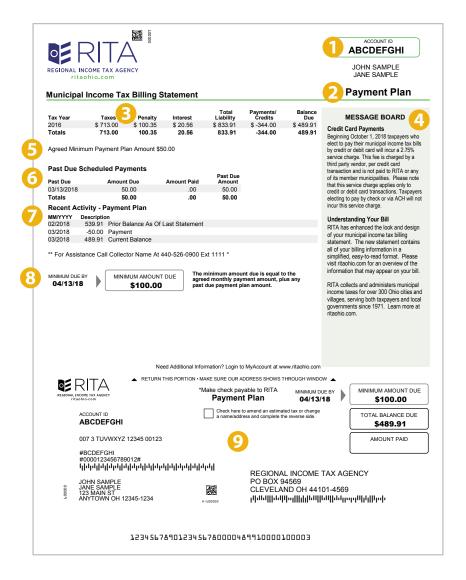


How to read your **new statement**

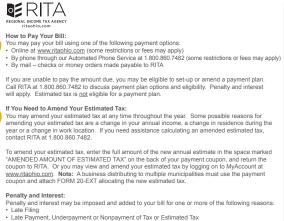
RITA has enhanced the look and design of your municipal income tax billing statement. The following is a brief description of the layout.



Statement front

- Please use this account ID on any payments that you send or when you contact RITA.
- Identifies the type of statement Individual, Net Profit, Employer Withholding or Payment Plan.
- This area provides detail by tax year about your tax, penalty and interest charges, payments and credits applied if applicable, and balance due.
- May contain important information about your account, notifications, helpful reminders or news items.
- Identifies the agreed upon monthly payment plan amount that is due every month, regardless of whether additional payments have been made on the payment plan balance.
- 6 Identifies payment plan payments that are past due with the associated month's due date.
- Recent Activity Payment Plan includes transactions since your last payment plan bill.
- The Minimum Amount Due includes any past due payment plan amounts and the payment plan amount due for the current month. Payments received after this date may result in a late notice of payment due and a possible cancellation of the payment plan.
- Peturn this remittance coupon with your payment by check.





Note: A fee will be added to your bill for a dishonored check or electronic debit.

1.800.860.7482 or TDD: 440.526.5332; see also Customer Service Information 1.800.880.7482 or TIDI: 440.526.5332; see also Customer Service Informatl 440.526.881 for Individuals or 440.922.583 for Businesses P.O. Box 477900, Broadview Heights, OH 44147-7900 See Office Hours and Locations Available through MyAccount at www.ritaohio.com (login required and other restrictions may apply)

For Questions about Your Bill:

By Fax: By Mail:

Contact RITA for assistance or questions about your bill -

Monday-Friday 8am - 5pm Individuals: 1.800.860.7482, ext. 5002 For individual payment arrangements: Ext. 5004 Businesses: 1.800.860.7482, ext. 5003 TDD: 440.526.5332

Customer Service Information:

Office Hours and Locations:

No appointment necessary Brecksville: 10107 Brecksville Rd Brecksville, OH 44141 Monday-Friday 8am - 5pm

Cleveland Heights: Cleveland Hts. City Hall 40 Severance Circle Cleveland Hts., OH 44118 Monday-Friday 8:30am - 5pm

Mentor: Municipal Center - 2nd Floor 8500 Civic Center Blvd Mentor, OH 44060 Tuesday & Thursday 8:30 am - 1pm & 1:30pm - 5pm

Worthington: 760 Lakeview Plaza Blvd Suite 400 Worthington, OH 43085 Monday-Friday 8am - 5pm

Youngstown: 2761 Salt Springs Rd Youngstown, OH 44509 Monday-Friday 8am - 5pm

Include or have the following information available when contacting R - Account Name - Account Io or Account # - Tax Year/Years in Question	RITA:
Enter your Amended Estimated Tax, Name and/or Address changes below. One character per box.	
AMENDED ANNUAL AMOUNT Note: For Business Accounts amending annual estimate and distributing to multiple municipalities also attach a FORM 20-EXT allocating the new estimated tax.	
To amend your Annual Estimated Tax, see "If You Need to Amend Your Estimated Tax," instructions above.	
ACCOUNT # or ID	SPOUSE ACCOUNT # or ID
FIRST NAME	LAST NAME
SPOUSE FIRST NAME	SPOUSE LAST NAME
COMPANY NAME	
NEW ADDRESS INFORMATION	MOVE DATE
	MO DAY YR
CITY	ST ZIP DAYTIME PHONE NUMBER

Statement back

- Payment Options available to make a payment on your account.
- Information on how to change your tax estimate.
- Contact information. How to reach RITA.
- Please complete and return this section to provide changes to your estimate and/or mailing address.
- Customer Service toll-free numbers and support hours.
- Office Hours and address information.