

In an effort to save money, PA Department of Revenue is encouraging that all legislative offices follow these new procedures when dealing with PTRR claimants.

- Any person who filed a Property Tax/Rent Rebate claim for the previous tax year will automatically receive a PTRR Booklet in the mail from Department of Revenue. This mailing also includes an address label that will help speed up the processing of their claim. *(But, only use the label if all the information is still correct.)* When you are speaking to a claimant, please remind them to bring the booklet they received, if they are looking for help completing forms, etc.
- If a claimant does not have a copy of the PTRR Booklet, please use the forms on our website at www.revenue.pa.gov. They are in a fillable PDF format that are easy for our equipment to scan, which will help speed up processing.
- When responding to notices requesting information from the department, please encourage all claimants to fax or email the responses to our resource accounts. This will upload the correspondence into our system faster, and shorten processing time.
 - Fax Number: 717-787-1834
 - Email: RA-RVBITPTRRFAX@pa.gov
- To check the status of a rebate, you will need the claimant's social security number, birth date and the claim year. Then visit our e-Services Center at www.revenue.pa.gov under "**Where's My Rebate?**" or call toll free, **1-888-PATAXES**.
- Remind claimants that PA-1000 claims are not loaded into our processing system until around the end of April. This means there will be no information available via our automated

phone system or on our website until then. It also means that our telephone agents cannot tell you anything other than the timeframe when claims will start processing. *If the system is saying nothing is available or no claim received, this is not an issue until the end of April.*

- Please advise all new claimants to send proof of age and/or disability. Otherwise, we will be required to request this information and processing will be delayed.
- Do not send original documents to the department, it is impossible for us to return them.
- We will continue with the Automated Dialer Project. This will generate an automated phone call to all claimants when their claim is received and uploaded to our system and a second call when their claim is approved. *Please continue to fill in claimant's telephone number to help facilitate this project.*

