



**Indiana CPA Society
Annual Public Hearing
Comments
Indiana Department of Revenue
June 7, 2011**

Thank you Commissioner Eckart. My name is Jeff McGowan. I am a CPA, tax partner with Kruggel, Lawton & Co. located in South Bend. I also serve as the chair for the Indiana CPA Society's Tax Resource Advisory Council. The Indiana CPA Society is a state professional society with approximately 8,000 members.

I wanted to take this opportunity to thank you and your staff for working with the Society's TRAC group and staff to help address issues with the Department on behalf of our members and clients, along with taxpayers throughout Indiana.

I would especially like to recognize the efforts of Jeff Coulter, Laura Rakaska and Stephanie McFarland for their diligence and follow up on issues. We continue to work on systemic challenges such as the BIA billings and collections process, improved communication to taxpayers and their representatives when a return is held for processing; and improvement of customer service in reliability and accuracy for tax professionals in using the tax practitioner's resources and hotline.

While we have seen improvements in capabilities of the Department in online filing, we want to express our continued strong support for online filing while preserving the opt-out provision for taxpayers.

It is important to note that our members are especially anxious for opportunity for online filing of all comparable forms that can be filed at the federal level, including S-corp. partnerships and fiduciary filings. If there is any way that we can assist in that effort, please let us know.

As you are aware, the 529 plan credits were an issue in the past tax season. The Department's use of and reliance on third-party information has been a challenge for our members. As this recent situation demonstrated, third-party administrative errors were costly and inefficient for the State and a disservice to taxpayers. We do want to thank the Department for their commitment to review all denied 529 credits and to make appropriate adjustments for taxpayers.

In closing, Mr. Commissioner, we encourage the Department to provide an opportunity for our members to utilize their expertise in a preliminary review and comment period for departmental notices in advance of the effective date. This would be similar to the opportunity that practitioners have with the IRS.

Once again, on behalf of the Indiana CPA Society and our 8,000 members, I thank you and the staff for your ongoing efforts to improve services to the taxpaying public.