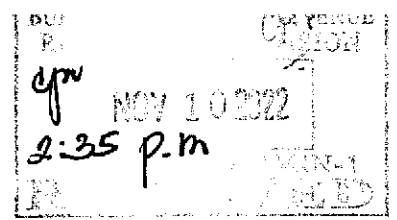




REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

Quezon City



November 2, 2022

REVENUE MEMORANDUM CIRCULAR NO. 146-2022

SUBJECT : Availability of TIN Verification/Validation, RDO Finder and eComplaint Facility in the BIR Chatbot (Revie)

TO : All Internal Revenue Officials, Employees and Others Concerned

This is to announce the availability of the enhanced BIR Digital Assistant - Chatbot **REVIE**, which will now include **TIN Verification/Validation, RDO Finder and eComplaint facility**.

The TIN Verification/Validation and RDO Finder are additional features that will assist taxpayers with their TIN and RDO inquiries. The eComplaint, on the other hand, is a facility that will help taxpayers lodge their grievances/complaints against establishments for non-issuance of receipts/invoices, tax evasion, and other violations against the provisions of the Tax Code. Complaints against erring BIR officials/personnel can also be submitted using the eComplaint facility.

REVIE, was launched in June 2021 as the BIR's Digital Assistant. It is an artificial intelligence that can be accessed 24/7 from the home page of the BIR Website (www.bir.gov.ph). Frequently-asked questions about taxpayers' registration requirements, eServices, BIR Forms, zonal values, among others, 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.

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

Lilia C. Guillermo
LILIA CATRIS GUILLERMO
Commissioner of Internal Revenue

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