

# Where's My Income Tax Refund?

We understand that you want your Vermont personal income tax refund as quickly as possible. Perhaps you've already received your federal tax refund from the IRS and wonder when you'll receive your Vermont tax refund. There are a number of factors that can add days—and even weeks—to normal processing time. This fact sheet will cover the most common factors and provide guidance on what you can do to make processing your refund go more smoothly and quickly.

## Check the status of your refund online

A convenient way to check the status of your refund online is through the Department's website at [www.myVTax.vermont.gov](http://www.myVTax.vermont.gov). To find out if your refund has been issued, you must enter your **1) last name, 2) Social Security Number, 3) ZIP code, and 4) requested refund amount.**

This service will provide the current status of your return, including the following:

- We've received your return (with date received)
- We're processing your return
- We've requested additional information (with date of request)
- We've received your additional information
- We've released your refund (with date of release)

If you have not received your refund within six weeks after it has been issued, please contact us.

## Factors that add time to processing your refund

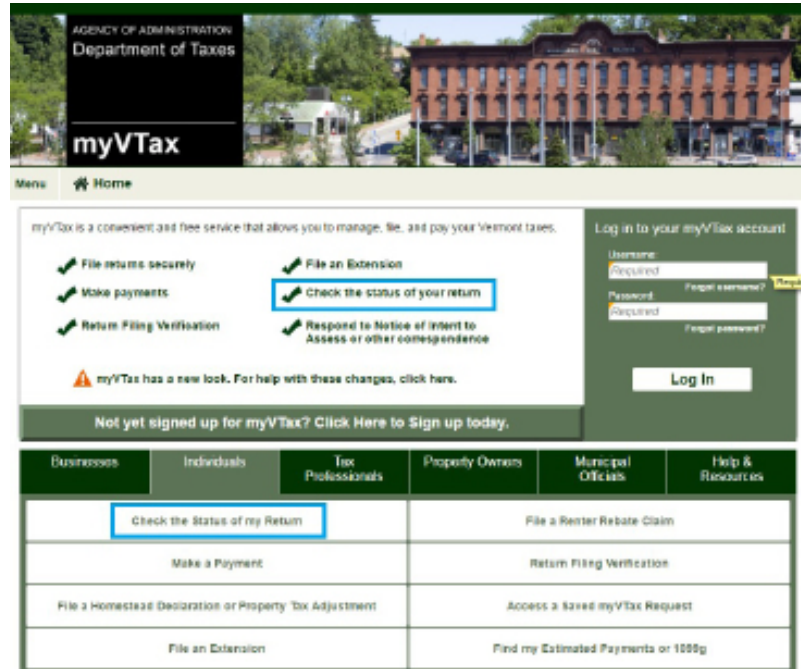
### Missing Information

If your return is missing information, forms, or schedules, we will send you a letter with details of what we need from you. myVTax provides an easy way to submit some information to the Department online. Click the link(s) on the status notification "We've requested additional information" for instructions.

**Your prompt response will help us process your refund more quickly.**

## Save time and get your refund faster by e-filing!

E-filing can help you avoid errors on your tax returns, potentially saving time on your refund. It takes less time to submit an e-filed return than to mail a paper return. Using direct deposit for your refund will also shorten the time.



## Filing for a tax credit or refund claim

We encourage you to file for tax credits and rebates if you are eligible, but information you provide to apply for these credits often requires research and verification by our tax examiners. This adds time to processing. For example, you must include a completed Schedule HI-144, Household Income, with your Renter Rebate Claim. The HI-144 requires detailed financial information for you and household members, which must be reviewed carefully to make sure it is accurate and complete.

## What you can do to help us process your return and refund more quickly

You can help us speed up the processing of your return and refund by following these tips:

- Do the math—Check your math calculations and enter them on the correct lines.
- Provide your mailing and physical 911 addresses—We ask for both in Section 1 on Form IN-111. If you move, notify the Department in **writing** of your new address.
- Choose direct deposit—Check your financial institution account and routing numbers. If in doubt, ask your financial institution.
- Sign on the line—Check forms to see if a signature is required and then sign as requested.
- Print legibly—If we can't read your writing, we will return the forms to you, and you will have to resubmit them. Poor handwriting? Use the fillable PDF forms and type in your information or e-file.
- Submit all required forms and schedules.
- Provide requested identification, such as your Social Security Number and driver's license number to help us verify your identity.
- Finally, check all information for accuracy, including transposed numbers and letters.

### Follow form printing instructions

Submitting forms in other than their original formats only slows processing and may lead to an additional fee. We may send the return back to you if our scanners and tax examiners cannot read your return. Follow these tips to complete and print forms:

- When printing forms from our website, follow instructions on the forms carefully. Do not shrink or enlarge forms.
- Print forms on 20# or 24# white paper.
- Use only blue or black ink when completing paper forms.

**A word of caution:** Refund processing and delivery times vary for the reasons stated in this fact sheet. We recommend that you do not rely on your tax refund to meet your financial obligations, such as paying bills.

## Contact Us

Please call us if you have questions. It is better to make inquiries before you submit your return than after it's submitted.

**Phone:** 802-828-2865  
866-828-2865 (toll-free in Vermont)

**Email:** [tax.individualincome@vermont.gov](mailto:tax.individualincome@vermont.gov)  
**Website:** [www.tax.vermont.gov](http://www.tax.vermont.gov)

### Fraud is growing—and so are our efforts to stop it

The IRS, Vermont, and other state tax and revenue departments have seen an increase in identity theft and tax refund fraud in the past few years. We take our job of protecting taxpayer money and state revenues very seriously, so we have set up a special unit to detect, investigate, and stop fraud. We also have implemented new procedures and standards of practice.

Many of these precautions have resulted in increased processing time, but we believe they are worth it. If we suspect fraud is being committed against you, we will send you a letter requesting verification of your identification. Please respond to our letter as soon as possible. More details about how to report identity theft and fraud can be found at [www.tax.vermont.gov](http://www.tax.vermont.gov) and on the IRS website at [www.irs.gov](http://www.irs.gov).

