

## CCA FAQ'S

### ***Why have I received a letter from CCA regarding the City of Stow Income Taxes?***

The City of Stow has contracted with the Central Collection Agency of Cleveland, Ohio (CCA) to obtain Federal income tax information to assist the city to identify taxpayers who have not filed city tax returns and who may owe delinquent income taxes to the City of Stow. You have received the enclosed audit notice from CCA because a review of these records indicates that you have filed a Federal Income Tax Return with the Internal Revenue Service (IRS) however you did not file a return with the City of Stow.

### ***What Action Do I Need to Take?***

You **must** respond **in writing** to CCA within thirty (30) days of the date of the CCA audit notice, even if you reported a loss on your Federal Income Tax Return. Complete the form located on the back of the notice and enclose a copy of your Federal Income Tax Return and all W-2's and 1099 forms. Use the envelope provided with the notice to return your response.

The City of Stow Income Tax office does not have direct access to IRS information, therefore the City of Stow Income Tax office is unable to assist you with questions you may have regarding the CCA audit notice. All questions and correspondence you have regarding the CCA audit notice must be directed to the CCA auditor indicated on the notice.

### ***How Do I Determine If I Owe City of Stow Income Taxes?***

If you discover that you have, in fact received taxable income for which you have not previously filed a City of Stow Income Tax Return, contact the CCA auditor named in the audit notice for information on additional documents you may need to complete to determine your City of Stow income tax liability. All documentation should be mailed to **Central Collection Agency, Division of Taxation, 205 W. Saint Clair Avenue, Cleveland, OH 44113-1503.**

### ***Who is CCA?***

CCA stands for Central Collection Agency. CCA collects city taxes for the City of Cleveland and for approximately 50 other jurisdictions.

### ***Why were they selected?***

Only municipalities with more than 250,000 residents can petition the IRS to obtain federal income tax information. Due to size, the City of Stow is not able to obtain these files independently. CCA was selected because they have access to information provided by the IRS.

### ***What is CCA's telephone number?***

1-877-878-8587

### ***What is the mailing address for CCA?***

Central Collection Agency Division of  
Taxation 205 W Saint Clair Avenue  
Cleveland, Ohio 44113-1503

### ***What are their hours of operation?***

7:30 AM to 4:30 PM Monday  
through Friday

### ***I contacted CCA and left a message, how long is their response time? When will I be contacted?***

You should be contacted within 48 hours.

### ***What if I am on hold a long time?***

You should leave a voicemail message and should receive a call back within 48 hours.

***Where did CCA obtain my information? Is it Legal?***

CCA received your information from the IRS based on the Federal Tax Return you filed with them. Yes it is legal.

***What will happen if I do not comply with this request for information?***

If you do not comply and it is determined that you owe taxes we will use all collections methods available to us to include civil or criminal court or collection agencies.

***Who do we make the checks payable to?***

**CCA** (Central Collection Agency)