

Media Contact: Charlie Moore
Charlie.Moore@tax.nm.gov
(505) 670-5406

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New collection letters provide options for taxpayers *Payment plans available to settle tax debts*

SANTA FE — The Taxation and Revenue Department this summer began using a new system for notifying taxpayers who have tax assessments that need to be paid.

“We always want to help taxpayers come into compliance with their obligations voluntarily by pointing them to all available options,” said Taxation and Revenue Secretary Stephanie Schardin Clarke.

Taxpayers with unpaid debt, for example, may receive letters telling them they are eligible to set up an installment agreement. The letters include a QR code they can scan to take them to a page on the Department’s [Taxpayer Access Point](#) (TAP) self-service website where they can pay in full or set up a pre-approved payment plan. Some letters include a one-time code they can use to get to an address verification page on TAP.

Taxpayers do not need to be logged into a TAP account to make a payment or set up a payment plan.

Taxpayers who have failed to clear up a debt after prior notifications may receive letters warning them that the Department may have their wages garnished. Those letters also include the QR code to direct them to the site where they can make a payment or set up a payment plan.

Letters also have gone out to taxpayers notifying them of liens, bank levies and other collection actions.

Taxpayers who receive collection notices should read the letters closely, follow any directions provided and be sure to include the letter ID number in any correspondence with the Department. They should be sure to respond within any specified timeline, as more severe collection actions such as liens and levies will occur automatically after the deadlines given.

Taxpayers are encouraged to use the self-service options provided for payments, payment plans and updating information. Notices include a phone number for those taxpayers unable to use the self-service options.

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The Taxation and Revenue Department serves the State of New Mexico by providing fair and efficient tax and motor vehicle services. It administers more than 35 tax programs and distributes revenue to the State and to local and tribal governments throughout New Mexico.

The Department strives to reduce taxpayer burden through clearer communication, statutes, regulations, forms, correspondence and instructions.

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