

Our Offices

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ITALIAN REVENUE AGENCY

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Over 33,000 people working every day to help citizens and the community

WEBSITE: <http://emiliaromagna.agenziaentrate.it>

ITALIAN REVENUE AGENCY

The Italian Revenue Agency is a non-economic public body that, since 2001, operates to ensure the highest level of tax compliance, by means of assistance to taxpayers and recovery of tax evasion and avoidance.

You can get in touch with the Italian Revenue Agency assistance staff via telephone, email or at our offices.

Italian Revenue Agency Offices

For assistance and information, you can go to any office, anywhere in Italy.

To book an appointment, choose one of the following options:

- Phone our call centre on **848 800 444**
- Visit the Italian Revenue Agency website (www.agenziaentrate.gov.it)
- Use Tax Box (you will need your PIN code)

Call Center

By calling **848 800 444** and following the instructions given by the system you can access various services and information (callers pay part of the cost of a local call).

The operator service is available Monday to Friday, from 9am to 5pm, and on Saturday from 9am to 1pm.

- If using a mobile phone, call **06 96668907** (call charges may vary depending on your telephone payment plan);
- If phoning from abroad, call **0039 06 96668933** (all costs will be charged to the caller).

The Tax Code

The Tax Code identifies a citizen in all dealings with Italian Public Authorities and Administrations. Citizens who do not have a tax code should make a request at any Territorial Revenue Office.

The request must indicate the personal data and the correct domicile, where they will receive a card indicating the given tax code. Italian or EU nationals must show a valid identification document with their request.

For minors, the request is submitted by the parent, presenting their identity document. For infants, the tax code is assigned by the municipalities at the time of the first entry in the registries.

Citizens from countries outside the European Union must exhibit, alternatively:

- valid passport, with visa if required, or an equivalent document approved by Italian authorities
- The identity certificate issued by the diplomatic mission or consular post of Italy in the country of origin (with photo)
- a valid residence permit
- ID card issued by the municipality of residence

If the card is lost or stolen, a duplicate can be requested from your territorial Revenue office.

If your address changes, you should call your territorial Revenue Office with your new address. You will be asked to show an updated identity document or produce self certification.

ATTENTION

The only acceptable Tax Code is the one issued by the Revenue Offices (Agenzia delle Entrate). No one else is authorised to produce software programmes for the computation of Tax Codes or to print cards.

Tax Return

During the period of the tax return, the taxpayer may apply for assistance and general information from the Territorial Offices of Agenzia delle Entrate. The Office helps in the compilation and submits on line the “UNICO Persone Fisiche”.

Online services

Online services are the safest, quickest and most efficient way to fulfil all your tax obligations online (send in your tax-return form, pay your taxes, register leasing contracts, etc.) and to access your Tax Box, containing information on your personal and tax details, refunds, tax payments made using forms F24 and F23 and other items.

To access online services, a person identification number (PIN) is needed.

It can be requested from the Revenue Agency:

- in the office (by presenting an identity document)
- by phone (through the automatic answering service number **848 800 444**)
- online (from the website of the Agency)