

Information for Taxpayers Who Need Assistance Resolving an IRS Issue

AARP Foundation Tax-Aide volunteers assist taxpayers in preparing their tax returns, but are limited in the type of assistance that they can provide to taxpayers who have an issue to resolve with the IRS regarding their return. Volunteers cannot provide financial advice, or tax advice.

If you need assistance resolving an IRS issue, here are some suggestions and resources:

Taxpayer Advocate Service:

The Taxpayer Advocate Service is an independent organization within the IRS whose employees assist taxpayers who are experiencing economic harm, who are seeking help in resolving tax problems that have not been resolved through normal channels, or who believe that the IRS system is not working as it should. You may be eligible for assistance if:

- You are experiencing economic harm or significant cost (including fees for professional representation);
- You have experienced a delay of more than 30 days in resolving your tax issue; or
- You have not received a response or resolution to the problem by the date that was promised by the IRS.

The service is free and confidential. Because advocates are part of the IRS, they know the tax system and how to navigate it. There is at least one local Taxpayer Advocate in each state. You can contact your local office by:

- Calling the TAX toll-free case intake line at: 1-877-777-4778 or TTY/TDD 1-800-829-4059
- Filing Form 911, Request for Taxpayer Advocate Service with your state office
- Asking an IRS employee to complete Form 911 on your behalf

Low Income Taxpayer Clinics:

Low income taxpayer clinics are independent organizations that provide low-income taxpayers with representation in federal tax controversies with the IRS for free or for a nominal charge. The clinics also provide assistance for taxpayers with limited English proficiency or who speak English as a second language. Publication 4134 at www.irs.gov provides information on clinics in your area.

Other General Resources:

For tax information and help: 1-800-829-1040 1-800-829-4059 TTY/TTD

For tax forms and publications: 1-800-TAX-FORM (1-800-829-3676

Internet: www.irs.gov You will find answers to frequently asked tax questions, tax forms online, searchable publications, hot tax issues and news.

If you prefer to write:

Enclose a copy of your letter or tax bill, and write to the address shown on your letter or bill. Print your name, social security number or taxpayer identification number, and the tax form and period shown on your letter or bill.

You will also find assistance at your nearest IRS office. Look in your local phone book under U.S. Government.