

Safeguarding taxpayer information is a top priority for the Department of Revenue. We use a variety of tools to protect taxpayers and prevent others from trying to file a false tax return in their name. In certain situations, the department will send out an identity validation letter requiring the taxpayer to perform an action in order to confirm their identity. This must be completed before their refund will be released, so it is very important that they do not ignore these notices. The department has three types of ID validation letters that can be issued to your clients: 1) an ID Verification Notice, 2) an ID Validation Quiz Required, or 3) an Identity Validation Unsuccessful (aka a request for additional information) letter. This handout will explain each letter type and what steps need to be taken.

NOTE: ID Validation actions can be completed directly from the myPATH Homepage (myPATH.pa.gov) and do not require the taxpayer to establish a myPATH user profile.

IMPORTANT: Both the ID Verification Code and Quiz letters are time sensitive. Customers will have 65 days from the date on the letter to complete the code validation or quiz. If it is not done within this time frame, it will be considered an automatic fail which cannot be reset by the department.

NOTICE TYPES

IDENTITY VERIFICATION NOTICE

The Identity Verification Notice contains a unique code that the taxpayer will need to verify on myPATH. In order to complete this action, they will need to have their notice on hand and their PA-40 from the tax period indicated on their letter. We strongly encourage your client to complete this step on their own but if they are having issues, you may complete it on their behalf.

Once on the myPATH homepage go to the **Refunds** tile and select **Enter Verification Code**. You will then be prompted to enter in the **code** and answer a few questions pertaining to the return. You will receive confirmation once the process is complete.

IDENTITY VERIFICATION QUIZ REQUIRED

If your client receives an Identity Verification Quiz Required notice, they **must** complete the required action on their own. If you attempt to complete the quiz on their behalf, it could result in additional issues that would delay the processing of their return.

Your client will need their ID Verification Letter, their PA-40 for the tax period indicated on the notice, as well as any additional documentation listed in the **What you need to do** section of the notice. Once on the myPATH homepage they will need to go to the **Individuals** tile and select the **Take ID Verification Quiz**. The system will then prompt them to enter the required information and answer a series of very specific questions. If the taxpayer fails the quiz, they will not be able to retry.

IDENTITY VALIDATION UNSUCCESSFUL

Please be aware, this notice informs taxpayers that we have previously contacted them to validate their identity. Whereas, in many situations, that is the case (for example: a taxpayer failed their validation quiz or the code/quiz has expired), there is a possibility that we simply do not have enough historical data on file to generate a quiz or code request. In any situation, if this notice is triggered, we do require them to submit additional documentation to the department.

Any required documents will be outlined in the What you need to do section of the letter. Again, the most efficient way to submit the information is through myPATH. From the homepage, find the **Submissions** tile. Next, select the **Respond to A Letter** link where you will be required to enter in the **Letter ID** and follow the prompts. You may then upload the documents and submit to the department. Once completed, you will be provided with a confirmation number which allows you to check the status of your submission at any time.

Alternative methods to submit documents:

Email: RA-RVPITFRAUD@PA.GOV
Fax: (717) 705-4614
Mail To: Bureau of Individual Taxes
Fraud Detection and Analysis
PO Box 280607
Harrisburg, PA 17128

NOTICE COMPONENTS

- A. **Letter ID** – the letter ID is located in the upper right-hand corner underneath the date. It always starts with the letter L and is preceded by a unique 10-digit number. This number is how our systems can tie the notice to your clients account and is required when responding to the notice on myPATH.
- B. **Notice Type** – This quickly identifies what type of letter your client received and is usually a brief statement summarizing the reason for the notice.
- C. **Why you are receiving this notice** – This section elaborates on what caused the notice to be issued by the department. It will also contain the phone number of the department that will best be able to assist you should there be any additional questions.
- D. **What you need to do** – this section advises the recipient on what they will need to provide or what steps need to be taken to address the issue in the notice. We will always advise utilizing myPATH to respond as this is the most efficient way to get information back to us.




JANE TAXPAYER
123 MAIN STREET
ANYTOWN, PA 12345

Date Issued	12/18/2020
A Letter ID	L0001000123
Social Security Number	***-**-1234
Account ID	800010000500
Period Ending	12/31/2019

B Identity Verification Quiz Required

The Pennsylvania Department of Revenue takes identity theft cases seriously, and is committed to assisting affected taxpayers.

Why you are receiving this notice
If you have any questions regarding this notice, please contact the department using the information provided.

Fraud Detection and Analysis Unit
(717) 772-9297

A PA-40 Pennsylvania Personal Income Tax return has been filed with the department under your name and Social Security Number. As part of an initiative to protect taxpayers from identity theft, the department requires taxpayers to confirm their identity.

D

What you need to do

Please visit mypath.pa.gov to answer a few questions to validate your identity. The **Take ID Verification Quiz** link can be found in the Individuals tile.

You will need the following information to complete the verification quiz

- The Letter ID printed on this notice
- The last 4 digits of your Social Security Number
- The exact amount from Line 29 of your current 2019 state tax return available for the quiz
- Your 2018 state tax return

Following the submission of this information, you will be prompted to confirm personally identifying information. This quiz will expire 65 days from the date on this letter.

After your identity is confirmed, the department will process your tax return.

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