

# TAXPAYER ADVOCATE SERVICE

*YOUR VOICE AT THE IRS*

[www.taxpayeradvocate.irs.gov/](http://www.taxpayeradvocate.irs.gov/)

# TAS Leadership

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National Taxpayer Advocate



# ABOUT TAS – WHO WE ARE

- Independent organization within the IRS
- Provide free service to all eligible taxpayers, including:
  - Individual taxpayers
  - Businesses
  - Tax-exempt organizations
  - More
- No income limits for eligibility

*Your Voice  
at the IRS*

# ABOUT TAS

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## TAS Functions by Law

- Assist taxpayers in resolving tax problems with the IRS
- Identify areas where taxpayers have problems dealing with the IRS
- To the extent possible, 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.
- Local TAS offices nationwide
  - One (or more) in every state
  - One in Washington, D.C.
  - One in Puerto Rico

*Your Voice  
at the IRS*

# About TAS – What We Do

- Protect your rights by striving to ensure you are treated fairly and understand your rights as outlined in the Taxpayer Bill of Rights.
- Help taxpayers where a system failed to operate as intended or efforts failed to resolve the problem within the IRS.
- If you qualify for help, TAS is with you at every turn and does everything possible to assist – TAS is *Your Voice at the IRS!*

***Your Voice  
at the IRS***

TAXPAYER  
**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS

# 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/](http://www.taxpayeradvocate.irs.gov/news-category/success-stories/)








# TAS OPTIONS FOR SELF-HELP


TAXPAYER  
**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS 

Search 

Taxpayer Bill of Rights

Get Help Resources for Taxpayers Tax News & Information Our Reports to Congress Contact Us 

VIEW ALL HELP 

**Did you get a notice from the IRS and want quick answers?**  
[Look-up your notice](#)

**The TAS digital Roadmap may help you navigate the IRS**  
[Read more about your](#)

**Get Help with a certain topic**

<a href="#">Paying Taxes</a>	<a href="#">Issues &amp; errors</a>
<a href="#">General</a>	<a href="#">Filing returns</a>
<a href="#">Interacting with the IRS</a>	<a href="#">Small business</a>
<a href="#">Refunds</a>	<a href="#">Credits</a>
<a href="#">International</a>	

**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 &amp; 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



TAXPAYER  
**ADVOCATE**  
SERVICE

**YOUR VOICE AT THE IRS**

# When to come to us for tax account help

In general, come to us when:

- You are 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/](https://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/)**

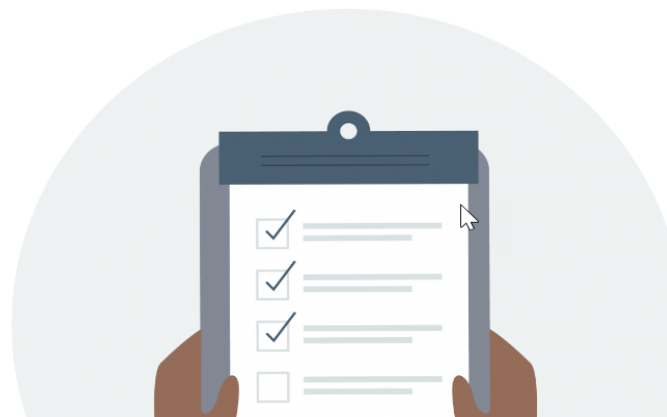
# Try our online tool to determine if TAS can help you

[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](#)



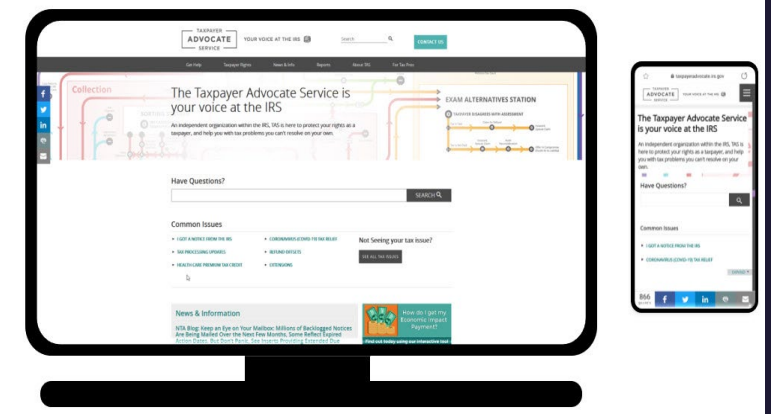
[www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/](https://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/)

# 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/](http://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/](http://www.taxpayeradvocate.irs.gov/contact-us/)
- Call the NTA Case Intake Line: [1-877-777-4778](tel:1-877-777-4778)
- Download Form 911, *Request for Taxpayer Advocate Service Assistance* [www.irs.gov/pub/irs-pdf/f911.pdf](http://www.irs.gov/pub/irs-pdf/f911.pdf)



# 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.

# What Else Does TAS Do?

- We also address large-scale, systemic issues that affect many taxpayers.
- We raise these concerns to senior leaders at the IRS.
- Know of a tax problem that affects more than one taxpayer?

Use our Systemic Advocacy Management System at:

[www.irs.gov/advocate/systemic-advocacy-management-system-sams](https://www.irs.gov/advocate/systemic-advocacy-management-system-sams)

# TAXPAYER BILL OF RIGHTS = *YOUR RIGHTS*

## Taxpayer Bill of Rights

### You Have the Right to...

- **Be Informed**  
El Derecho de Estar Informado
- **Quality Service**  
El Derecho de Recibir Servicio de Calidad
- **Pay No More Than the Correct Amount of Tax**  
El Derecho de Pagar No Más de la Cantidad Correcta de Impuestos
- **Challenge the IRS's Position and Be Heard**  
El Derecho de Cuestionar la Posición del IRS y de ser Escuchado
- **Appeal an IRS Decision in an Independent Forum**  
El Derecho de Apelar una Decisión del IRS en un Foro Autónomo
- **Finality**  
El Derecho de Llegar a una Resolución
- **Privacy**  
El Derecho de Privacidad
- **Confidentiality**  
El Derecho de Confidencialidad
- **Retain Representation**  
El Derecho de Contratar a un Representante
- **A Fair and Just Tax System**  
El Derecho de Tener un Sistema de Impuestos que sea Justo y Adecuado



Learn more about your rights at  
[TaxpayerAdvocate.irs.gov/taxpayer-rights](https://taxpayeradvocate.irs.gov/taxpayer-rights).

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# TAS REPORTS TO CONGRESS



<https://www.TaxpayerAdvocate.irs.gov/reports>



# OTHER TAS PROGRAMS



## Low Income Taxpayer Clinics

- LITCs represent low-income individuals who have a tax dispute with the IRS, and provide education and outreach to individuals 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](https://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/>



# 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](https://www.irs.gov/forms-pubs/information-about-the-alternative-media-center)

# IRS NOTICES AND LETTERS

## Taxpayers can request tax notices and letters in Braille or large print

If a taxpayer receives a notice or letter but would prefer to have it in Braille or large print, they have the following choices. They can:

1. Use **Form 9000, *Alternative Media Preference***. Taxpayers can attach the form to their tax return or mail it separately to the IRS.
2. Call the toll-free tax assistance telephone number at 800-TAX-1040 (800-829-1040).

# 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](https://www.irs.gov/help/languages)

# Requesting a Language Preference

You can ask 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](https://www.irs.gov/forms-instructions)

<b>SCHEDULE LEP</b> <b>(Form 1040)</b> <small>(Rev. December 2023)</small> Department of the Treasury Internal Revenue Service	<b>Request for Change in Language Preference</b>  Attach to Form 1040, 1040-SR, 1040-NR, or 1040-SS. Go to <a href="https://www.irs.gov/ScheduleLEP">www.irs.gov/ScheduleLEP</a> for the latest information.	OMB No. 1545-0074  Attachment Sequence No. <b>77A</b>																						
Name of person making request (as shown on tax return)		Social security number of person making request																						
<p><b>1</b> I would prefer to receive written communications (See instructions) from the IRS in the following language. Check only one.</p> <table border="0"><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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# 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**





# WANT TO KNOW MORE?

For more information, visit:

- [taxpayeradvocate.irs.gov/](https://taxpayeradvocate.irs.gov/)
- [es.taxpayeradvocate.irs.gov/](https://es.taxpayeradvocate.irs.gov/) (Spanish)
- [taxpayeradvocate.irs.gov/get-help/roadmap/](https://taxpayeradvocate.irs.gov/get-help/roadmap/)
- [taxpayeradvocate.irs.gov/tax-professionals/](https://taxpayeradvocate.irs.gov/tax-professionals/)

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- [taxpayeradvocate.irs.gov/contact-us/subscribe-to-tas/](https://taxpayeradvocate.irs.gov/contact-us/subscribe-to-tas/)

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## GET CONNECTED



[www.TaxpayerAdvocate.irs.gov/blog](https://www.TaxpayerAdvocate.irs.gov/blog)