Phone Calls & Emails

- Staff will return phone calls and emails after 2:00 p.m. in order to expedite processing.

Tax Relief Application Status Search

- Applicants and collecting officials can access this site to find out the current application status. Copies of the status search screen can be made to distribute to applicants. [https://www.comptroller2.cot.tn.gov/TR_ApplicationStatus/](https://www.comptroller2.cot.tn.gov/TR_ApplicationStatus/)

Applicants and Check Cashing Issues

- If an applicant has a problem cashing a state issued check, the applicant or their bank can call the Treasury Check Verification Number at (615) 741-1337.

Unapproved Letter Reminder - 30 Days

- If an applicant receives an unapproved letter, the applicant or the jurisdiction must supply the missing information within 30 days of the date on the letter. If information cannot be transmitted to us within the 30 day grace period, you must contact the tax relief office with a projected transmission date.

Military IDs - Bulletin 2011-03

- Upon review by the Office of General Counsel, military identification cards will be accepted for applicants providing personal ID under the VW classification.

Medical Records

- Medical records should only be transmitted to our office if the F-13A is completed. Medical records will be destroyed after the health department has completed their review.

Front & Back of DVs

- Transmit both the front and back of the DV application.

Veterans/Widows/Widowers

- VETERANS: Information will no longer be gathered for their spouses or co-owners since income is not a factor.
- WIDOWS/WIDOWERS: Information will no longer be gathered for their co-owners since income is not a factor.

Voiding ACV & Submitting DV

- The system will not allow both to be done the same day. Void the ACV and then Submit the DV the next day.