identity theft and refund fraud for the 2023 filing season.

In an effort to stay ahead of the ever-changing fraud environment, the department is revamping its Personal Income Tax identity verification process for the 2022 tax year. Taxpayers and preparers will have new self-service options available on the Taxpayer Access Point (TAP) portal, tap.state.nm.us, to respond to letters from the Department. Also, the letters that taxpayers receive asking for additional documentation or identity information have been updated with a new streamlined, fresh appearance.

Taxation and Revenue reaches out to taxpayers by mail when there is a concern about possible fraud or identity theft. That may include one of the three letters below, which will ask the taxpayer to log onto TAP to provide the information requested. Automating responses allows the Department to finish processing the returns more quickly.

Taxpayers who do not have access to a computer can make an appointment at one of the district offices around the state, which are equipped with computer kiosks for customers' use. Appointments can be made through the call center at 1-866-285-2996 or on the Department's website, tax.newmexico.gov.

- **Quiz Letter:** Customers are asked to complete an online identity quiz on [Taxpayer Access Point \(TAP\)](#).
- **PIN Letters:** Customers are provided a PIN password and asked to enter that password on the [TAP](#) portal.
- **Document Request Letter:** Customers can use [TAP](#) to respond to letters asking them to submit additional documentation.

The Department will employ new data sources and a new analytics platform to verify data provided in the self-service options. Additional measures may also be used to verify return information.

If additional information is required, a taxpayer may be notified via an additional information letter to provide documentation.

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The Taxation and Revenue Department serves the State of New Mexico by providing fair and efficient tax and motor vehicle services. It administers more than 35 tax programs and distributes revenue to the State and to local and tribal governments throughout New Mexico.

The Department strives to reduce taxpayer burden through clearer communication, statutes, regulations, forms, correspondence and instructions.

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