REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

May 21, 2021

REVENUE MEMORANDUM CIRCULAR NO. 72-2021

SUBJECT : Availability of BIR Single Hotline Number and Use of Chatbot

TO : All Internal Revenue Officials, Employees and Others Concerned

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This is to announce the availability of the BIR Customer Assistance Division **single Hotline No. (02) 8538-3200** and the use of Chatbot, named **REVIE,** to assist taxpayers with their general inquiries on tax related matters. Tax inquiries may also be sent via e-mail at **contact_us@bir.gov.ph**.

REVIE is the BIR's Digital Assistant, an artificial intelligence, that can be accessed 24/7 from the home page of the BIR Website (**www.bir.gov.ph**). Questions about taxpayers' registration requirements (i.e. how to get a TIN, etc.), eServices, BIR Forms, zonal values, among others, including TIN Verification, can be asked from REVIE. Taxpayers using the facility will also have the option to chat with a live agent in case they need clarifications on the answers provided by REVIE.

The provision of a single hotline number for the BIR and use of Chatbot are part of the Lease of Contact Center Solution with Chat Module Project undertaken by the BIR under its Digital Transformation Program.

By providing a single hotline number and a Chatbot, taxpayers and other stakeholders can easily access updated tax information at the comfort of their own homes or offices, especially during this time of COVID-19 pandemic.

All internal revenue officials and employees are enjoined to give this Circular as wide a publicity as possible.

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DS MGT. DIVISION

CAESAR R. DULAY
Commissioner of Internal Revenue

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