

Subject 600

Refunds – How Long to Wait

- If you e-filed a complete and accurate return, your refund will be issued within twenty-one business days after acknowledgment of the receipt of the return.
- The average processing time for a complete paper tax return is up to 10 weeks from the time you mailed it. Please allow 10 weeks from the date you filed before calling our office concerning the processing of a refund.
- You may check the status of your refund by accessing the **Arkansas Taxpayer Access Point** at <https://atap.arkansas.gov/>. You also may check the status of your refund by calling (501) 682-1100 or toll free at (800) 882-9275, choose option 1 for refund questions.
- If you fail to sign your return or do not include all the necessary attachments such as W-2s or related forms or schedules, your return cannot be processed until it is complete. The Income Tax Section will send you correspondence regarding the missing information.
- If you move after you file your return, your refund check normally will be returned to the State, even if you have your mail forwarded to your new address. If your refund is returned to our office, you must notify us of your new address by providing a signed Individual Income Tax Name and Address Change Form. If you filed a joint return, both the primary and the spouse will be required to sign the address change form. The Individual Income Tax Name and Address Change Form is available on our website at:

www.dfa.arkansas.gov/income-tax/individual-income-tax/forms/

- If there is a math error on your return, your refund will be delayed. You will receive a notice explaining the adjustment.