

VIDEO CALL WITH THE ITALIAN REVENUE AGENCY

PUBLICATION BY
THE ITALIAN
REVENUE AGENCY
SECTION ONLINE
PUBLICATIONS OF
THE COMMUNICATION
AND PRESS OFFICE

The new service
for assistance with
refunds, income tax
returns, registering
and health card

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THE **SERVICE** FOR A "LIVE" DIALOGUE WITH THE **TAX OFFICE ON LINE**

With the new video call service, you can book a *video call* appointment with one of our officials and receive assistance in an easy way, through video interaction, from your *computer, smartphone* or *tablet*.

You can, for example, register a rental contract, get assistance with income tax returns and refunds or ask for a health card duplicate.

HOW TO ACTIVATE THE SERVICE

The new service can be activated:

- ✔ directly by you
- ✔ by the office sending to the taxpayer an email to set up an appointment it would be useful for processing the inquiry more easily and quickly (for example in deepening some requests)

In order to proceed with the video call, you must first accept the terms and conditions of the service, which are set out in an email sent by the Revenue Agency

In both cases, the official conducting the *video call* will send you by *e-mail* the *link* to access the service the day before the appointment.

HOW TO BOOK A "VIDEO CALL "

You can book your video appointment through one of our operators in the dedicated section of the Internet website of the Agency: (*Home > Contatti e assistenza > Servizio di videochiamata*) or using the app "AgenziaEntrate". Once logged in, simply select the topic of interest and choose the date and time. You can request an appointment either from your office of reference (by residence, registered office or place of registration of a deed) or from the office in charge of your file.

WHAT YOU CAN REQUEST

You can receive assistance about:

- ✔ "Deeds and inheritance successions"
(area: Registration)
- ✔ "Income Tax returns and refunds"
(area: Direct Taxation)
- ✔ "Tax Code and duplicate of health Card"
(area: Taxpayer Identification)

HOW THE VIDEO CALL IS CARRIED OUT

For the performance of the service, the Italian Revenue Agency uses platforms, in compliance with EU Regulation no. 2016/679 and the security requirements requested by the Italian Revenue Agency. Personal data will always be processed in accordance with the principles of lawfulness and correctness and in compliance with all relevant regulations. In order to protect your confidentiality, our operators undertake not to make any video or audio recordings and not to acquire images during the connection and ask you to do the same.

Remember that in order to proceed with the video call you must first have read and accepted the privacy policy and the general conditions of the service.