

hundred thirty thousand people walked into 20 local offices for assistance, and representatives prepared thousands of Maryland tax returns for them, free of charge. And when the taxpayers don't come to the comptroller, services go to them, as employees visit malls throughout the state and provide assistance with the IRS during the income tax filing season.

Representatives from the Comptroller's Office also go into the community to speak to citizen and business groups about a variety of tax topics. They also train the volunteers who in turn help seniors, low-income taxpayers, and others fill out their Maryland returns.

For Comptroller Schaefer, taking customers' concerns seriously and treating them with respect and dignity is as important a part of helping people as processing returns, depositing money, enforcing tax laws, and the hundreds of other tasks the agency accomplishes.