

TAXPAYER ADVOCATE SERVICE IS HERE TO HELP

The Taxpayer Advocate Service (TAS) is your voice at the IRS. Our job is to ensure that every taxpayer is treated fairly, and that you know and understand your rights. We can give you free help from a personal taxpayer advocate.

WHAT CAN I EXPECT FROM MY TAXPAYER ADVOCATE?

The Taxpayer Advocate Service can guide you through the often-confusing process of resolving tax problems that you have not been able to solve on your own. If you qualify for our help, you will be assigned to one advocate who will be your voice at the IRS and be with you at every turn. Your advocate will listen to you, help you understand what needs to be done, and stay with you until your problem is resolved.

THE WORST THING YOU CAN DO IS NOTHING AT ALL!



WHEN TO COME TO US

First, try to resolve your problem on your own. But if you can't, then come to us. TAS can help you if:

- Your problem with the IRS is causing financial difficulties for you, your family, or your business.
- You face (or your business is facing) an immediate threat of adverse action.
- You have tried repeatedly to contact the IRS, but no one has responded, or the IRS has not responded by the date promised.

We will do everything we can to get your problem resolved and will stay with you every step of the way. And our services are always free.

HOW TO REACH A TAXPAYER ADVOCATE

You can find the address and phone number for your local Taxpayer Advocate Service office on our website at www.irs.gov/advocate. You can also:

- Call our toll-free line at **1-877-777-4778**.
- File IRS Form 911, *Request for Taxpayer Advocate Service Assistance (And Application for Taxpayer Assistance Order)* with the Taxpayer Advocate Service. You can also ask an IRS employee (in person or over the phone) to complete the form on your behalf.

HOW ELSE DOES THE TAXPAYER ADVOCATE SERVICE HELP?

- **Systemic Advocacy (SA):** SA works to repair the larger, systemic flaws that cause trouble for taxpayers and IRS employees alike. Go to www.irs.gov/advocate and click on the link "Report a Systemic Problem."
- **Low Income Taxpayer Clinics (LITC):** Some clinics provide professional representation to individuals who need to resolve a tax problem and whose income is below a certain level. Some clinics provide information about taxpayer rights and responsibilities for individuals who speak English as a second language. Go to the LITC page on www.irs.gov/advocate or see IRS Publication 4134, *Low Income Taxpayer Clinic List*.
- **Taxpayer Advocacy Panel (TAP):** Have a suggestion to improve the IRS and don't know who to contact? The TAP listens to taxpayers, identifies taxpayers' issues, and makes suggestions for improving IRS service and customer satisfaction. Speak Up! Go to www.improveirs.org.

TAXPAYER RIGHTS

As a taxpayer, you have rights that the IRS must abide by in its dealings with you. Our tax toolkit at www.TaxpayerAdvocate.irs.gov is a first step toward understanding your rights.

For more information about TAS, visit us on YouTube, Facebook, and Twitter at www.youtube.com/TASNTA, www.facebook.com/YourVoiceAtIRS, and www.twitter.com/YourVoiceAtIRS.



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