

# Comptroller's Office Offers Guidance to Taxpayers Affected by Vendor Software Outage

## Agency stands ready to assist filers

**ANNAPOLIS, Md. (May 15, 2019)** - The Comptroller of Maryland is offering guidance and assistance to corporate taxpayers affected by a recent software outage by tax service vendor Wolters Kluwers CCH.

Comptroller Peter Franchot encourages these taxpayers facing today's deadline to file on time, if possible. However, if they cannot file on time, these taxpayers are encouraged to file for an extension. Potential tax returns affected by this include Forms 500, 510, and 504 for some fiscal year filers.

“My office will strive to assist this group of taxpayers, who through no fault of their own, were affected by the software outage involving CCH,” Comptroller Franchot said. “I encourage these filers to file on time, however, if that isn't possible, my agency stands ready to help with the necessary extension and other options.”

Extension forms 500E, 510E, and 504E are available on the Comptroller's website at [www.marylandtaxes.gov](http://www.marylandtaxes.gov).

If no tax is due with the extension request, you may file the extension request at [www.marylandtaxes.gov](http://www.marylandtaxes.gov) or call 410-260-7829 from Central Maryland or 1-800-260-3664 from elsewhere to telefile the return.

If a taxpayer wishes to request an abatement of interest or penalty incurred due to a delay in filing related to the CCH software outage, they may submit a request for abatement as a statement included with the return. The statement should include the phrase “Late filed return due to CCH Software Outage.”

If a return already was filed without an adjustment request, but incurred interest or penalty due to a delay in filing related to the CCH software outage, a taxpayer may submit a request for abatement in writing to Taxpayer Accounting at the following address: Comptroller of Maryland, 110 Carroll St., Attn: Taxpayer Accounting, Annapolis, MD 21401.

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