

## Answering Client Questions about Refunds

With the increase of identity theft and tax refund fraud, your clients may experience longer wait times before receiving their refunds. These messages will help answer your clients' questions and manage expectations about the timing of their refunds.



### Why is my refund taking longer to process?

With the increase in identity theft cases across the nation and state, criminals are attempting to steal tax refunds using stolen personal information from taxpayers in Minnesota. The Minnesota Department of Revenue takes the security of taxpayer money seriously and reviews every return for accuracy to ensure that your refund money stays out of the hands of criminals. They need to make sure the right amount gets to the right taxpayer. This process includes a combination of automated and manual reviews and may mean longer wait times for some taxpayers.



### When can I expect my refund?

The department does not provide estimated time-frames for refund processing because every return is different and every year is different. Once your refund is finished processing, the date you see in **Where's My Refund?** will be the date your refund was sent. **Where's My Refund?** has the same information that the department's phone room representatives have.



### Can I do anything to speed up the process?

In some cases, the department may contact you via letter requesting more information in order to process your return. If you get a letter from the department, respond with the requested information so they can complete the review and send out your refund. Unless you receive a letter from the department, there is no action you need to take in order for your refund to be processed.