

From New York State Department of Taxation and Finance

For clients affected by the novel coronavirus

Payments and bills

If your client has been directly impacted by the novel coronavirus (COVID-19) outbreak and is unable to make their regularly scheduled payments to the Tax Department, they can contact the Tax Department at 518-457-5434 during regular business hours—Monday through Friday, 8:30 a.m.– 4:30 p.m.

If you have a valid Power of Attorney on file, you can contact the department on their behalf. For faster service, please have your client's Social Security number or employer identification number (EIN) available when you call.

Our representatives can assist with the following payment issues related to existing bills:

- installment payment agreements (IPAs)
- income execution payments
- other collection-related matters

Contact the Tax Department at 518-457-5434 during regular business hours—Monday through Friday, 8:30 a.m.– 4:30 p.m.