



**GOVERNMENT OF  
THE VIRGIN ISLANDS OF THE UNITED STATES**  
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**VIRGIN ISLANDS BUREAU OF INTERNAL REVENUE**



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**BIR OFFERS GUIDANCE DURING COVID19 CRISIS**

In accordance with the Governor's State of Emergency Proclamation, and the standards recommended by the CDC regarding measures that will help reduce the spread of COVID19, the Virgin Islands Bureau of Internal Revenue has implemented the following changes to its operations:

1. The Bureau's annual Taxpayer Assistance Program, which provides free taxpayer assistance on Saturdays, will be postponed until further notice. The Bureau will inform the taxpaying community when this program will be reinstated.
2. All face to face appointments are cancelled for the next three weeks. Our staff will be reaching out to taxpayers to provide alternate methods of communication during the next three weeks.
3. Taxpayers who need to clear imported goods at our excise tax offices are urged to utilize the online system to clear shipments, or utilize the services of a broker to limit face to face contact. The excise tax online system can be accessed via <https://excise.bir.vi.gov>.
4. Taxpayers who need to file any tax returns are asked to file by mail, with a certified receipt, if possible. Include a copy of the return along with a stamped self-addressed envelope in order for the Bureau to return your stamped copy. All local tax returns are due on the usual due dates. Penalties will be waived on a case by case basis.

5. The 2019 income tax returns are due July 15<sup>th</sup>. Returns filed and paid by July 15<sup>th</sup> will have no interest or penalties assessed.
6. Cashiering services will operate daily from 8:00a.m.- 3:00p.m., until further notice.
7. Taxpayers are asked to call the Bureau for assistance, in place of face to face visits.
8. The Bureau's staff stands ready to assist taxpayers via telephone, in order to satisfy their outstanding tax obligations. Please call 340-773-1040 on St. Croix and (340) 715-1040 on St. Thomas, and use the following extensions and email addresses for direct assistance:

<b>Division</b>	<b>St. Croix Extension</b>	<b>St. Thomas Extension</b>	<b>E-mail address</b>
Audit	4233	2271	pcranston@irb.gov.vi
Delinquent Accounts & Returns	4254	2232	secarr@irb.gov.vi
Processing	712-2513	2223	rdavis@irb.gov.vi
Excise	778-1021	3201	ghodge@irb.gov.vi
Director's Office	4225	4225	cwilliams@irb.gov.vi

The Bureau will continue to review its processes and implement measures that will serve to keep the safety of our employees and our taxpayers as our top priority. In addition, taxpayers can obtain tax forms from the IRS website, which is [www.irs.gov](http://www.irs.gov). If there are any questions concerning this press release, please contact Averyl Fabian at (340) 715-1040, extension 2282.