Illinois

1. Is penalty abatement available?
   1. Yes
2. What is the statute/law that authorizes the state to abate penalties?
3. What is the statute/law/guidance (internal memorandum to employees reviewing PA requests) that outlines what justifies relief?
4. Is there a specific form that must be filed to request abatement, or does the taxpayer just submit written statement. What needs to be included in the statement if the state does not have a form?
5. Where and how are the requests submitted?  Can they be made orally over the phone through an authorized POA? Must the submissions be mailed, or can they be faxed?