

News Release

Office of the Comptroller Announces Planned Tax System Upgrade

Some services will be temporarily unavailable from January 30 through February 5 ahead of Maryland Tax Connect launch

ANNAPOLIS, Md. (January 29, 2024) — The [Maryland Office of the Comptroller](#) announced planned upgrades to its tax system, which are scheduled to begin at 5 p.m. EST on January 30, 2024. The essential upgrades, slated to finish on February 5, 2024, will pave the way for the launch of [Maryland Tax Connect](#), a new secure, online self-service portal that will modernize how Maryland businesses file their taxes and interact with the Office of the Comptroller.

During the upgrade period, Comptroller team members will not be able to access individual accounts, limiting the agency's ability to assist with several functions, including processing refunds, setting up payment plans, and completing billing tasks. Individual tax returns can still be filed electronically during this period. The agency is committed to completing the upgrade as quickly as possible and resuming full service by February 6, 2024.

"Modernizing our tax system is focused on deploying the latest technology to create a more user-friendly experience for Maryland taxpayers and meeting their needs," Comptroller Brooke E. Lierman said. "While the upgrade will temporarily affect some services briefly, the launch of Maryland Tax Connect will simplify tax filing, improve communication, and give business taxpayers greater autonomy over the long term. We apologize for any inconvenience this brief process may cause and appreciate the patience of taxpayers and our partners as we implement a much-needed new system. We look forward to assisting Marylanders as tax season gets underway."

"Implementing Maryland Tax Connect is our agency taking another bold step toward a modern, transparent, and efficient tax system. In today's digital age, clinging to outdated paper-based tax systems and technology like fax machines and stacks of paper no longer serves taxpayers," Chief Deputy Comptroller Andrew Schaufele. "While there is no ideal time to launch a new system, this platform will streamline the filing process for

businesses, increase transparency, and prioritize security in ways that will make filing easier for Maryland taxpayers. Additionally, it will provide functionality on a user-friendly platform that anyone who banks or shops online will be used to.”

Once launched on February 6, 2024, Maryland Tax Connect will allow business taxpayers to perform several important functions themselves, from mobile devices or on a desktop, including:

- Making online payments
- Updating personal information
- Retrieving tax information
- Filing returns
- Viewing filing and tax history
- Registering a business
- Applying for or renewing business licenses
- Applying for sales and use tax exemption certificate

By 2026, all Maryland taxpayers will be able to pay their state taxes through the Maryland Tax Connect portal.

Taxpayers are encouraged to visit www.marylandtaxes.gov for resources that may help address their tax needs and contact the agency **after February 6** at 1-800-638-2937 [or by email](#) for assistance.

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