CDOR Asks Taxpayers to Respond as Soon as Possible to Correspondence

DENVER-Tuesday, Mar. 14, 2017 - The Colorado Department of Revenue (CDOR) will delay issuing refunds on income tax returns that require taxpayers to verify their identities or other personal information in order to prevent refund fraud while protecting legitimate refunds.

CDOR routinely takes precautionary measures to ensure taxpayer refunds are not diverted to identity thieves. As part of this process, the Department may send taxpayers a letter by U.S. Postal Service, but will NOT call or email to request this sensitive information. A sample CDOR official correspondence can be found on the Taxpayer Identity Verification webpage at Colorado.gov/Tax.

Taxpayers should respond to these CDOR inquiries within 30 days from the date listed on the letter to help speed the process of getting the refund to which they are entitled. If taxpayers do not complete the validation process within 30 days, their Colorado income tax return will NOT be processed and any claimed refund amount will NOT be issued.

CDOR may request the following documents or information in support of a Colorado tax refund and to validate identity:

- Copy of Driver License or ID
- Copy of documents containing your name and address
- Copy of W-2(s) and/or 1099(s) claiming Colorado tax withholding
- Refund amount
- Validation key

CDOR has implemented a “Validation Key” process where information will be requested to be entered at Colorado.gov/RevenueOnline to validate their Colorado refund. Revenue Online is the fastest, safest and most secure means to upload requested documents. Once the validation process is complete, the refund processing can resume. If the taxpayer requested direct deposit, the refund may be converted to a paper check and mailed to the taxpayer’s address as a final method of verifying that the recipient is legitimate.

Refund Security

CDOR has created several webpages with more information about fraud prevention. Taxpayers can start by clicking on the “Refund Security” button in the black menu bar at Colorado.gov/Tax, for information if their income tax return was flagged for further identity verification. Follow the links on the bottom of the page for more information about protecting against identity theft and reporting fraud.

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The Colorado Department of Revenue’s Taxation Division is committed to protecting personal taxpayer information and providing quality customer service to assist in voluntary compliance with state tax laws. It is the Taxation Division’s objective to effectively, efficiently and elegantly communicate tax law and taxpayer responsibilities to the public, tax professionals, local governments and other stakeholders. The Department partners with the IRS, other state revenue departments and tax professionals to combat refund fraud.