



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, 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.

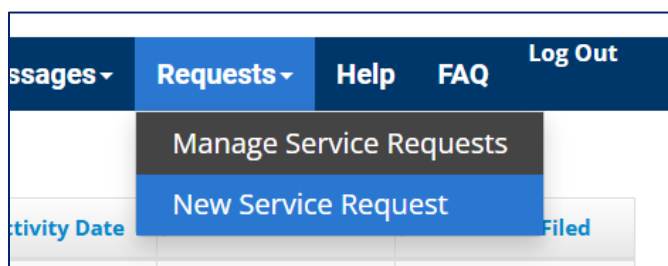
User Guide Last Updated: 09/16/2026

Close a Tax Account

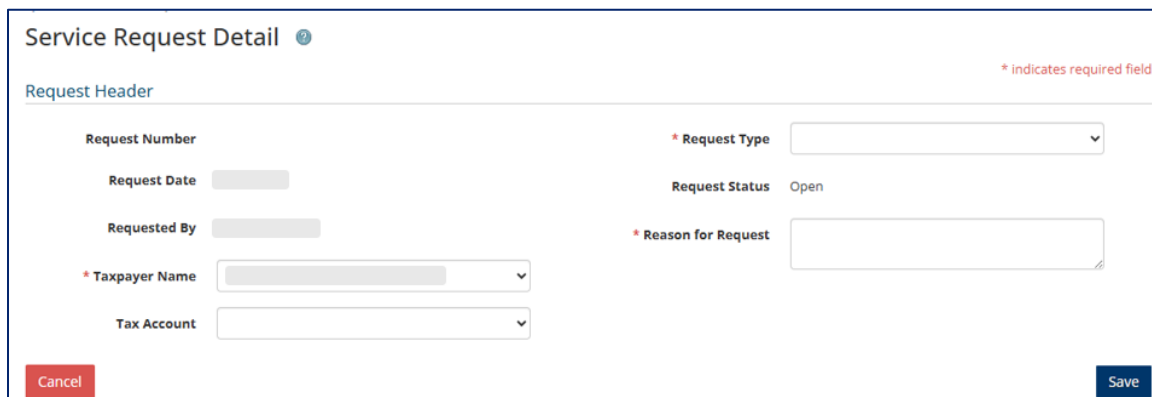
These steps outline the process for closing a tax account on the MyTaxes Portal. After closing the tax account(s), please ensure all outstanding returns are filed and any balances due are paid timely in order to avoid penalties and interest.

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.

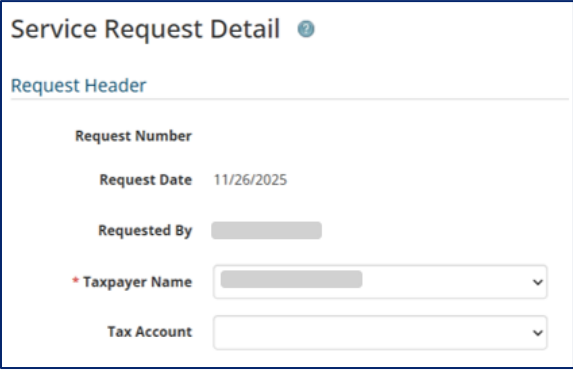
1. From the *Main Menu* ribbon, select **Requests** then select **New Service Request**.



2. The Service Request Detail page will load.

A screenshot of the 'Service Request Detail' page. The page has a white background with a dark blue header bar. The header bar contains the text 'Service Request Detail' and a help icon. Below the header bar, there is a section titled 'Request Header'. To the right of this section, there is a red asterisk followed by the text '* indicates required field'. The 'Request Header' section 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). To the right of these fields, there are two more fields: '* Request Type' (dropdown menu) and 'Request Status' (text input with the value 'Open'). Below these fields, there is a large text area for '* Reason for Request'. At the bottom left of the form, there is a red 'Cancel' button. At the bottom right, there is a blue 'Save' button.

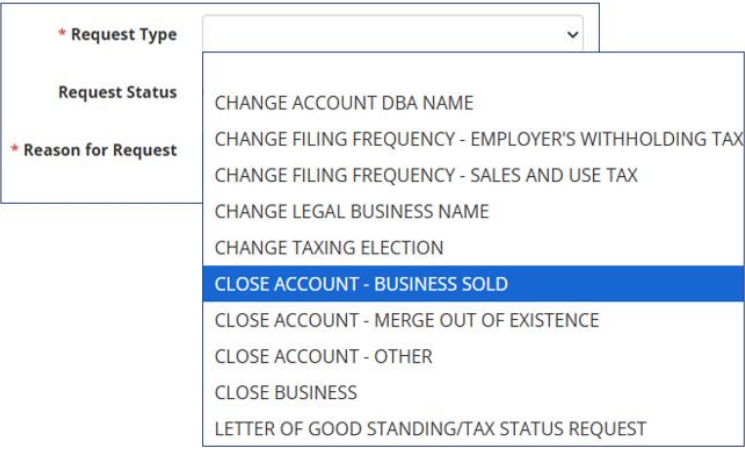
3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.



The screenshot shows a web form titled "Service Request Detail" with a help icon. Below the title is a section labeled "Request Header". Inside this section, there are several fields: "Request Number" (text input), "Request Date" (displaying "11/26/2025"), "Requested By" (text input), "* Taxpayer Name" (dropdown menu), and "Tax Account" (dropdown menu).

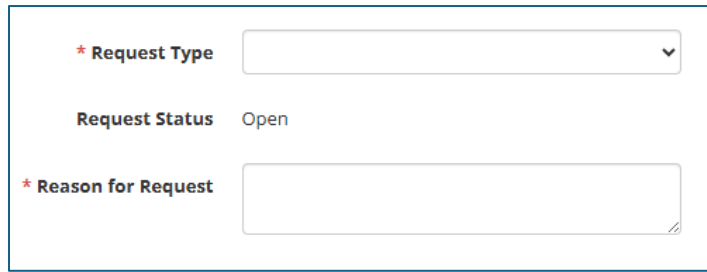
4. From the **Request Type** dropdown, select one of the three options beginning with "**CLOSE ACCOUNT**" that best describes why the tax account is being closed.

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 menu is open, displaying a list of options. The option "CLOSE ACCOUNT - BUSINESS SOLD" is highlighted in blue. Other options include "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 - MERGE OUT OF EXISTENCE", "CLOSE ACCOUNT - OTHER", "CLOSE BUSINESS", and "LETTER OF GOOD STANDING/TAX STATUS REQUEST".

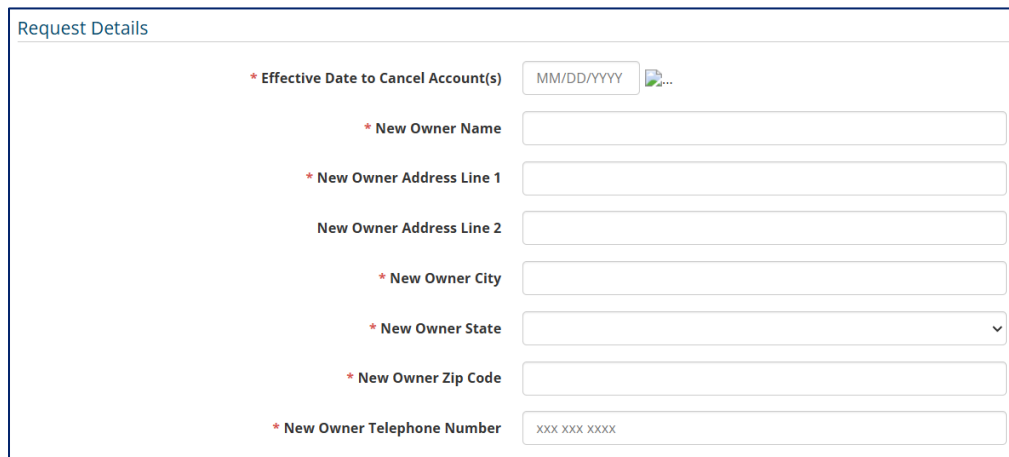
5. Enter a *description* in the Reason for Request field.



A form snippet with a blue border. It contains three fields: a dropdown menu for 'Request Type' with a red asterisk, a text field for 'Request Status' showing 'Open', and a large text area for 'Reason for Request' with a red asterisk and a small icon in the bottom right corner.

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.



A form titled 'Request Details' with a blue border. It contains several fields: 'Effective Date to Cancel Account(s)' with a date input (MM/DD/YYYY) and a calendar icon; 'New Owner Name' with a text input; 'New Owner Address Line 1' with a text input; 'New Owner Address Line 2' with a text input; 'New Owner City' with a text input; 'New Owner State' with a dropdown menu; 'New Owner Zip Code' with a text input; and 'New Owner Telephone Number' with a text input showing a placeholder 'XXX XXX XXXX'. All fields except the state dropdown have a red asterisk.

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)

MM/DD/YYYY

* 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)

MM/DD/YYYY

Explain reason for cancellation (specify reason)

- 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, .xlsx, .xls, .doc, .docx, .csv, .xml, .zip, .txt

+ Add Files...

Start Upload

Cancel Upload

Delete

Cancel

Save

- 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

Open

Filter

Clear

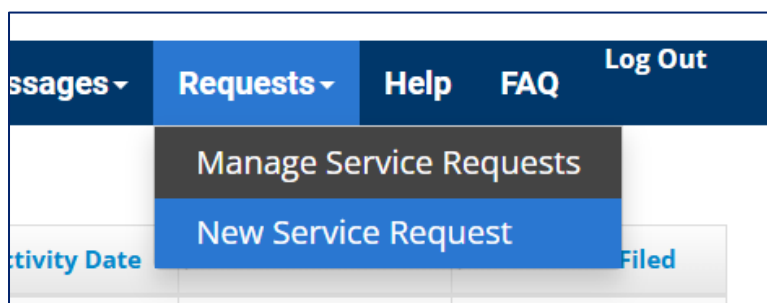
Request Date	Reason for Request	Type	Status	Taxpayer Name	Tax Account	Requested By
04/15/2026	Out of business	CLOSE ACCOUNT - OTHER	OPEN			

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. Once finalized, your tax account will be closed and will be marked as “Closed” in the MyTaxes Portal.

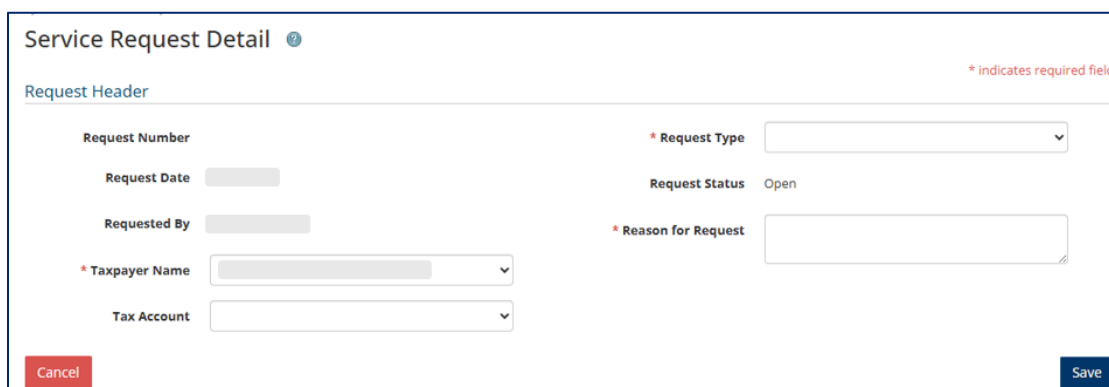
Close a Business

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.

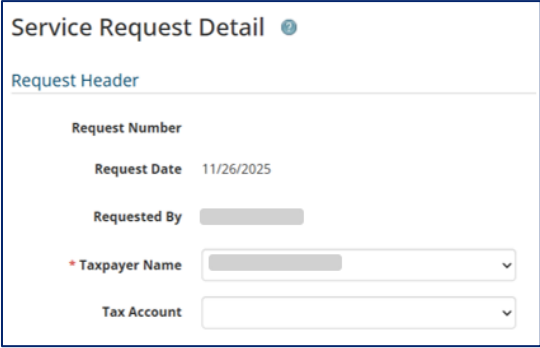
1. From the *Main Menu ribbon*, select the **Requests** tab then select **New Service Request**.



2. The Service Request Detail page will load.

A screenshot of the 'Service Request Detail' page. The page has a light gray background. At the top, there's a header bar with the title 'Service Request Detail' and a help icon. Below the header, there's a section titled 'Request Header'. This section 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 more fields: '* Request Type' (dropdown menu), 'Request Status' (text input with 'Open' selected), and '* Reason for Request' (text area). A red asterisk indicates required fields. At the bottom left, there is a red 'Cancel' button, and at the bottom right, there is a blue 'Save' button.

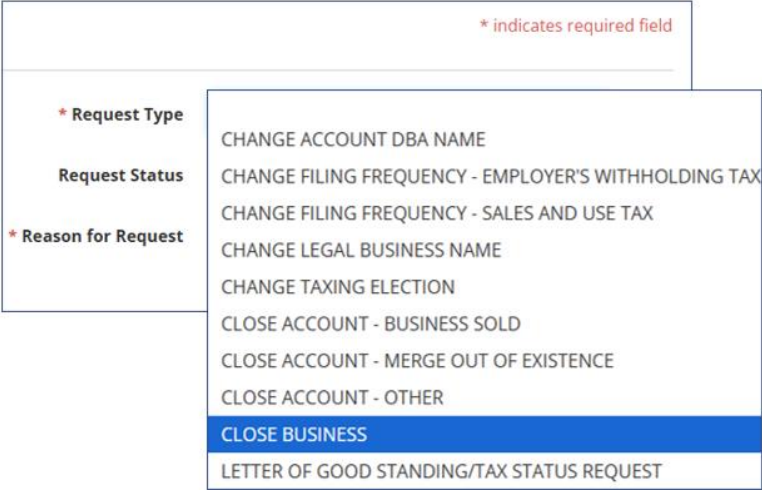
3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.



The screenshot shows a web form titled "Service Request Detail" with a help icon. Below the title is a section labeled "Request Header". The form contains the following fields: "Request Number" (text input), "Request Date" (displayed as 11/26/2025), "Requested By" (text input), "* Taxpayer Name" (dropdown menu with a downward arrow), and "Tax Account" (dropdown menu with a downward arrow). The asterisk on "Taxpayer Name" indicates it is a required field.

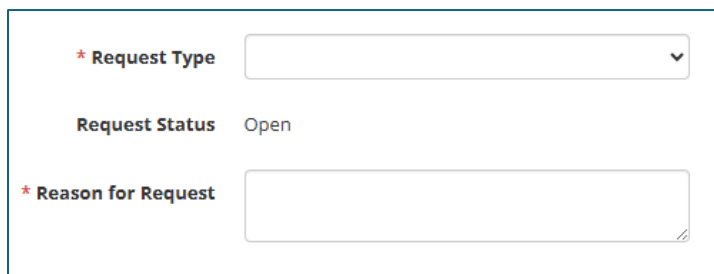
4. From the Request Type dropdown menu, select **Close Business**.

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.



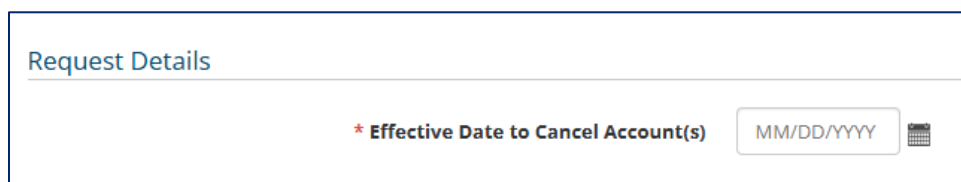
The screenshot shows a dropdown menu for the "Request Type" field. The menu is open, displaying a list of options. The option "CLOSE BUSINESS" is highlighted in blue. The other options are: "CHANGE ACCOUNT DBA NAME", "CHANGE FILING FREQUENCY - EMPLOYER'S WITHHOLDING TAX", "CHANGE FILING FREQUENCY - SALES 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 and the text "* indicates required field" are visible at the top right of the form area.

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



A form with three fields. The first field is labeled '* Request Type' and is a dropdown menu. The second field is labeled 'Request Status' and contains the text 'Open'. The third field is labeled '* Reason for Request' and is a large text area with a small icon in the bottom right corner.

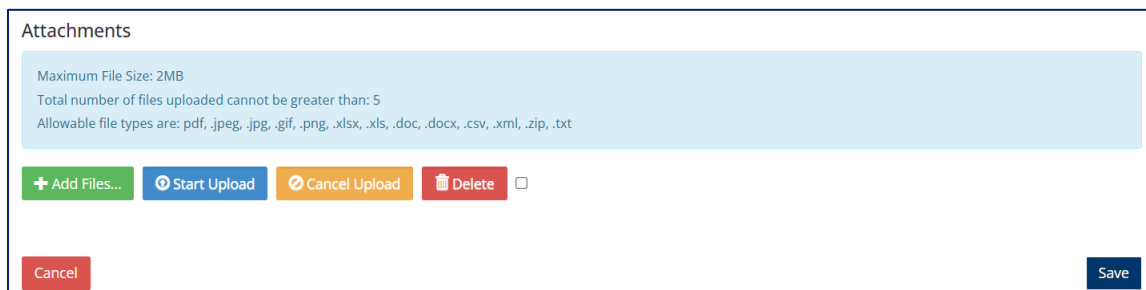
6. The Request Details section will appear. Enter the *Effective Date to Cancel Account(s)*.



A section titled 'Request Details' with a light blue header. Below the header is a form field labeled '* Effective Date to Cancel Account(s)' with a placeholder '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 section titled 'Attachments' with a light blue header. Below the header is a light blue box containing the following text: '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 box are four buttons: '+ Add Files...', 'Start Upload', 'Cancel Upload', and 'Delete' with a checkbox. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button.

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 banner states: 'Your new service request has been submitted successfully. Confirmation#'. Below this is the page title 'Manage Service Requests' with a help icon. A light blue box contains the text 'View or modify existing service requests.' To the right of this box, a red asterisk indicates a required field. Below the box is a search filter area with three dropdown menus: '* Taxpayer Name', 'Tax Account', and 'Case Status' (set to 'Open'). There are 'Filter' and 'Clear' buttons. Below the filter area is a table of service requests.

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). Representatives are available to assist Kentuckians Monday through Friday, excluding State Holidays.