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Tax Administration

ADVISORY FOR TAXPAYERS AND TAX PROFESSIONALS
October 29, 2026

Scammers Are Posing as the Division of Taxation

The Division Will Not Call You Without Prior Notification

PROVIDENCE, R.I. – The Rhode Island Division of Taxation has recently received reports that taxpayers are being targeted by a new scam. This scam is convincing and may be difficult to identify.

Scammers are:

- **Posing as real** Division of Taxation employees.
- **Spoofing real** Division of Taxation **phone numbers** associated with those employees.
- **Calling repeatedly** potentially to increase pressure on taxpayers to answer the phone.
- **Leaving voice messages** requesting the taxpayer to return the call.

What does this mean?

Phone number "spoofing" is a scam tactic that uses specialized technology to mask scammers' phone numbers while substituting real phone numbers in their place. This makes the calls appear to be from legitimate businesses, people, and even government agencies.

These scams are increasingly common. Usually, when scammers pose as taxing authorities, scammers attempt to persuade unsuspecting people that they have tax obligations they are not aware of. The scammers attempt to use tactics that create a sense of pressure or urgency to resolve the supposed issue quickly.

The Division reminds taxpayers the Rhode Island Division of Taxation will:

- Always mail you written notification regarding a tax debt or other tax issue before we call.[1]
- Never make threatening, insulting, hostile, or aggressive statements.
- Never request payment via gift card or wire transfer.
- Not accept payment over the phone and will not request checking or credit card information over the phone.

If you have not received a notification of any kind in the mail, but you receive a call from the Division of Taxation, the call may not be legitimate. The call may appear to

[1]If you have moved recently, please file a change of information form, Form RI-COI. Ensuring your information on file with the Division is current helps ensure that you receive mailed correspondence from the Division, so you know if we are attempting to reach you.

This form is located under the "Registration Forms" heading on our Other Forms webpage.

come from a real Division of Taxation phone number, and the number may appear to be from a real employee.

If you receive a call that you suspect is a scam (whether or not it is from a "spoofed" number), follow these steps:

1. If you receive a phone call that you think may be fraudulent:
   - ☒ Do not pick up the call.

2. If the call seems legitimate but you are unsure of the authenticity of the call, or do not believe you received a mailed notice first, call the Division to confirm the call's authenticity at this number: 401-574-8829, option #3.
   - ☒ Do not call back the number that called you, or a number a voice message requests you call.

3. If you accidentally pick up a call that you suspect is fraudulent, do not engage with the caller.
   - ☒ Do **not** speak to the scammer.
   - ☑ Hang up quickly.
   - ☑ Write down the number of the caller.
   - ☑ For scam calls to your smartphone, take a screenshot. Remember, do not engage the scammer.

4. Report any scam or fraudulent calls pretending to be from the Division to our Taxpayer Assistance Section by emailing us at tax.assist@tax.ri.gov.
   - ☑ Please attach any screenshots, photos, or other information you might have.
   - ☑ You can also make a report by calling the Division's Taxpayer Assistance Section at: 401-574-8829, option #3.

5. If you believe you are a victim of identity theft:
   - ☑ Contact your local police department and any relevant agencies.

6. Be proactive.
   - ☑ Stay up to date on tactics used by scammers.
   - ☑ Learn how to protect yourself from fraud.
   - ☑ Visit the Division's Fraud Guidance webpage.

If you have concerns or questions, please reach out to the Division of Taxation. Email is the best way to reach us, and phone lines are staffed 8:30 a.m. – 3:30 p.m. For a full listing of contact information please use our online directory.

The Rhode Island Division of Taxation, part of the Rhode Island Department of Revenue, is open to the public from 8:30 a.m. to 3:30 p.m. business days. For more information, contact the Division of Taxation at (401) 574-8829 or see https://tax.ri.gov/about-us/contact-us.