

# Free Tax Help & Assistance 2025

## Internal Revenue Service (IRS) for Federal Income Tax Forms

**\*\*In-person assistance and other information is subject to change.\*\***

**IRS Phone Assistance:** 1-800-829-1040  
**Make an appointment:** 1-844-545-5640

**IRS – Charlotte, NC:**  
Five Resource Square  
10715 David Taylor Dr.  
Charlotte, NC 28262  
Hours: Monday–Friday, 8:30 am–4:30 pm

**IRS – Columbia, SC:**  
1835 Assembly St.  
Columbia, SC 29201  
Hours: Monday–Friday, 8:30 am–4:30 pm

Online Federal tax forms and publications can be found at [irs.gov](https://irs.gov). To request tax forms by mail, call **1-800-TAX-FORM** or **1-800-829-3676**.



For information on our current services and hours of operation, visit our website at [yclibrary.org](https://yclibrary.org) or call us at **803-981-5858**.

*Updated 1/7/2025*

### The Volunteer Income Tax Assistance (VITA) Program: In-Person Assistance

IRS VITA/TCE return preparation sites are operated by certified volunteers. Site operating hours and services offered may be limited. In addition, by law, some sites provide priority services to seniors. Please be advised you may not be immediately served. No returns started after 4 pm (Pathways) or 3 pm (Winthrop).

#### Site name, location, and times:

**Pathways Community Center**  
546 South Cherry Rd, Suite N; Rock Hill, SC 29732  
January 20 – April 15, 2025  
Mondays, Wednesdays, & Fridays; 8:30 am–4:30 pm

**Winthrop University**  
DiGiorgio Student Center, 2<sup>nd</sup> floor  
February 1 – April 5, 2025 (excludes March 15 & 22)  
Saturdays; 11 am–3:30 pm

#### VITA volunteers can prepare:

- W-2 & W-2G
- 1095-A, B, or C
- 1098-T
- 1099-B\*, C\*, G, K\*, R, S\*, SA, DIV, INT, MISC\*, NEC\*, SSA-1099\*, RRB-1099 & RRB-1099-R, CSA-1099

- Child Tax Credit
- Earned Income Credit
- Itemized Deductions\*
- Prior Year and Amended Returns

*\*Limited*

#### What to bring:

- All forms needing to be prepared (see above)
- For married filing jointly, both spouses must be present and will each need to bring some of the required information listed above.
- Government-issued ID
- Social Security cards or Individual Taxpayer Identification and birth dates for you, your spouse, and/or your dependents
- A copy of last year's tax return
- Total paid to daycare provider and their tax ID number
- Information for all deductions/credits
- Information for other income
- For direct deposit or refund, proof of account and bank routing number
- For prior year tax returns, bring copies of income transcripts from the IRS (and state, if applicable).

## South Carolina Individual Income Taxes

## Online Tax Resources & Assistance

**Rock Hill Service Center:** 844-898-8542  
775 Addison Ave., Suite 201, Rock Hill, SC 29730  
Hours: Mondays, Tuesdays, Thursdays, & Fridays,  
8:30 am–5 pm; & Wednesdays, 9:30 am–5 pm

- Online S.C. tax forms can be found at [dor.sc.gov](http://dor.sc.gov).
- To request S.C. tax forms by mail or email, call **1-844-898-5000**, or email [forms@dor.sc.gov](mailto:forms@dor.sc.gov).
- SCDOR Taxpayer Advocate can answer S.C. tax-related questions. Call **803-898-5444** or email [TaxpayerAdvocate@dor.sc.gov](mailto:TaxpayerAdvocate@dor.sc.gov).
- If you made less than \$79,000 in a tax year, you may be eligible for to file your taxes with free software. Learn more at [dor.sc.gov/iit-filing](http://dor.sc.gov/iit-filing).

**SC Thrive:** File your South Carolina State and Federal Taxes quickly, easily, and at no cost if your Adjusted Gross Income (AGI) is less than \$79,000. Go to [scthrive.org/for-you/filetaxes](http://scthrive.org/for-you/filetaxes) to get started.

**My Free Taxes:** United Way partners with the IRS's VITA program to help people prepare their federal and state tax returns or file them for free. Visit [myfreetaxes.com](http://myfreetaxes.com) for more information.

**Federation of Tax Administrators:** Find tax form links for all 50 states and more information for taxpayers at [taxadmin.org](http://taxadmin.org).

## North Carolina Individual Income Taxes

**Charlotte Service Office:** 704-519-3000  
301 McCullough Dr., Suite 300, Charlotte, NC 28262

Hours: Monday–Friday, 9 am–4 pm (by appointment; walk-ins accepted Tuesday–Thursday only)

Online N.C. tax forms can be found at [ncdor.gov](http://ncdor.gov).

To request N.C. tax forms by mail and ask for further tax assistance, call **1-877-252-3052**.

## AARP Tax Assistance

AARP tax assistance will be available at the Fort Mill Library (1818 2<sup>nd</sup> Baxter Crossing, Fort Mill, SC 29708) on the dates and times listed below. Taxpayers will meet with a volunteer and drop off their tax information. Prior to the appointment, taxpayers will be asked to pick up and complete an intake packet from the library to be turned in at the start of the appointment. Volunteers will prepare the return and notify the taxpayer when the completed return is ready for pickup. **Appointments are required. To make an appointment, call 901-235-3269 or email [fortmilltaxes@gmail.com](mailto:fortmilltaxes@gmail.com). In-person appointment scheduling will be available at the Fort Mill Library from 1–3 pm on Friday, January 24. YCL staff cannot make tax assistance appointments for patrons.**

February		March		April	
Date	Time	Date	Time	Date	Time
1	9:15 am–12:45 pm	1	9:15 am–12:45 pm	1	1:15–6 pm
3	3:15–6 pm	3	3–6 pm	7	11:30 am–3:30 pm
4	1:15–6 pm	4	1:15–6 pm	8	9:15 am–4:30 pm
7	12:45–2:30 pm	8	1:15–5:15 pm	10	9:15 am–3:30 pm
10	9:15 am–12 pm	10	9:15 am–12 pm	12	12:45–5 pm
14	12:45–2:30 pm	11	12:45–4:30 pm	15	12:45–4:30 pm
15	12:15–3 pm	13	1:15–6 pm	18	9:15 am–1:30 pm
18	9:15 am–4:30 pm	18	1:15–6 pm	21	9:15 am–12:30 pm
19	9:15 am–3:30 pm	19	12:45–3:30 pm		
21	9:15 am–3 pm	21	12:45–3 pm		
25	1:15–6 pm	25	1:15–6 pm		
26	12:45–3:30 pm	26	12:45–3:30 pm		
		27	1:15–6 pm		
		31	9:15 am–6 pm		