

Working with the Taxpayer Advocate Service

Tax Professionals

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 within *seven days* (or less) from the date you contacted us or the date your inquiry was referred to us.
- Given an estimated expected completion date.

What to Expect

- In most instances, the Taxpayer Advocate Service must rely on the IRS to take the action needed to resolve the issue.
- Our role is to ensure that actions are completed accurately and expeditiously and that the taxpayer's rights have been protected.

What to Expect

- We may require documentation or additional information to resolve the inquiry. If so, we will request it when we call.
- Your prompt reply will ensure we can continue to advocate for you and your client.
- If we are continuously unable to reach you by phone or by letter, our office may be required to contact the taxpayer directly or possibly close the case.

What to Expect

- Documentation
 - Power of Attorney form, if it is not already processed by the IRS and showing as filed.
 - Copies of any IRS notices or letters your client has received.
 - Completed and signed forms
 - Be sure to obtain the taxpayer's signature if a tax return or other form is needed to resolve the issue.

What to Expect

- Case Advocates are responsible for keeping you informed of their progress throughout the case.
- You will also be provided with a clear, complete, and correct explanation of what was done to resolve the problem when we are done.

Phone Numbers and Voicemail

- It is important that we have a good phone number on the account or on your Power of Attorney (Form 2848).
- TAS cannot leave tax information on a representative's answering machine or voicemail, even if the representative asks them to do so.
- Identification verification is required – for everyone.

Want to Know More?

For more information, visit:

- www.taxpayeradvocate.irs.gov/
- <https://es.taxpayeradvocate.irs.gov/> (Spanish)
- <https://www.taxpayeradvocate.irs.gov/get-help/roadmap/>
- <https://www.taxpayeradvocate.irs.gov/tax-professionals/>

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