

**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.

| Document Number | Document Title |
|------------------------|--|
| 100062 | 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 multiple-choice quiz asks four 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)

- **Why do I need to enter a PIN 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. This unique number is used solely to verify your identity so someone else cannot use your identity to file a false tax return or homestead credit claim to get a refund.

- **How do I enter the PIN?**

Click the [Enter your DOR PIN button](#) to verify your identity online. You can also 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 use the PIN?**

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)
- Refund amount claimed on your Wisconsin tax return or homestead credit claim

- **We filed our tax return jointly - who should enter the PIN?**

The person the letter is addressed to should be the one to follow the direction in the letter to verify the PIN.

- **Do I need to keep the PIN?**

No, once you complete the PIN process, you can destroy it. It is only used once to verify you were the one who filed the tax return or homestead credit claim we received.

- **What happens if I don't verify my identity using the PIN 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.

Identity Documents

- **Why do I need to send you documents 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.

- **What do I need to submit?**

- Submit a copy of your Identity Verification letter and two documents within 30 days of the date of this letter.
- Send us one document from each category. DO NOT mail original documents - we accept copies.

Category 1: Pick one document that has your photograph and full name:

- Wisconsin driver's license (current or expired less than one year)
- Driver's license from any other state (current)
- State identification card
- Passport
- Military identification
- Government issued photo identification, including Tribal ID card
- U.S. college or university photo ID
- Employee photo ID card with recent payroll stub

AND

Category 2: Pick one document that has your full name and complete address used on the tax return filed:

- o Utility bill (gas, electric, cable, cell phone, etc.)
- o Bank statement
- o Payroll stub
- o Tax bill
- o Rental agreement (signed by landlord and renter)
- o College or university transcript
- o Insurance policy (vehicle, homeowners, renters, health, life)
- o Credit card statement

• **How do I submit the documents?**

Submit a copy of your Identity Verification letter and the two required documents within 30 days of the date of your letter electronically or by mail:

Electronically

- o Go to [My Tax Account](#)
- o Entire required information

By Mail

Wisconsin Department of Revenue
PO Box 8903
Madison, WI 53708-8903

REMEMBER: DO NOT mail original documents to prove your identity - we accept copies. We do not accept documents sent via email or fax.

VIDEO [Submit one document each from Category 1 and Category 2 to verify your identity.](#)

• **What happens if I do not submit the documents within 30 days of the date of my letter?**

We will not issue the refund claimed on your tax return. We will mail you a notice if this happens.

FOR QUESTIONS OR COMMENTS CONTACT:

MS 5-77

WISCONSIN DEPARTMENT OF REVENUE

Customer Service Bureau

PO Box 8949

Madison, WI 53708-8949

Phone: (608) 266-2772

Fax: (608) 267-1030

Email additional questions to DORIncome@wisconsin.gov

Applicable Laws and Rules

This document provides statements or interpretations of the following laws and regulations enacted as of March 4, 2020: Sections 71.88 and 73.03, Wis. Stats., and sec. Tax 2.12, Wis. Adm. Code.

Laws enacted and in effect after March 4, 2020, new administrative rules, and court decisions may change the interpretations in this document. Guidance issued prior to March 4, 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>

Guidance Document Number: 100062

March 4, 2020

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