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.

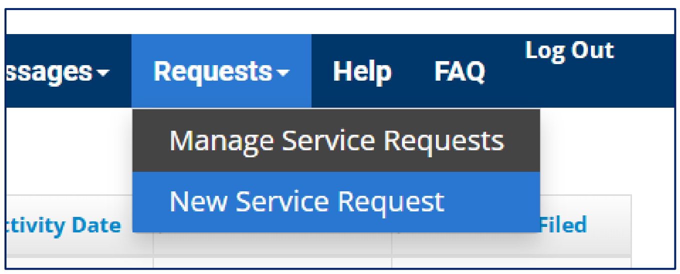
User Guide Last Updated: 09/16/2026

Close a Tax Account

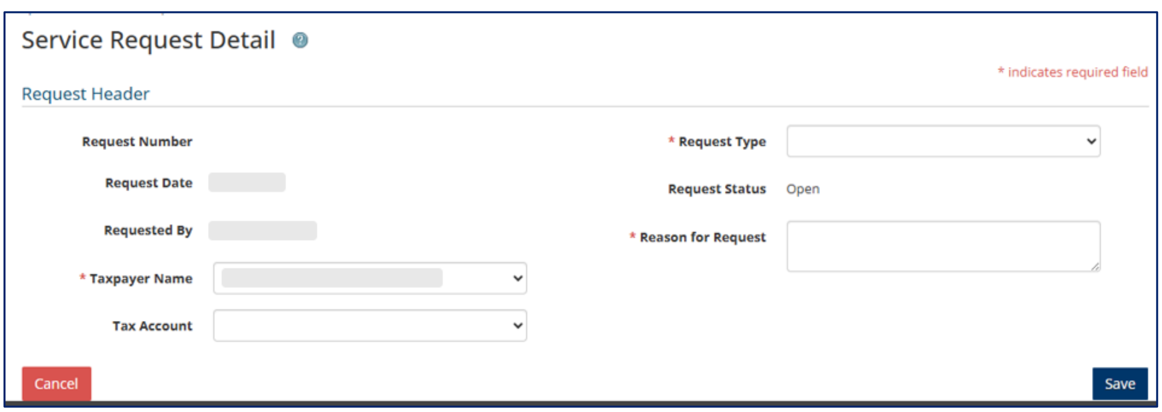
These steps outline the process for closing a tax account on the MyTaxes Portal. After closing the tax account(s), please ensure all outstanding returns are filed and any balances due are paid timely in order to avoid penalties and interest.

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.

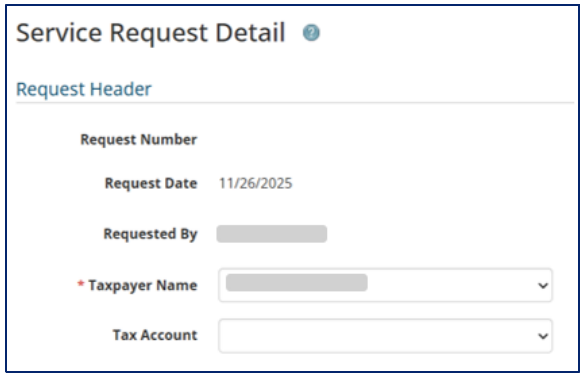
1. From the *Main Menu* ribbon, select **Requests** then select **New Service Request**.



2. The Service Request Detail page will load.

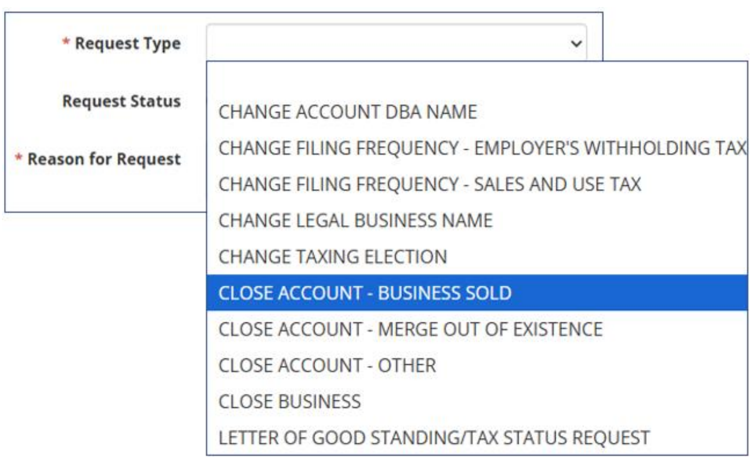


3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.

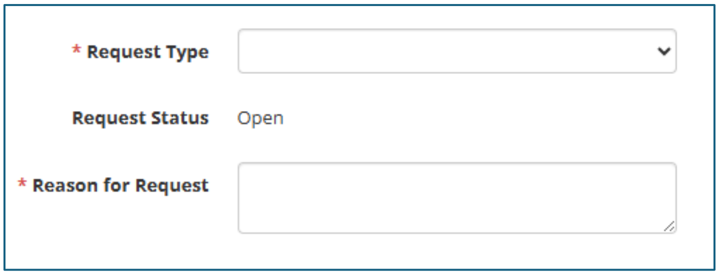


4. From the **Request Type** dropdown, select one of the three options beginning with "**CLOSE ACCOUNT**" that best describes why the tax account is being closed.

   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.

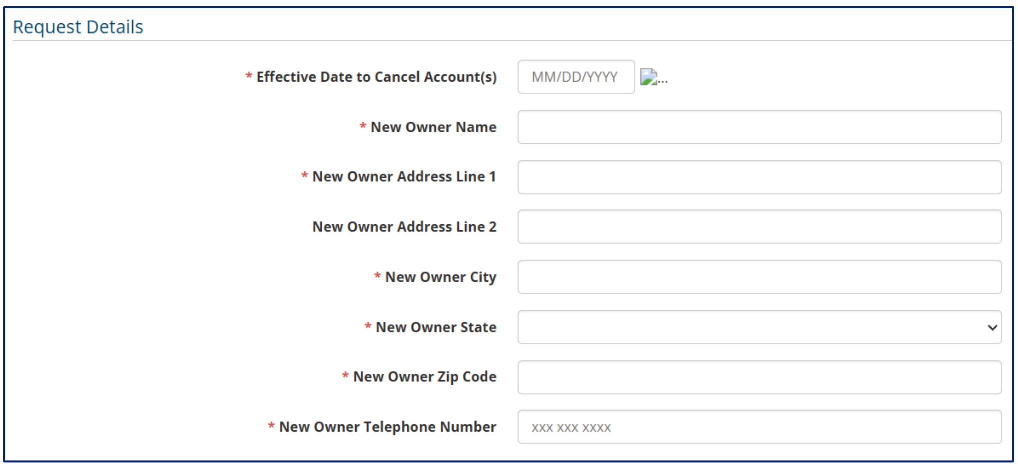


5. Enter a *description* in the Reason for Request field.

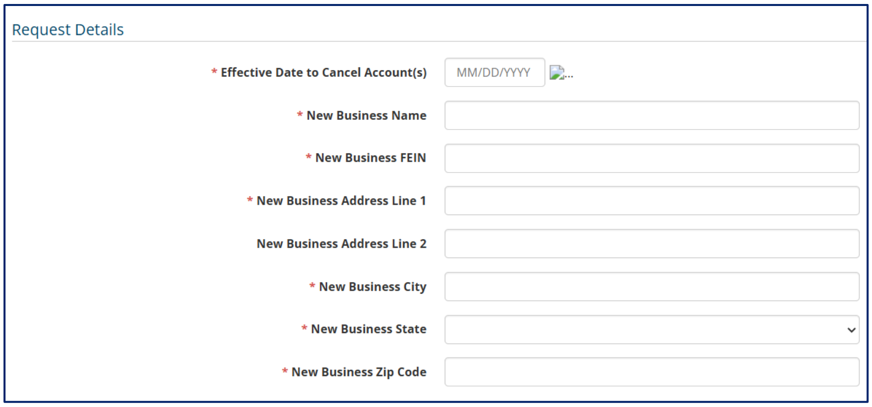


6. Each Request Type will have specific required information to complete.

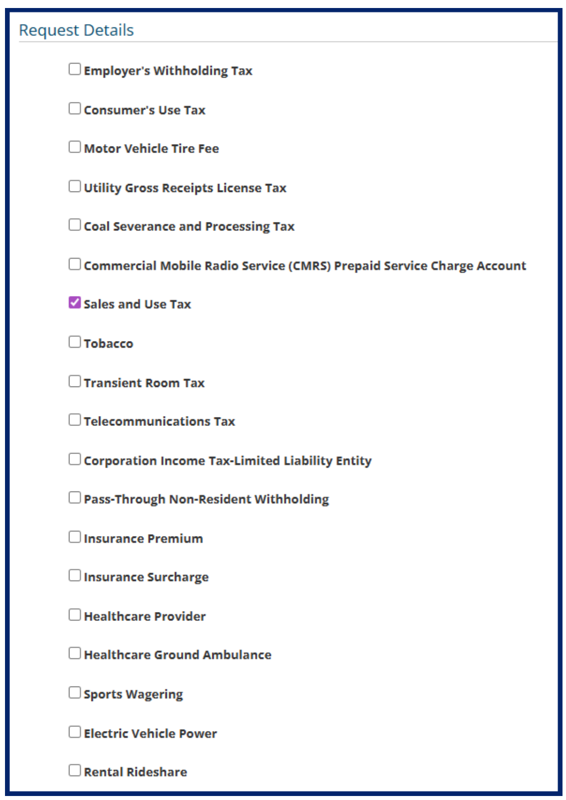
   The required fields for **Close Account – Business Sold** include the Effective Date to Cancel Account(s) and the New Owner's name, complete address, and telephone number.

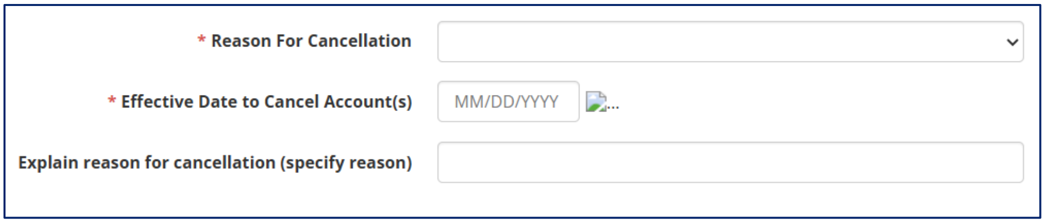


7. The required fields for **Close Account – Merge Out of Existence** include the Effective Date to Cancel Account(s) and the New Business Name, Federal Employer Identification Number (FEIN), and complete address.



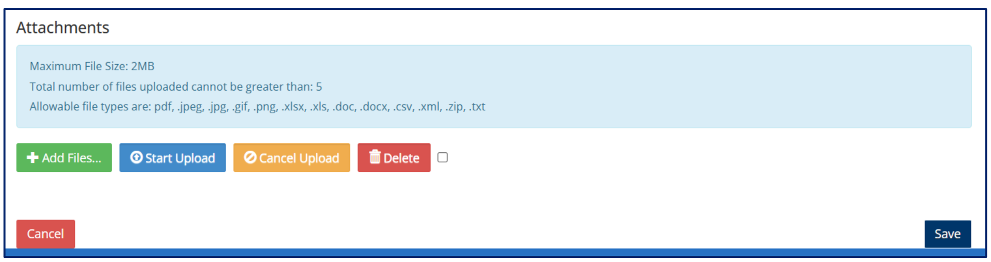
8. The required fields for **Close Account – Other** include choosing the tax account type to be closed, the Reason for Cancellation (chosen from the dropdown menu), and the Effective Date to Cancel Account(s). Please select the button for all tax accounts that are being closed.



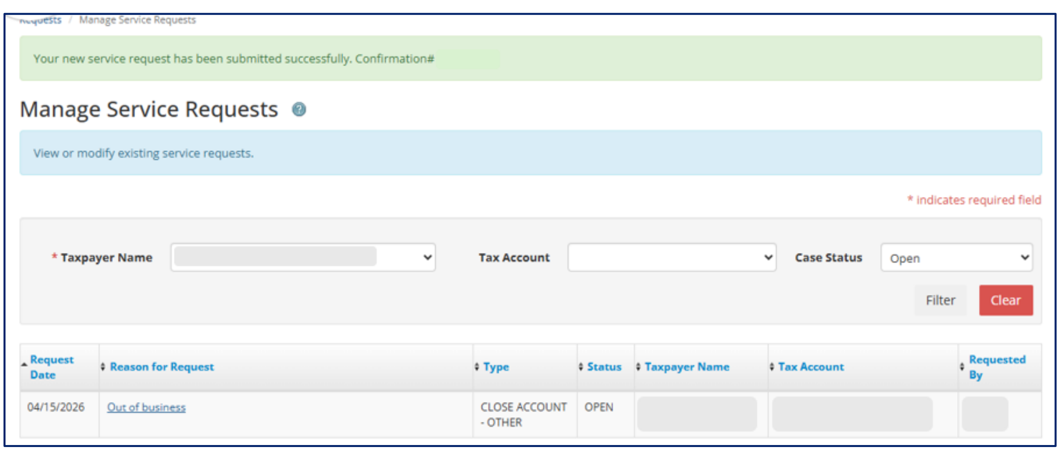


9. Upload attachments to the closure request. Once attached, select the **Save** button in the bottom right corner.

   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.



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.

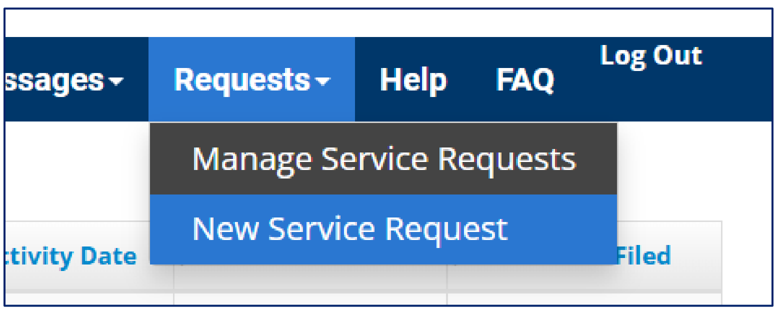


Once your application is submitted it may be reviewed manually. Please allow up to seven business days for the review and processing to be completed. Once finalized, your tax account will be closed and will be marked as "Closed" in the MyTaxes Portal.

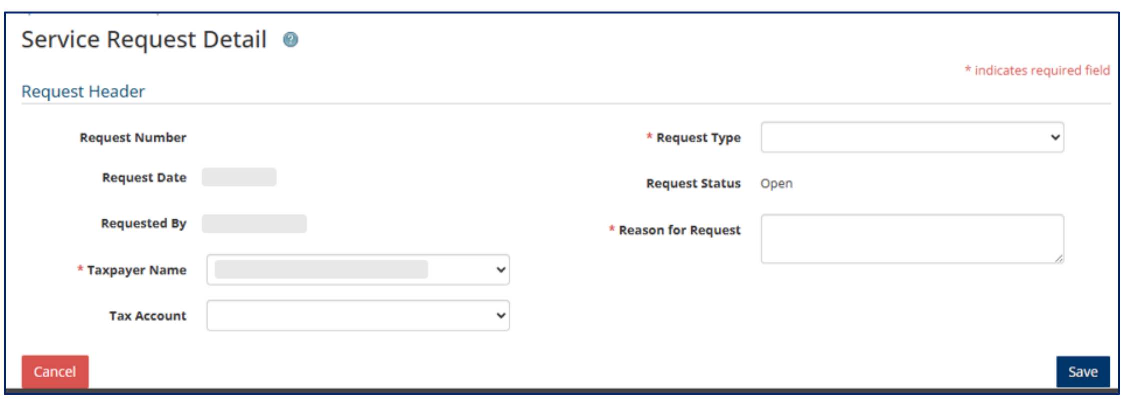
Close a Business

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.

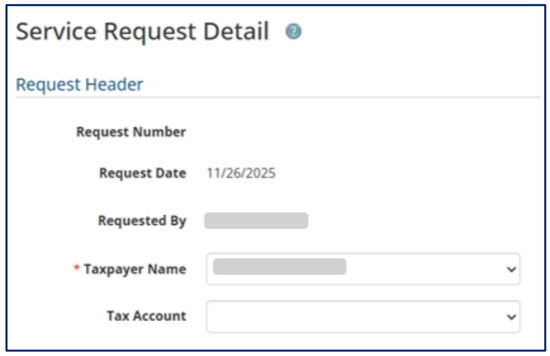
1. From the *Main Menu ribbon*, select the **Requests** tab then select **New Service Request**.



2. The Service Request Detail page will load.

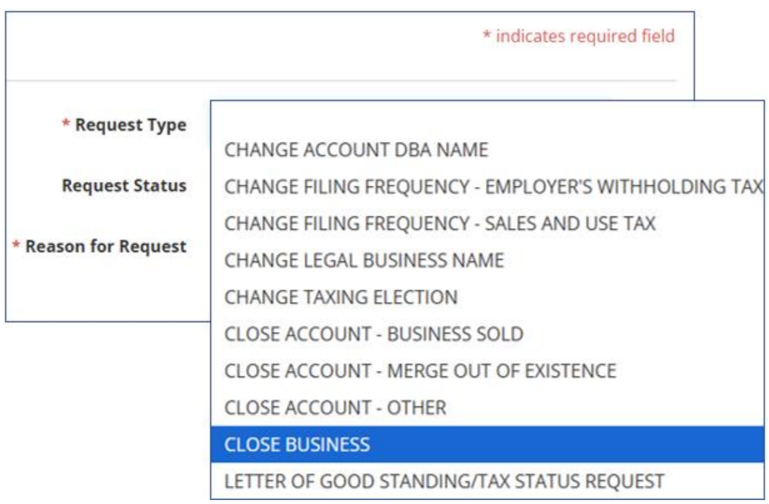


3. Select the **Taxpayer Name** from the dropdown then select the account to close from the **Tax Account** dropdown.

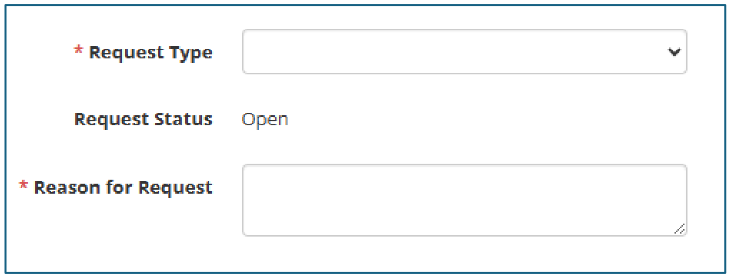


4. From the Request Type dropdown menu, select **Close Business**.

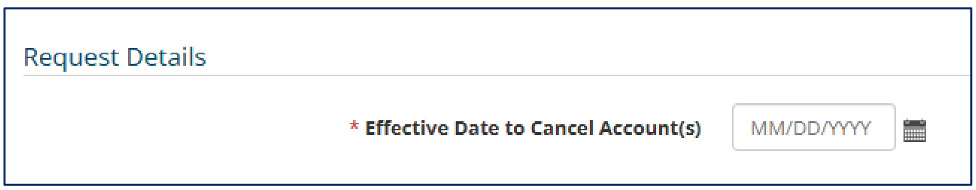
   Note: A reminder will appear at the top of the page advising the user: Closing your tax account(s) does not relieve the business of the responsibility to file outstanding tax returns or pay any tax liabilities the business may owe.



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

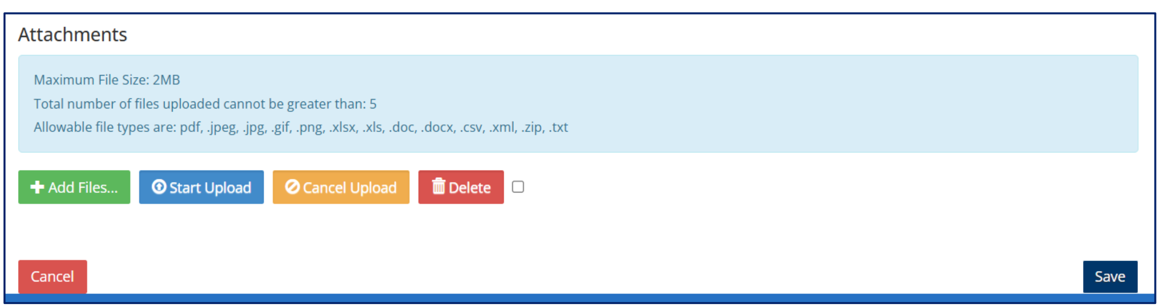


6. The Request Details section will appear. Enter the *Effective Date to Cancel Account(s)*.

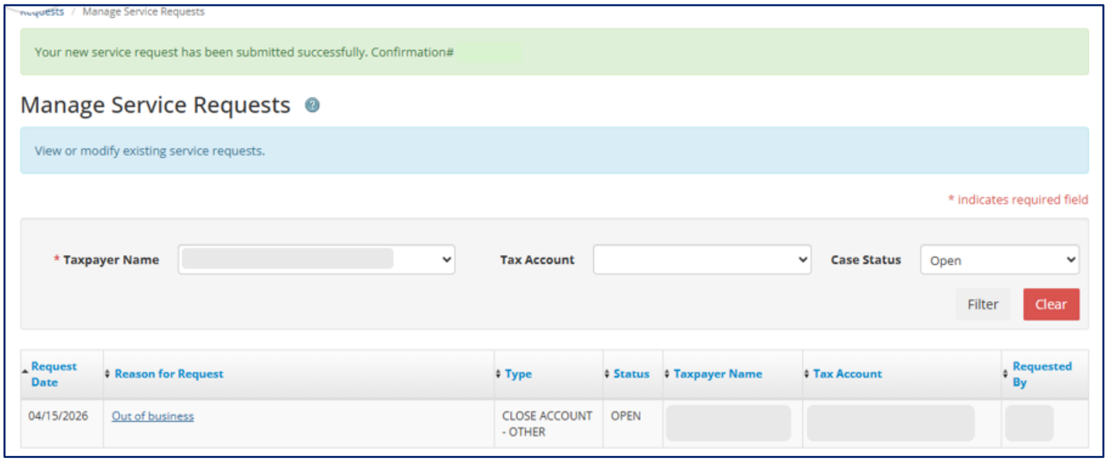


7. Upload attachments to the closure request. Once attached, select the **Save** button in the bottom right corner.

   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.



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.



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