

## **Taxpayers Have the Right to:**

Category: Tributary legislation

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- Receive friendly, professional and considerate treatment.
- Enjoy a neat and tidy environment in the offices of ONAT.
- That the tax legislation is applied in a fair and impartial manner, that the confidentiality of your information is protected.
- Receive free consultation services and others that facilitate compliance with tax obligations at ONAT offices.
- Present claims against the administrative action and receive a response within the established time.
- That their affairs are processed correctly and within the established deadlines.
- Formulate and receive a response to their complaints, denunciations and other matters involving ONAT.
- Receive timely, correct and updated information.
- Obtain the tax benefits provided for in tax legislation.