



MARYLAND
Chamber of Commerce

LEGISLATIVE POSITION:

Favorable

Senate Bill 660 – Office of the Comptroller – Taxpayer Advocate Division

Senate Budget & Taxation Committee

Thursday, March 9, 2023

Dear Chairman Guzzone and Members of the Committee:

Founded in 1968, the Maryland Chamber of Commerce is the leading voice for business in Maryland. We are a statewide coalition of more than 6,400 members and federated partners working to develop and promote strong public policy that ensures sustained economic health and growth for Maryland businesses, employees, and families.

Senate Bill 660 establishes the Taxpayer Advocate Division in the Office of the Comptroller (the Office) to engage with and assist taxpayers and their representatives in resolving taxpayer issues and complaints, along with representing taxpayers' interests.

As the Comptroller reimagines the Office and how it functions, the Maryland Chamber supports efforts to modernize, streamline and better assist Marylanders with tax questions and issues. A recommendation to improve customer service came out of the Comptroller's recently released transition report. Increasing the number of staff in the Taxpayer Advocate Division will result in questions and concerns being resolved quickly and efficiently. By improving customer service and the taxpayer experience, it will increase participation, engagement, understanding and satisfaction between the Office and taxpayers, along with our business community.

A taxpayer advocate office has been adopted by the IRS and many private entities. Many businesses, especially small businesses, would benefit greatly from an improvement in taxpayer support in the Comptroller's office. Supporting the needs of our businesses and taxpayers is of utmost importance to the Chamber.

For these reasons, the Maryland Chamber of Commerce respectfully requests a **Favorable Report** on **SB 660**.

MDCHAMBER.ORG

60 West Street, Suite 100, Annapolis 21401 | 410-269-0642