

TAXPAYER ADVOCATE SERVICE

YOUR VOICE AT THE IRS

www.taxpayeradvocate.irs.gov/



TAS Leadership

Erin M. Collins

National Taxpayer Advocate



About TAS – Who We Are

- Independent organization within the IRS
- Provide free service to all eligible taxpayers
- No income limits for eligibility

*Your Voice
at the IRS*

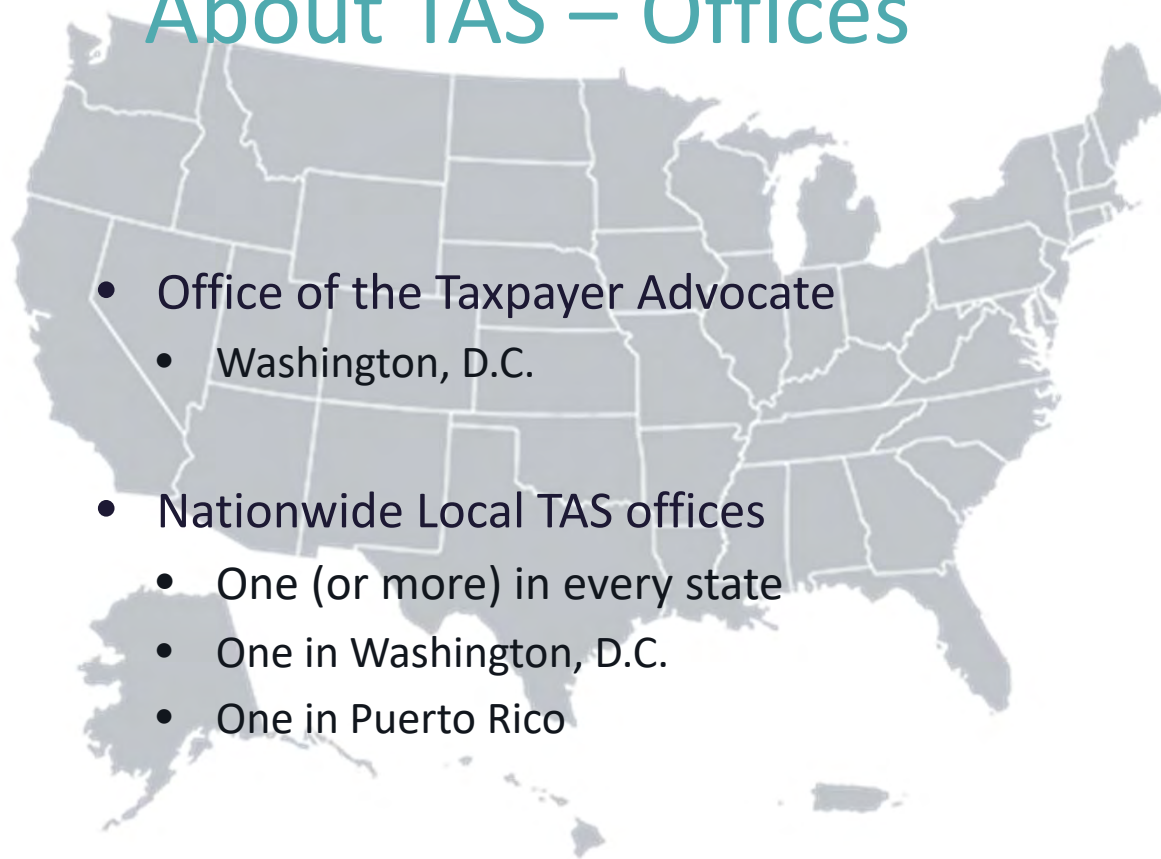


ABOUT TAS

TAS Functions by Law

- Assist taxpayers in resolving tax problems with the IRS
- Identify areas where taxpayers have problems dealing with the IRS
- Propose changes in the administrative practices of the IRS to mitigate problems
- Identify potential legislative changes to mitigate such problems

About TAS – Offices



- Office of the Taxpayer Advocate
 - Washington, D.C.
- Nationwide Local TAS offices
 - One (or more) in every state
 - One in Washington, D.C.
 - One in Puerto Rico

*Your Voice
at the IRS*

TAXPAYER
ADVOCATE
SERVICE

YOUR VOICE AT THE IRS

About TAS – What We Do

- Protect taxpayer rights - TBOR.
- Help taxpayers where a system failed to operate as intended or efforts failed to resolve the problem within the IRS.

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Taxpayer Bill of Rights

= YOUR RIGHTS

TAXPAYER BILL OF RIGHTS

A FRAMEWORK FOR EFFECTIVE TAX ADMINISTRATION

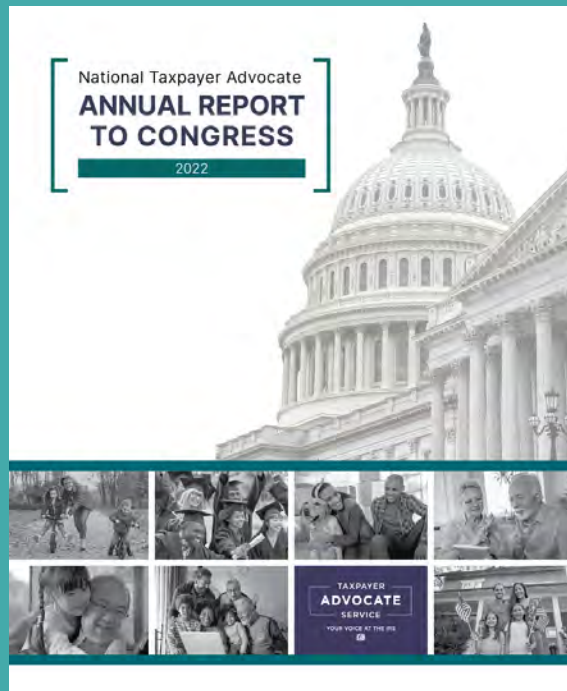
- The Right to* Be Informed
- The Right to* Quality Service
- The Right to* Pay No More than the Correct Amount of Tax
- The Right to* Challenge the IRS's Position and Be Heard
- The Right to* Appeal an IRS Decision in an Independent Forum
- The Right to* Finality
- The Right to* Privacy
- The Right to* Confidentiality
- The Right to* Retain Representation
- The Right to* A Fair and Just Tax System

Learn more at www.irs.gov/taxpayerrights

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REPORTS TO CONGRESS



www.TaxpayerAdvocate.irs.gov/reports



TAS OPTIONS FOR SELF-HELP

The screenshot displays the Taxpayer Advocate Service (TAS) website interface. At the top left is the TAS logo with the tagline "YOUR VOICE AT THE IRS". A search bar and a "Taxpayer Bill of Rights" button are positioned to the right. A navigation menu includes "Get Help", "Resources for Taxpayers", "Tax News & Information", "Our Reports to Congress", and "Contact Us". Below the menu is a "VIEW ALL HELP" button. The main content area is divided into four columns of self-help options:

- Did you get a notice from the IRS and want quick answers?**
 - [Look-up your notice](#)
- Get Help with a certain topic**
 - [Paying Taxes](#)
 - [General](#)
 - [Interacting with the IRS](#)
 - [Refunds](#)
 - [International](#)
 - [Issues & errors](#)
 - [Filing returns](#)
 - [Small business](#)
 - [Credits](#)
- Expecting a refund?**
 - [See what steps you can take to locate it](#)
- Have a balance due?**
 - [I Need Help Resolving My Balance Due](#)
- Coronavirus (COVID-19) updates for individuals**
 - [Coronavirus \(COVID-19\) Tax Relief](#)
 - [Coronavirus \(COVID-19\) Alivio Tributario](#)
- Coronavirus (COVID-19) updates for businesses**
 - [COVID-19 Business Tax Relief Tool](#)

TAXPAYER ROADMAP



YOUR VOICE AT THE IRS

Search



Taxpayer Bill of Rights

Get Help

Resources for Taxpayers

Tax News & Information

Our Reports to Congress

Contact Us

Did you get a notice from the IRS?

Enter your notice number below to get started

Enter IRS notice number



- Appeals
- Collection
- Exam
- Litigation
- Tax Return Preparation
- Tax Return Processing

Locate the notice ID number on your IRS letter

Enter the notice ID number in the field provided

Click search to pinpoint your letter's location

View by map section



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YOUR VOICE AT THE IRS

When to Come to Us For Tax Account Help

In general, come to us when:

- Experiencing a financial/economic hardship or an immediate threat of adverse action
- You are not able to resolve the issue through normal IRS channels
- You've tried to contact the IRS, but no one has responded, or the IRS hasn't responded by the date promised

Learn more about eligibility at: www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/

CONTACTING TAS FOR CASE HELP

- Use the 'Can TAS help me with my tax issue?' tool:
www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/

If the answer is yes:

- Fax or phone your Local Taxpayer Advocate listed in Publication 1546, *Your Voice at the IRS* or at
www.taxpayeradvocate.irs.gov/contact-us/
- Call the NTA Case Intake Line: **1-877-777-4778**
- Download Form 911, *Request for Taxpayer Advocate Service Assistance* www.irs.gov/pub/irs-pdf/f911.pdf



Try Our New Tool

Get Help ▾

Resources for Taxpayers ▾

Tax News & Information ▾

Our Reports to Congress ▾

Contact Us ▾

Can TAS help me with my tax issue?

If you are having tax problems and have not been able to resolve them with the IRS, the Taxpayer Advocate Service (TAS) may be able to help you. Please answer just a few brief questions to determine if TAS can help you with your tax issue. Generally, we help taxpayers whose tax issues fall into one of these main categories. Select the topic below to learn more:

- [Financial Hardship](#)
- [IRS System Issue](#)
- [Fair & Equitable Treatment](#)
- [Public Policy](#)



www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/

WORKING WITH TAS – WHAT TO EXPECT

TAS will advocate with you on your client's behalf = *Your Voice at the IRS*.

Case assigned to *one* Advocate for the duration of the case.

Contact is generally made within *seven days* (or less) from the date you contacted us or the date your inquiry was referred to us.

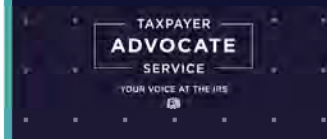
Receive estimated expected completion date and next contact dates.

You will also be provided with a clear, complete, and correct explanation of what was done to resolve the problem when we are done.

HOW WE'VE HELPED OTHERS

To see how TAS has helped others, read about our success stories at:

www.taxpayeradvocate.irs.gov/news-category/success-stories/



Systemic Advocacy

Systemic Advocacy studies and seeks to resolve problems, both reactively and proactively, that affect groups of taxpayers, including problems that affect individuals, businesses, or both.

Systemic issues:

- Affect multiple taxpayers;
- Are not individual problems or cases;
- Require analysis, administrative solutions, or legislative changes; and
- Involve protecting taxpayer rights, reducing or preventing taxpayer burden, striving to ensure equitable treatment of taxpayers, or providing essential services to taxpayers.

<https://www.irs.gov/sams>

Other TAS Programs



Low Income Taxpayer Clinics

- LITCs represent low-income taxpayers who have a controversy with the IRS, and provide education and outreach to taxpayers who speak English as a second language
- LITCs provide services for free or no more than a nominal fee (except for reimbursement of actual costs incurred)
- Find the nearest LITC at: www.irs.gov/advocate/low-income-taxpayer-clinics/low-income-taxpayer-clinic-map

Other TAS Programs

Taxpayer Advocacy Panel (TAP)

- Independent panel of citizen volunteers
- Suggests ways to improve the IRS
- Contact TAP at 1-888-912-1227 or <https://improveirs.org/>



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ACCESSIBLE IRS TAX PRODUCTS

Available options for obtaining accessible tax products

If a taxpayer needs a tax product in an alternative format, they can:

- Download it from the Accessible Forms and Publications page on IRS.gov, or
- Request paper copies in Braille or large print by calling the toll-free tax form telephone number at 800-TAX-FORM (800-829-3676).

www.irs.gov/forms-pubs/information-about-the-alternative-media-center

IRS Alternative Media Center

Taxpayers can call the **Accessibility Helpline**
at 833-690-0598 with questions on
IRS accessibility services.

IRS MULTILINGUAL RESOURCES



www.irs.gov/help/languages

Requesting a Language Preference

SCHEDULE LEP (Form 1040) (Rev. December 2021) Department of the Treasury Internal Revenue Service	Request for Change in Language Preference ▶ Attach to Form 1040, 1040-SR, 1040-NR, 1040-PR, or 1040-SS. ▶ Go to www.irs.gov/ScheduleLEP for the latest information.	OMB No. 1545-0074 Attachment Sequence No. 77A																						
Name of person making request (as shown on tax return)		Social security number of person making request																						
<p>1 I would prefer to receive written communications (see instructions) from the IRS in the following language. Check only one.</p> <table><tbody><tr><td><input type="checkbox"/> 000 English</td><td><input type="checkbox"/> 011 French (Français)</td></tr><tr><td><input type="checkbox"/> 001 Spanish (Español)</td><td><input type="checkbox"/> 012 Japanese (日本語)</td></tr><tr><td><input type="checkbox"/> 002 Korean (한국어)</td><td><input type="checkbox"/> 013 Gujarati (ગુજરાતી)</td></tr><tr><td><input type="checkbox"/> 003 Vietnamese (Tiếng Việt)</td><td><input type="checkbox"/> 014 Punjabi (ਪੰਜਾਬੀ)</td></tr><tr><td><input type="checkbox"/> 004 Russian (Русский)</td><td><input type="checkbox"/> 015 Khmer (ខ្មែរ)</td></tr><tr><td><input type="checkbox"/> 005 Arabic (العربية)</td><td><input type="checkbox"/> 016 Urdu (اردو)</td></tr><tr><td><input type="checkbox"/> 006 Haitian Creole (Kreyòl Ayisyen)</td><td><input type="checkbox"/> 017 Bengali (বাংলা)</td></tr><tr><td><input type="checkbox"/> 007 Tagalog (Tagalog)</td><td><input type="checkbox"/> 018 Italian (Italiano)</td></tr><tr><td><input type="checkbox"/> 008 Portuguese (Português)</td><td><input type="checkbox"/> 019 Chinese (Traditional) 中文(繁體)</td></tr><tr><td><input type="checkbox"/> 009 Polish (Polski)</td><td><input type="checkbox"/> 020 Chinese (Simplified) 中文(简体)</td></tr><tr><td><input type="checkbox"/> 010 Farsi (فارسی)</td><td></td></tr></tbody></table>			<input type="checkbox"/> 000 English	<input type="checkbox"/> 011 French (Français)	<input type="checkbox"/> 001 Spanish (Español)	<input type="checkbox"/> 012 Japanese (日本語)	<input type="checkbox"/> 002 Korean (한국어)	<input type="checkbox"/> 013 Gujarati (ગુજરાતી)	<input type="checkbox"/> 003 Vietnamese (Tiếng Việt)	<input type="checkbox"/> 014 Punjabi (ਪੰਜਾਬੀ)	<input type="checkbox"/> 004 Russian (Русский)	<input type="checkbox"/> 015 Khmer (ខ្មែរ)	<input type="checkbox"/> 005 Arabic (العربية)	<input type="checkbox"/> 016 Urdu (اردو)	<input type="checkbox"/> 006 Haitian Creole (Kreyòl Ayisyen)	<input type="checkbox"/> 017 Bengali (বাংলা)	<input type="checkbox"/> 007 Tagalog (Tagalog)	<input type="checkbox"/> 018 Italian (Italiano)	<input type="checkbox"/> 008 Portuguese (Português)	<input type="checkbox"/> 019 Chinese (Traditional) 中文(繁體)	<input type="checkbox"/> 009 Polish (Polski)	<input type="checkbox"/> 020 Chinese (Simplified) 中文(简体)	<input type="checkbox"/> 010 Farsi (فارسی)	
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You can request to receive certain IRS information in the language you prefer by filing a **Schedule LEP, Request for Change in Language Preference**, with your individual tax return.

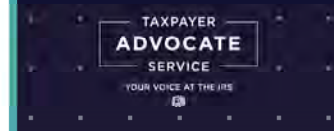
Available under www.irs.gov/forms-instructions



INTERPRETER SERVICES

Over-the-phone interpreter services are available, if needed.

- For assistance in **English** and **Spanish**: call **800-829-1040**
- For assistance with all **other languages**: call **833-553-9895**



NTA BLOG

NATIONAL TAXPAYER ADVOCATE

- [NTA Blog: *Where's My Refund? Has Your Tax Return Been Flagged for Possible Identity Theft \(IDT\)*](#)
- [NTA Blog: *Reconsidering the IRS's Approach to Supervisory Review*](#)
- [NTA Blog: *International Information Return Penalties Impact a Broad Range of Taxpayers*](#)
- [NTA Blog: *Refund Statutes and the Lookback Rule Make Taxpayer and Tax Professional' Eyes Glaze Over*](#)
- [NTA Blog: *Attention Tax Professionals: Check Your Tax Pro Account*](#)

Want to Know More?

For more information, visit:

- taxpayeradvocate.irs.gov/
- es.taxpayeradvocate.irs.gov/ (Spanish)
- taxpayeradvocate.irs.gov/get-help/roadmap/
- taxpayeradvocate.irs.gov/tax-professionals/

Subscribe to our monthly newsletter:

- taxpayeradvocate.irs.gov/contact-us/subscribe-to-tas/

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www.TaxpayerAdvocate.irs.gov/blog



TASNTA

