



**FOR IMMEDIATE RELEASE**

## **Department of Revenue to Expand Customer Service Hours**

September 3, 2019

In an effort to more effectively serve Georgians throughout the state, the Department of Revenue is launching a pilot program which will expand customer service hours for Department call centers. This pilot program is intended to assist taxpayers during the corporate filing period, taxpayers who filed extensions for their individual income tax returns, and Georgians who have motor vehicle related questions.

Starting today, the taxpayer services call center will be available from 8 AM to 6:30 PM, Monday through Friday. The motor vehicle call center will be available from 8 AM to 6:30 PM on Tuesdays and Thursdays beginning September 23<sup>rd</sup>.

"This is one of the steps the Department of Revenue is taking to enhance our customer service options throughout the state. I understand that some taxpayers may not be able to call during the Department's typical business hours and want to ensure all taxpayers have the opportunity to interact with the Department at their convenience," said Revenue Commissioner David Curry.

The pilot program is one of several steps that the Department is taking to increase efficiencies at the Department and to assist taxpayers throughout the state.

Many answers to Department related questions can be found online, either through [dor.georgia.gov](http://dor.georgia.gov), or one of the online service portals ([Georgia DRIVES](#) for motor vehicle related tasks or the [Georgia Tax Center](#)). If a taxpayer needs additional assistance or would prefer to call the Department of Revenue, please visit the [Contact Us page](#) for a list of options.

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