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Statement from the Office of the Governor

Hagåtña, Guam—We are aware of concerns regarding the Department of Revenue and Taxation's (DRT) system performance and the Department's relationship with its technology vendor. Our shared priority as a government is clear: the system must work.

First, taxpayer information is confidential, protected, and held by the government for the sole purpose of tax administration. Any vendor supporting these systems does so as a service provider, operating under strict legal and contractual obligations. **They do not own taxpayer data**, nor do they have independent rights to use or control it.

Our responsibility is straightforward:

- Protect taxpayer information
- Maintain government control of its systems
- Ensure accountability from every partner involved

Second, at this time, we are not in a position to determine fault, nor will we speculate publicly about system performance while facts are still being reviewed. What we can say is this: in partnerships like these, there are shared responsibilities. When those responsibilities intersect with essential public services, the obligation is not to argue—it is to deliver.

That is the standard we are enforcing now.

While we are not commenting on the specifics of the vendor relationship or potential financial matters currently under review, we are actively engaged with all parties to ensure taxpayers experience continuity and reliability. Once system stability is fully restored, we will take the necessary steps to examine the circumstances that led to these issues and ensure they are addressed transparently.

We understand the frustration. We share the urgency. Our focus remains on resolving this matter as quickly as possible while ensuring taxpayers are protected.

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