

News Release

Comptroller Brooke Lierman Announces New Director for the Office of the Taxpayer Advocate

Comptroller Lierman taps agency veteran to lead team handling complex customer concerns

ANNAPOLIS, Md. (December 29, 2025) — Comptroller Brooke E. Lierman today announced Andrea Brown as the new director for the Office of Taxpayer Advocate. Director Brown has served with the Office of the Comptroller since 2006, most recently as Deputy Director of Revenue Administration. Prior to that, she held various leadership and management positions within the agency. Director Brown will oversee the Office of the Taxpayer Advocate and collaborate across the agency to enhance our accountability to taxpayers and expand access to a fair, transparent, and efficient tax system.

“Andrea Brown’s two decades of experience with our agency, particularly with the Revenue Administration Division, make her uniquely qualified to lead the Office of Taxpayer Advocate,” Comptroller Lierman shared. “Her deep understanding of tax policy and commitment to service will provide Maryland taxpayers with the guidance and support they need in handling complex tax challenges. I am confident that Andrea will bring strong leadership and expertise to this office, and I am excited to work with her to provide real solutions and an improved customer experience during the upcoming tax filing season and beyond.”

In her new role, Director Brown will oversee a team of analysts who work directly with taxpayers to resolve complex issues that cannot be settled through ordinary customer service channels. The Office of the Taxpayer Advocate will provide recommendations to improve processes within the agency, aiming to make the tax system more equitable.

“As the Director of the Office of the Taxpayer Advocate, I will use my tax knowledge and experience to deliver quality service to the taxpayers of Maryland,” Director Brown said. “My primary focus is identifying systemic challenges and developing a streamlined and collaborative approach that will provide solutions that ultimately work for taxpayers.” Previously, Director Brown served in several key areas of the agency, including as a manager in the Returns Processing Section and as Deputy Director of Processing for

the Revenue Administration Division. Director Brown received her MBA from the University of Maryland Global Campus.



***Andrea Brown will serve as the new director for the
Office of the Taxpayer Advocate***

The Office of the Taxpayer Advocate

Comptroller Lierman [introduced legislation](#) passed by the Maryland General Assembly in 2023 that created the Office of the Taxpayer Advocate within the agency. It replaces the agency's former Ombudsman's office and is committed to achieving swift and adequate solutions for taxpayers. They will review a range of issues and challenges, including unresolved tax matters and mistakes made by members of the agency, with the goals of enhancing transparency, building trust, and improving customer service delivery and issue resolution.

The Office of the Taxpayer Advocate will also engage in taxpayer outreach and education to ensure that taxpayers are informed about the tax system, their rights under state law, and the resources and services available to them.

[**Learn more about the Office of the Taxpayer Advocate**](#)

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