



# **CLOSE A TAX ACCOUNT OR BUSINESS**

**Department of Revenue User Guide**



KENTUCKY DEPARTMENT OF  
**REVENUE**

**TEAM  
KENTUCKY.**  
FINANCE AND  
ADMINISTRATION CABINET

This guide provides step-by-step instructions for closing a tax account or business in the MyTaxes system. This guide applies to MyTaxes Users who have created a MyTaxes username, signed in at [MyTaxes.ky.gov](https://MyTaxes.ky.gov), and need to submit a Service Request to close an existing tax account or business. The guide walks users through the full process from initiating a Service Request, selecting the appropriate account, providing required details, and submitting supporting documentation. Following these steps will help ensure accurate and timely processing of account and business closure requests.

**Disclaimer:** The information in this presentation is for educational and informational purposes only and does not constitute legal advice. Information is presented as an overall review that is subject to law changes and may not apply to all statutes. Information in this presentation is believed to be accurate as of the date of publication. In the event that any information in this manual is later determined to be in error, this manual cannot be used by taxpayers in supporting a specific position or issue before the Department of Revenue, as it does not constitute statutory or regulatory authority.

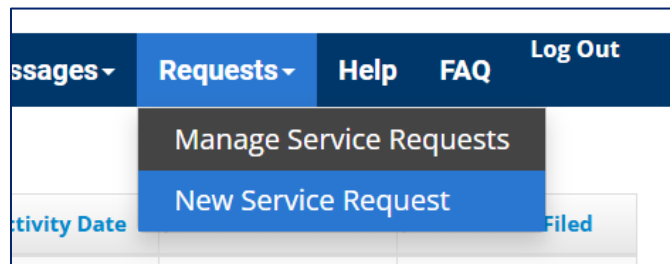
User Guide Last Updated: 04/28/2026

## Close a Tax Account

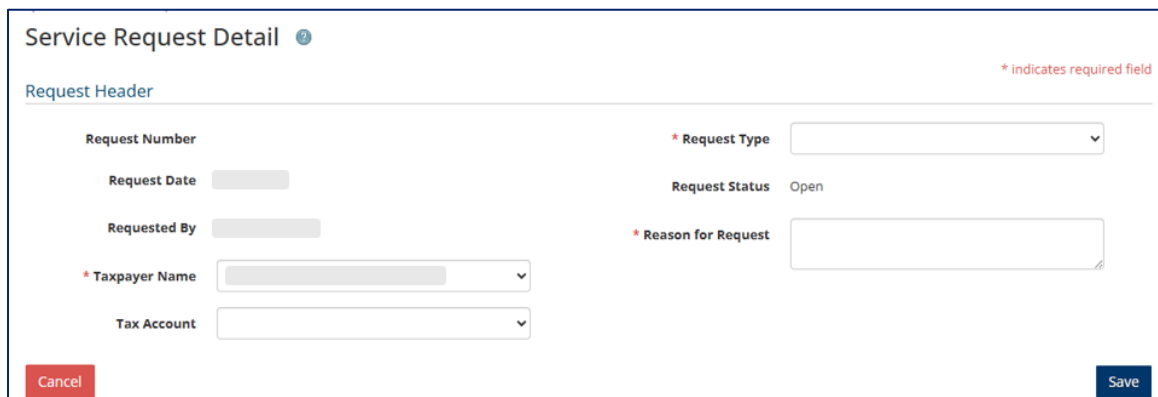
These steps outline the process for closing a tax account on the MyTaxes Portal. After closing the tax account(s), please ensure all outstanding returns are filed and any balances due are paid timely in order to avoid penalties and interest.

**Note:** The steps in this guide follow the path for closing a Sales and Use Tax account. While each tax account type may have slightly different images, the steps indicated here will be similar no matter which tax account type is chosen.

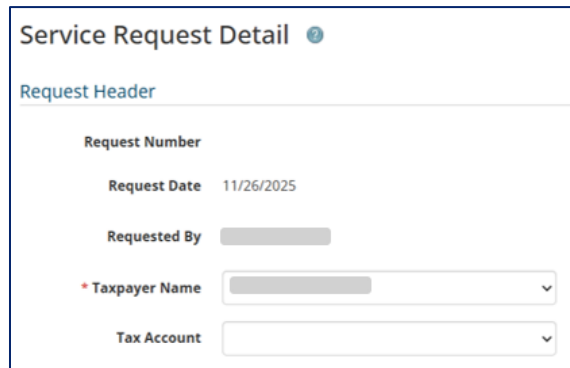
1. From the *Main Menu* ribbon, select **Requests** then select **New Service Request**.



2. The Service Request Detail page will load.

A screenshot of the 'Service Request Detail' page. The page title is 'Service Request Detail' with a help icon. Below the title is the 'Request Header' section. It contains several input fields: 'Request Number' (text input), 'Request Date' (text input), 'Requested By' (text input), '\* Taxpayer Name' (dropdown menu), and 'Tax Account' (dropdown menu). On the right side, there are three fields: '\* Request Type' (dropdown menu), 'Request Status' (text input with value 'Open'), and '\* Reason for Request' (text area). A red asterisk indicates required fields. At the bottom left is a red 'Cancel' button, and at the bottom right is a blue 'Save' button. A legend '\* indicates required field' is located in the top right corner.

3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.

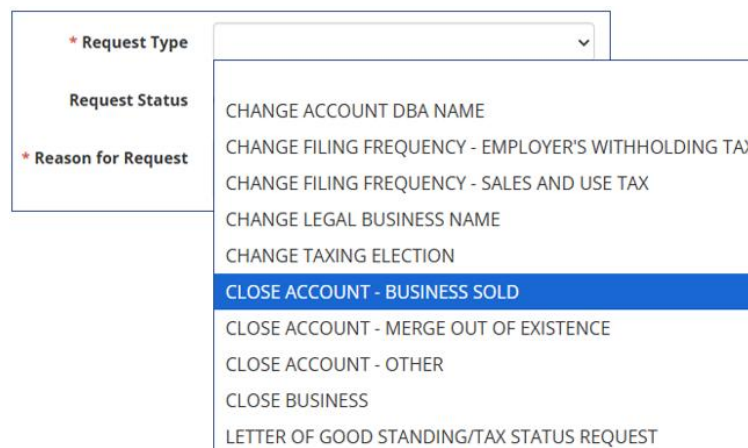


The screenshot shows a form titled "Service Request Detail" with a sub-section "Request Header". The fields are as follows:

Request Number	
Request Date	11/26/2025
Requested By	[Redacted]
* Taxpayer Name	[Dropdown menu]
Tax Account	[Dropdown menu]

4. From the **Request Type** dropdown, select one of the three options beginning with "**CLOSE ACCOUNT**" that best describes why the tax account is being closed.

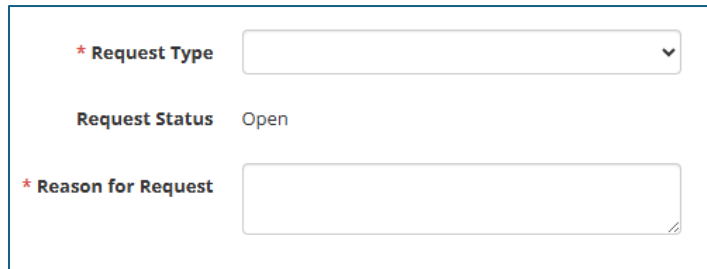
**Note:** For all three Close Account options, a reminder will appear at the top of the screen, reminding the user: A corporation's or limited liability pass-through entity's income tax / LLET account number is cancelled with the filing of the "final" return. A corporation or limited liability pass-through entity organized in Kentucky shall not file a final return before it is officially dissolved pursuant to the provisions of KRS Chapter 14A.



The screenshot shows a dropdown menu for "Request Type". The options listed are:

- CHANGE ACCOUNT DBA NAME
- CHANGE FILING FREQUENCY - EMPLOYER'S WITHHOLDING TAX
- CHANGE FILING FREQUENCY - SALES AND USE TAX
- CHANGE LEGAL BUSINESS NAME
- CHANGE TAXING ELECTION
- CLOSE ACCOUNT - BUSINESS SOLD** (highlighted in blue)
- CLOSE ACCOUNT - MERGE OUT OF EXISTENCE
- CLOSE ACCOUNT - OTHER
- CLOSE BUSINESS
- LETTER OF GOOD STANDING/TAX STATUS REQUEST

5. Enter a *description* in the Reason for Request field.



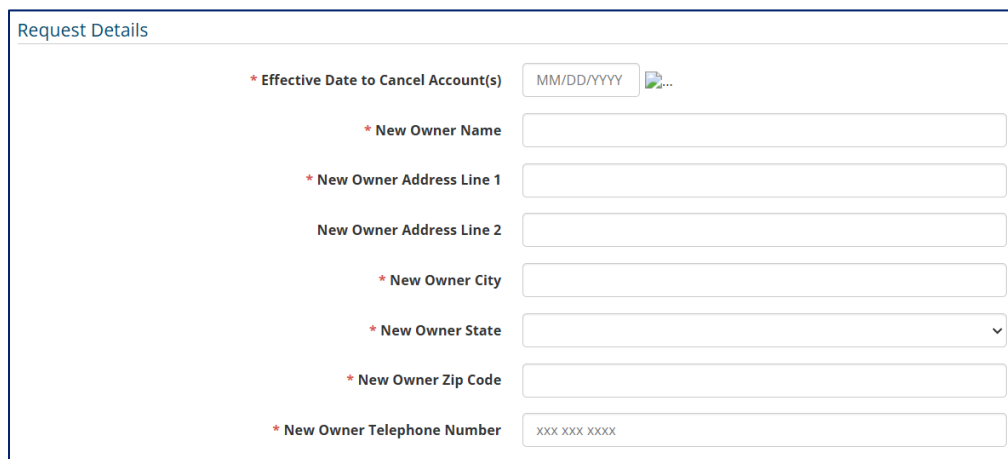
\* Request Type

Request Status Open


\* Reason for Request

6. Each Request Type will have specific required information to complete.

The required fields for **Close Account – Business Sold** include the Effective Date to Cancel Account(s) and the New Owner’s name, complete address, and telephone number.



Request Details

\* Effective Date to Cancel Account(s)  

\* New Owner Name

\* New Owner Address Line 1

New Owner Address Line 2

\* New Owner City


\* New Owner State

\* New Owner Zip Code

\* New Owner Telephone Number

7. The required fields for **Close Account – Merge Out of Existence** include the Effective Date to Cancel Account(s) and the New Business Name, Federal Employer Identification Number (FEIN), and complete address.

Request Details

\* Effective Date to Cancel Account(s)  

\* New Business Name

\* New Business FEIN

\* New Business Address Line 1

New Business Address Line 2

\* New Business City

\* New Business State

\* New Business Zip Code

8. The required fields for **Close Account – Other** include choosing the tax account type to be closed, the Reason for Cancellation (chosen from the dropdown menu), and the Effective Date to Cancel Account(s). Please select the button for all tax accounts that are being closed.

Request Details

Employer's Withholding Tax

Consumer's Use Tax

Motor Vehicle Tire Fee

Utility Gross Receipts License Tax

Coal Severance and Processing Tax

Commercial Mobile Radio Service (CMRS) Prepaid Service Charge Account

Sales and Use Tax

Tobacco

Transient Room Tax

Telecommunications Tax

Corporation Income Tax-Limited Liability Entity

Pass-Through Non-Resident Withholding

Insurance Premium

Insurance Surcharge

Healthcare Provider

Healthcare Ground Ambulance

Sports Wagering

Electric Vehicle Power

Rental Rideshare

\* Reason For Cancellation

\* Effective Date to Cancel Account(s)  

Explain reason for cancellation (specify reason)

9. Upload attachments to the closure request. Once attached, select the **Save** button in the bottom right corner.

**Note:** Attaching documents is not always required. However, if there is supporting documentation, such as a Secretary of State (SOS) dissolution, a death certificate for the business owner, or documentation related to the sale of the business, including these attachments can be very helpful in processing the request.

Attachments

Maximum File Size: 2MB  
 Total number of files uploaded cannot be greater than: 5  
 Allowable file types are: pdf, jpeg, jpg, gif, png, xls, .doc, .docx, csv, xml, zip, txt


+ Add Files... Start Upload Cancel Upload Delete

Cancel Save

10. Once the submission has been successful, the *Manage Service Requests* page will display. This page will show a confirmation ribbon near the top and details of the request, along with all prior Service Requests that have been submitted for this taxpayer.

Manage Service Requests

Your new service request has been submitted successfully. Confirmation#

Manage Service Requests 

View or modify existing service requests.

\* Taxpayer Name  Tax Account  Case Status  Filter

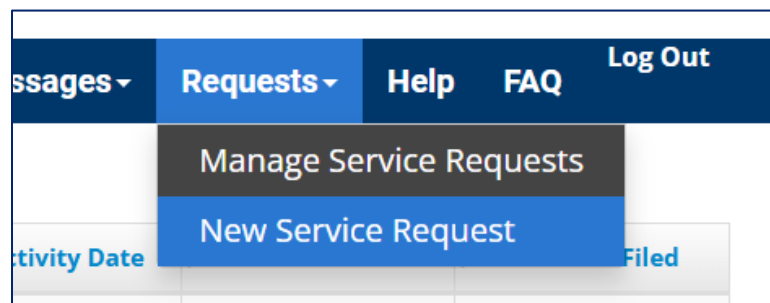
Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
04/15/2026	<a href="#">Out of business</a>	CLOSE ACCOUNT - OTHER	OPEN	<input type="text"/>	<input type="text"/>	<input type="text"/>

Once your application is submitted it may be reviewed manually. Please allow up to seven business days for the review and processing to be completed. Once finalized, your tax account will be closed and will be marked as "Closed" in the MyTaxes Portal.

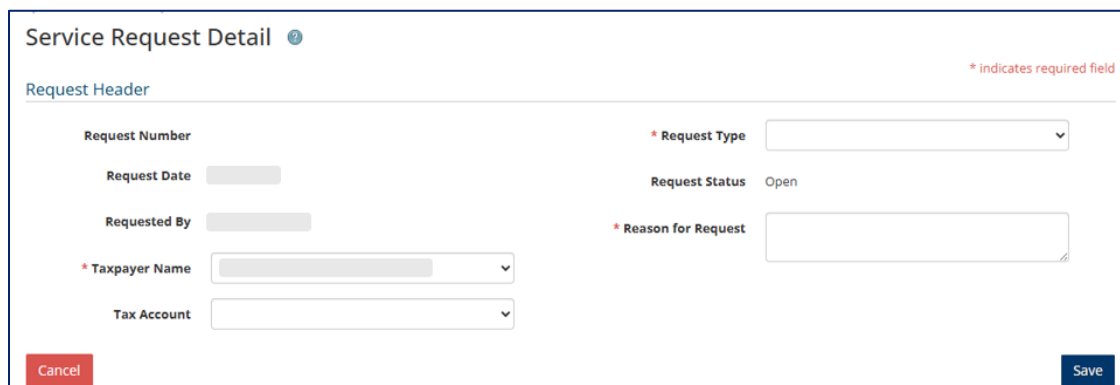
## Close a Business

Follow these steps to request to close a business via the MyTaxes portal. Following this process will close ALL active tax accounts associated with the business.

1. From the *Main Menu ribbon*, select the **Requests** tab then select **New Service Request**.



2. The Service Request Detail page will load.

A screenshot of the 'Service Request Detail' page. The page title is 'Service Request Detail' with a help icon. Below the title is the 'Request Header' section. It contains several input fields: 'Request Number' (text), 'Request Date' (text), 'Requested By' (text), '\* Taxpayer Name' (dropdown menu), and 'Tax Account' (dropdown menu). On the right side, there are three fields: '\* Request Type' (dropdown menu), 'Request Status' (text, currently 'Open'), and '\* Reason for Request' (text area). A red asterisk indicates required fields. At the bottom left is a red 'Cancel' button, and at the bottom right is a blue 'Save' button. A legend in the top right corner states '\* indicates required field'.

3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.

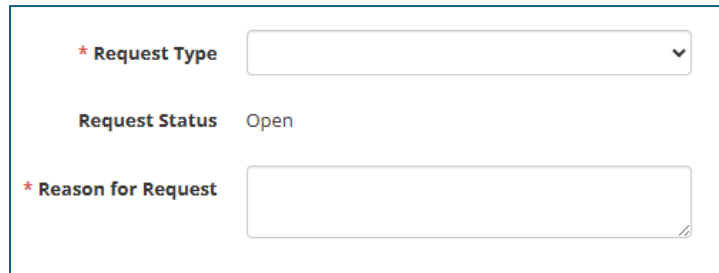
The screenshot shows a 'Service Request Detail' form. Under the 'Request Header' section, there are several fields: 'Request Number' (text input), 'Request Date' (11/26/2025), 'Requested By' (text input), '\* Taxpayer Name' (dropdown menu), and 'Tax Account' (dropdown menu). A red asterisk indicates that the Taxpayer Name field is required.

4. From the Request Type dropdown menu, select **Close Business**.

**Note:** A reminder will appear at the top of the page advising the user: Closing your tax account(s) does not relieve the business of the responsibility to file outstanding tax returns or pay any tax liabilities the business may owe.

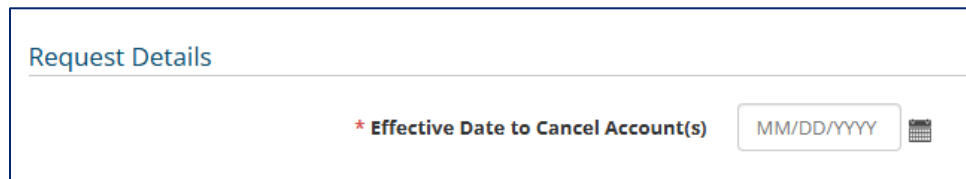
The screenshot shows a dropdown menu for 'Request Type'. The menu is open, displaying a list of options. The option 'CLOSE BUSINESS' is highlighted in blue. The other options are: CHANGE ACCOUNT DBA NAME, CHANGE FILING FREQUENCY - EMPLOYER'S WITHHOLDING TAX, CHANGE FILING FREQUENCY - SALES AND USE TAX, CHANGE LEGAL BUSINESS NAME, CHANGE TAXING ELECTION, CLOSE ACCOUNT - BUSINESS SOLD, CLOSE ACCOUNT - MERGE OUT OF EXISTENCE, CLOSE ACCOUNT - OTHER, and LETTER OF GOOD STANDING/TAX STATUS REQUEST. A red asterisk indicates that the Request Type field is required.

5. Complete the **Reason for Request** field.



A screenshot of a web form. It contains three main sections: a dropdown menu for '\* Request Type', a text field for 'Request Status' with the value 'Open', and a larger text area for '\* Reason for Request'.

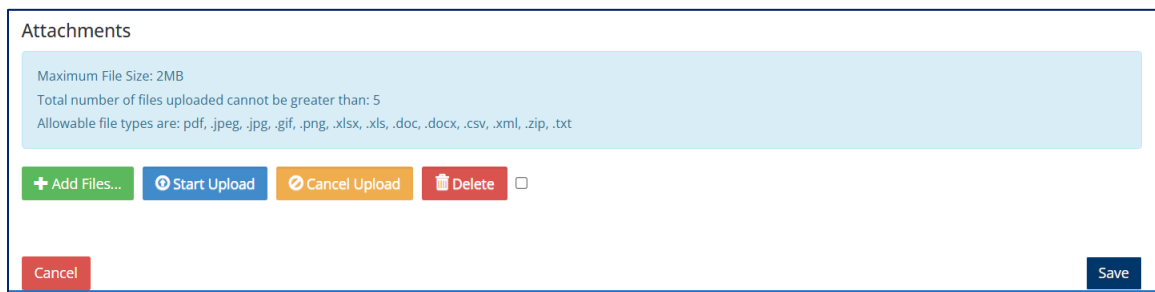
6. The Request Details section will appear. Enter the *Effective Date to Cancel Account(s)*.



A screenshot of the 'Request Details' section. It features a title 'Request Details' and a required field '\* Effective Date to Cancel Account(s)' with a date input field showing 'MM/DD/YYYY' and a calendar icon.

7. Upload attachments to the closure request. Once attached, select the **Save** button in the bottom right corner.

**Note:** Attaching documents is not always required. However, if there is supporting documentation, such as a Secretary of State (SOS) dissolution, a death certificate for the business owner, or documentation related to the sale of the business, including these attachments can be very helpful in processing the request.



A screenshot of the 'Attachments' section. It includes a light blue box with instructions: 'Maximum File Size: 2MB', 'Total number of files uploaded cannot be greater than: 5', and 'Allowable file types are: pdf, .jpeg, .jpg, .gif, .png, .xlsx, .xls, .doc, .docx, .csv, .xml, .zip, .txt'. Below this are buttons for '+ Add Files...', 'Start Upload', 'Cancel Upload', and 'Delete'. At the bottom, there are 'Cancel' and 'Save' buttons.

8. Once the submission has been successful, the *Manage Service Requests* page will display. This page will show a confirmation ribbon near the top and details of the request, along with all prior Service Requests that have been submitted for this taxpayer.

The screenshot shows the 'Manage Service Requests' page. At the top, a green confirmation banner reads: 'Your new service request has been submitted successfully. Confirmation#'. Below this is the page title 'Manage Service Requests' and a light blue bar with the text 'View or modify existing service requests.'. A search filter section contains three dropdown menus: '\* Taxpayer Name', 'Tax Account', and 'Case Status' (set to 'Open'). There are 'Filter' and 'Clear' buttons. A table below lists service requests with columns for Request Date, Reason for Request, Type, Status, Taxpayer Name, Tax Account, and Requested By. One row is visible with the date 04/15/2026, reason 'Out of business', type 'CLOSE ACCOUNT - OTHER', and status 'OPEN'.

Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
04/15/2026	Out of business	CLOSE ACCOUNT - OTHER	OPEN			

Once your application is submitted it may be reviewed manually. Please allow up to seven business days for the review and processing to be completed.

Thank you for doing business in Kentucky. For questions on the process contained in this guide or other MyTaxes Portal questions, please contact the Kentucky Department of Revenue Customer Contact Center at [502-764-5555](tel:502-764-5555) to speak with a Department representative who can help you.