

HELLENIC REPUBLIC

Independent Authority for Public Revenue

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PRESS RELEASE

IAPR: New live video call service on myAADElive - Greek Expat in New York is trial served in the app by selecting communication in English

The digital service myAADElive of the Independent Authority for Public Revenue is enriched with a new option of direct video call and service from the first available representative from 21/12/2023. Symbolically, the first direct video call was made by a Greek expatriate, at the Consulate General of New York, in the presence of the Governor of IAPR, Giorgos Pitsilis, and the Consul General of Greece in New York, Dinos Konstantinou.

The direct myAADElive video call significantly facilitates the procedures for granting a TIN & Authentication Key or granting an Authentication Key, offering citizens the option to be served online and immediately, without the need to make an appointment or visit their Tax Office.

In particular, any natural person who acts for themselves and submits an application for a TIN & Authentication Key or for an Authentication Key through the two digital apps, will now have the option to communicate directly via video call with the first available representative of the myAADElive service for their identification and the immediate processing of their request, without the need to make an appointment beforehand.

In the event of an Authentication Key request, the option to authenticate via a direct video call is provided if the automated mobile phone authentication is not possible.

Communication on myAADElive can be done in Greek or English.