Brooke E. Lierman
Comptroller of Maryland

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News Release

Comptroller Lierman Releases Inaugural Office of the Taxpayer Advocate Annual Report

New report highlights taxpayer service data, identifies trends, and outlines steps to strengthen fairness and accountability in Maryland's tax system

ANNAPOLIS, Md. (March 4, 2026) — Comptroller Brooke E. Lierman today announced the release of the inaugural Office of the Taxpayer Advocate (OTA) Annual Report, a comprehensive new report designed to increase transparency, strengthen accountability, and improve service for Maryland taxpayers. The report provides a detailed overview of taxpayer interactions with the Comptroller's Office, including filing trends, complaint and appeal data, outreach efforts, and recommendations to enhance fairness and efficiency in tax administration.

HB707, introduced by the Speaker at Comptroller Lierman's request, passed unanimously in both chambers of the Maryland General Assembly in 2023, establishing the OTA. The Office was created to serve as an independent, taxpayer-focused resource within the Comptroller's Office, ensuring that concerns raised by Marylanders are documented, analyzed, and used to drive improvements. The inaugural report reflects a year of work reviewing taxpayer assistance requests, identifying common challenges, and recommending operational and policy enhancements to better serve residents across the state.

The report highlights key data on tax return filings and compliance trends, the volume and types of taxpayer assistance requests, resolution timelines, formal complaints and

appeals, and community outreach initiatives. It also identifies opportunities to streamline processes, improve communication, and expand access to multilingual and community-based support services.

“This inaugural Office of the Taxpayer Advocate Annual Report represents our commitment to transparency and continuous improvement,” said Comptroller Brooke Lierman. “Tax administration should be fair, responsive, and understandable. By listening closely to Marylanders and using data to guide our decisions, we are strengthening trust in government and ensuring that our tax system works better for everyone.”

Andrea Brown, Director of the Office of the Taxpayer Advocate, added, “We want Marylanders to know that their voices truly matter. Your feedback, paired with the data we’ve gathered, guides our efforts as we work to strengthen our processes and better serve taxpayers.”

The report underscores the Comptroller’s broader effort to modernize taxpayer services, reduce barriers to assistance, and create a more accessible and equitable system. By publishing the OTA’s findings and recommendations, the Comptroller’s Office aims to foster greater public understanding of how taxpayer concerns are addressed and how service delivery continues to evolve.

The full 2025 Office of the Taxpayer Annual Report is available here.

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