

FREQUENTLY ASKED QUESTIONS FOR TAXMASTERS CLIENTS

Who will represent me now that TaxMasters, Inc. is in bankruptcy?

Even though TaxMasters is in bankruptcy, you may still be represented by its employees (or former employees) because you filed a Form 2848, *Power of Attorney*, with the IRS authorizing such representation. As long as the form you submitted when you hired the company remains on file with the IRS, the IRS must consider you as being represented by those listed on the form, and IRS employees (including Taxpayer Advocate Service employees) must deal directly with them. You can continue working with your current representative, appoint a new one (for example, an attorney, a certified public accountant, or an enrolled agent), or represent yourself before the IRS.

You may contact the IRS to discuss your tax issue and provide information. If you're represented, the IRS must first contact your representative with a response. Generally, when a taxpayer has appointed a representative, the IRS is not permitted to contact you directly about your case. However, in certain cases where the representative is not responsive, the IRS can bypass the representative and speak to you directly to obtain information.

Appointing a new representative

You have the right to be represented by any attorney, certified public accountant, or enrolled agent who has not been barred from practice before the IRS. If you select a new representative, the new representative should file a new [Form 2848](#), which will revoke the existing Form 2848 that lists the employee(s) of TaxMasters, Inc. as your representative(s). The new form tells the IRS that your former representative is no longer acting for you and is replaced by your new representative. The IRS can then discuss your case with your new representative.

Representing yourself

If you don't want to continue with your current representative or hire a new one, you can handle the matter yourself. To do this, you must revoke your existing Form 2848. Here's how:

- Add your current signature and date under your original signature on line 9 and write "REVOKE" across the top of the form.
- Send it to the IRS at the address under the "Where to File" chart on page 1 of the instructions for the form.

If you don't have a copy of the form, you can:

- Send a statement to the same place stating that the authority of the representatives listed on your old Form 2848 is revoked.
- List the name and address of each recognized representative whose authority is revoked, state "remove all years/periods."
- Sign and date the statement.

If you need assistance with Form 2848, contact the Taxpayer Advocate Service by calling our toll-free number at 1-877-777-4778 or visit an IRS Taxpayer Assistance Center, which may be able to help you find a copy. To find the TAC office nearest you, visit www.irs.gov/localcontacts.

What if I can't afford to hire another representative?

If you can't afford to hire a new representative, you may qualify for assistance from a Low Income Taxpayer Clinic (LITC) if your income is below a certain level. LITCs are independent from the IRS and can provide professional representation before the IRS or in court on audits, appeals, tax collection disputes, and other issues for free or for a small fee. [Publication 4134, Low Income Taxpayer Clinic List](#), explains the income requirements and can direct you to a clinic in your area. You can also visit the Taxpayer Advocate Service website at <http://www.taxpayeradvocate.irs.gov/> for a list of all clinics. The chart below sets out the current income eligibility criteria for 2012:

Size of Family Unit	Income Ceiling (250% of Poverty Guidelines)		
	48 Contiguous States, Puerto Rico, and D.C.	Alaska	Hawaii
1	\$27,925	\$34,925	\$32,150
2	\$37,825	\$47,300	\$43,525
3	\$47,725	\$59,675	\$54,900
4	\$57,625	\$72,050	\$66,275
5	\$67,525	\$84,425	\$77,650
6	\$77,425	\$96,800	\$89,025
7	\$87,325	\$109,175	\$100,400
8	\$97,225	\$121,550	\$111,775
For each additional person, add	\$9,900	\$12,375	\$11,375

What if I have an offer in compromise pending with the IRS?

We are working with the IRS offer in compromise (OIC) staff to ensure that no open offer from a TaxMasters, Inc. client is rejected without the staff first contacting the client and fully reviewing his or her situation. If you have an offer pending, we encourage you or your authorized representative to contact the OIC unit at 1-800-829-3903 to discuss your case. You'll want to make sure the IRS understands your complete financial picture, including medical and other circumstances that may limit your ability to pay the tax in full. If you don't have a copy of the information that TaxMasters submitted to the IRS on your behalf, the OIC unit can send you a copy so you can review it for accuracy.

What if I cannot afford to pay the tax liability?

The IRS may take action to collect money if you don't pay the taxes you owe in full, or if you don't arrange a payment plan or tell the IRS that you're experiencing economic hardship. To qualify for a payment plan or collection alternative, generally you must file your tax return for this year and any past due returns, and be current with any tax payments or withholdings for this year. In most cases, you will need to submit a Collection Information Statement and provide documentation to substantiate your information.

For information about payment arrangements or collection alternatives, please refer to the enclosed **Collection Alternatives** document. You can also visit the TAS website at <http://www.taxpayeradvocate.irs.gov/Individuals/Tax-Collection-And-Payment-Alternatives> for videos about collection, publications, and other resources.

If you are experiencing financial difficulties as a result of an IRS action or threatened action, you may seek assistance from Taxpayer Advocate Service.

What if I don't owe the tax that the IRS says that I owe?

You may question the accuracy of the tax liability assessed against you. You might qualify for **audit reconsideration** if you have information that the IRS has not already considered. Publication 3598, *What You Should Know About the Audit Reconsideration Process*, can guide you in seeking reconsideration of your assessment. You can find Publication 3598 at www.irs.gov, at your local IRS office, or by calling 1-800-TAX-FORM (1-800-829-3676).

You also can watch the National Taxpayer Advocate's videos about the examination process at <http://www.taxpayeradvocate.irs.gov/Individuals/Receiving-An-IRS-Notice>.

For questions about returns or other tax problems, call the IRS toll-free customer service line at 1-800-829-1040 for individual tax issues or 1-800-829-4933 for business-related issues.

What if I want face-to-face tax assistance from the IRS?

You may visit an IRS Taxpayer Assistance Center when you believe the IRS cannot handle your issue online or by phone and you want face-to-face, personal help. Use www.irs.gov/localcontacts to find the center nearest you.

What if the IRS collection employee can't help me or my representative?

You (or your representative) may request assistance from the Taxpayer Advocate Service (TAS). TAS is an independent organization within the IRS. We help taxpayers whose problems with the IRS are causing financial difficulties; who have tried but have not been able to resolve their problems with the IRS; and those who believe an IRS system or

procedure is not working as it should. If you think TAS might be able to help you, call our toll-free number at 1-877-ASKTAS1.