

**WISCONSIN DEPARTMENT OF REVENUE  
DIVISION OF INCOME, SALES, AND EXCISE TAX**

**NOTICE OF PROPOSED GUIDANCE DOCUMENTS**

Pursuant to sec. 227.112, Wis. Stats., the Wisconsin Department of Revenue, Division of Income, Sales, and Excise Taxes hereby seeks comment on the proposed guidance document listed in the table below.

**SUBMITTING PUBLIC COMMENTS**

Public comments on proposed or adopted guidance documents may be submitted online at: <https://www.revenue.wi.gov/Pages/contactUs/proposed-Guidance.aspx>.

**DEADLINE FOR SUBMISSION**

The period for public comment for proposed guidance documents ends 21 days after publication in the Administrative Register, unless the Governor approves a shorter commenting period.

| <b>Document Number</b> | <b>Document Title</b>                    |
|------------------------|--|
| <b>100062</b>          | Identity Verification - Common Questions |

State of Wisconsin  
Department of Revenue

# Identity Verification Common Questions

**This is a proposed guidance document. The document has been submitted to the Legislative Reference Bureau for publication in the Administrative Register for public comment as provided by sec. 227.112(1), Wis. Stats.**

## General Information

- **Why did I get a letter from the Department of Revenue about my identity?**  
We want to protect you and your identity. We safeguard your information to help prevent someone from using your identity to file a false tax return to get a tax refund. If you received a letter from us asking you to take a quiz, enter a PIN, or send in documentation, it is because our analytics indicate the possibility of identity fraud. We want to make sure it's you that filed the return and/or homestead credit claim.
- **What should I do if I got a letter?**  
You should follow the directions in the letter and complete all the actions by the due date. Once you do that, your tax return will continue through normal processing.
- **What if I got a letter asking me to verify my identity, but I haven't filed a tax return yet?**  
Do not take any actions requested in the letter. Contact our customer service staff immediately at (608) 264-4598 and a representative will assist you. Our hours are Monday through Friday from 7:45 a.m. to 4:30 p.m.
- **What if we filed our tax return jointly?**  
The person the letter is addressed to should follow the directions in the letter.
- **What happens after I respond to the letter?**  
Your tax return will continue through normal processing after you follow the directions in the letter.
- **What if I am out of the country (military duty) or unable to respond to the letter?**  
Your Power of Attorney or legal guardian must submit the necessary documents to confirm your identity.
- **I did not respond to the ID verification letter and my refund was denied. What can I do now?**  
When we denied the refund, we sent you a notice explaining how you can appeal that denial. You must submit an appeal within the required 60 day deadline listed in the notice. If you do not appeal within that timeframe, you will not be able to submit an amended return.

Note: if you did not submit a Homestead or Earned Income Tax Credit on your original income tax return, you can submit a claim for the credit within four years of the original due date of that year's income tax return deadline.

## Identity Quiz -

- **Why do I need to take a quiz to verify my identity?**

We want to protect you and your identity. Our analytics indicate the possibility of identity fraud and we want to make sure it's you that filed the return and/or homestead credit claim. This four multiple-choice quiz asks questions only the taxpayer should know.

- **How do I take the quiz?**

Click the "Take the Identity Quiz" button on the [Identity Verification](#) page to take the quiz online. If you can't take the quiz online, call Customer Service at (608) 264-4598 and a representative will assist you. Our hours are Monday through Friday from 7:45 a.m. to 4:30 p.m.

- **What information will I need to take the quiz?**

You should have:

- Letter ID from your identity verification letter
- Last four numbers of your social security number (SSN) or individual tax identification number (ITIN)
- Wisconsin refund amount for the Tax Year on your letter

- **We filed our tax return jointly - who should take the quiz?**

The person the letter is addressed to should follow the directions in the letter to take the quiz.

- **What happens if I fail the quiz?**

You are allowed to take the quiz two times. If you fail the quiz both times or do not take it by the due date, you must submit documents to confirm your identity. Please follow the instructions included with your letter about the two forms of identity you must submit.

- **Can I take the quiz even though I haven't received an ID verification letter?**

No. Only taxpayers who receive a letter will be allowed to take the identity quiz.

## Personal Identification Number (PIN) +

## Identity Documents +

### FOR QUESTIONS OR COMMENTS CONTACT:

MS 5-77

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Email additional questions to [DORIncome@wisconsin.gov](mailto:DORIncome@wisconsin.gov)

## Applicable Laws and Rules

This document provides statements or interpretations of the following laws and regulations in effect as of February 18, 2020: Sections 71.88 and 73.03, Wis. Stats., and sec. Tax 2.12, Wis. Adm. Code.

Laws enacted and in effect after February 18, 2020, new administrative rules, and court decisions may change the interpretations in this document. Guidance issued prior to February 18, 2020, that is contrary to the information in this document is superseded by this document, pursuant to sec. 73.16(2) (a), Wis. Stats.

Guidance Document Certification: <https://www.revenue.wi.gov/Pages/Certification-Statement.aspx>

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