DEPARTMENT OF TAXATION

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FOR IMMEDIATE RELEASE
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DEPARTMENT OF TAXATION: COVID-19 OPERATIONAL STATUS
Expediting Individual Income Processing for Refunds; Offices closed to walk-ins

HONOLULU – Due to the COVID-19 emergency, all our offices are CLOSED to the public to protect your health and our staff as we practice social distancing. Please contact us using the following methods:

- **Phone** service is available through the main call center in Honolulu (808.587.4242) from 7:45AM to 4:30PM, Monday through Friday, excluding regular holidays. Please be patient as we are experiencing high call volumes.
- **US Postal Service mail** is still being processed in a timely manner.
- **Secure web-messages** about your particular case can be transmitted using Hawaii Tax Online. Please do not send your personal tax information by email as the security of the transmission cannot be assured.

During the "15 days to slow the spread," our staff is **expediting individual income return processing** in order to **process Individual Income tax refunds**. Refunds will give the people of Hawaii cash during this emergency. Approximately 75% of Hawaii residents will request a refund.

- To date, more than 266,000 Hawaii Resident Individual Income tax returns, Form N-11, have been filed. 370,000 more returns are expected.
- Please allow up to 21 days to process your return and refund request.
- Monitor the status of your refund request using Hawaii Tax Online (hitax.hawaii.gov). Some commercial tax preparers route your refund through them; check with your preparer for the status of your refund.

Individual income tax filers expecting a refund are encouraged to **file as soon as possible** to ensure that their refund can be processed while we are able to maintain processing operations:

- DOTAX encourages **electronic filing** in order to expedite return and refund processing. Form N-11 is available as a FREE, non-logged in service on Hawaii Tax Online.
- Free tax return filing assistance is available through Volunteer Income Tax Assistance (VITA) for qualifying taxpayers. Please check hawaiitaxhelp.org for a list of sites still accepting appointments.

Check our website (tax.hawaii.gov) for additional updates as situation continues to evolve. Thank you for your continued cooperation and Aloha as we work together to stay healthy and maintain government services.

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