

Covid-19 - Measures to prevent the Coronavirus infection

With regards to the Health emergency due to the spread of the Covid-19 the Veneto Regional Directorate of the Revenue Agency is taking a number of security procedures in order to deal with the customers' visits to offices.

Revenue Agency's offices will provide, in real time, the following services only:

- issuing Fiscal Code, V.A.T. number and Health Card (to the subjects with no obligation of data transmission through the on-line procedure called COMUNICA)
- receiving documents;
- reprinting the second part of the Pin code, to allow access to online services;
- giving assistance to disabled people for requests regarding car tax exemption or facilitated VAT on car purchases.

In order to request other services, customers will have to fill in a specific form with their personal details, address and detailed description of the service they need. The office will release a receipt and will answer the request a.s.a.p., also sending an e-mail (or certified e-mail, i.e. PEC) when available on the form.

Access to the front-office waiting room will be rationed to keep the due distance between visitors.

To protect the health and safety of the community, all customers are invited to primarily access the Revenue Agency on-line services.

Accounting firm, business consultant and specialized operators must access the online services only. They will be allowed to visit the offices only if the service they need is not available on-line.