



December 17, 2022

IRS Taxpayer Experience Office

**Claudia Bridges, Customer Experience Strategist
Multi-Channel Experience Office**



Background

- [Taxpayer First Act Report to Congress](#)
- [Executive Order \(EO\) 14058, Transforming Federal Customer Experience and Service Delivery To Rebuild Trust in Government](#)
- [President's Management Agenda \(PMA\) Priority 2, Delivering Excellent, Equitable, and Secure Federal Services and Customer Experience.](#)
- [OMB Circular A-11 Part 6 Section 280, Designated High Impact Service Providers \(HISP\)](#)

The IRS Taxpayer Experience Office is committed to better connect with our diverse taxpayer base.



 **IRS** irs.gov



Mission



Ken Corbin
Chief Taxpayer Experience Officer

Putting taxpayers first in everything we do.

Creating a positive experience while helping taxpayers understand and meet their tax responsibilities. We do this by providing the services taxpayers deserve while fostering a culture where the focus is on the entire experience and identifying opportunities for continuous development.

Taxpayer Experience Office At-a-Glance





Taxpayer Experience Strategy

The Taxpayer Experience Strategy focuses on creating a proactive, convenient, seamless, personalized and effective interaction for taxpayers.

Focus areas

- Expanded Digital Services
- Seamless Experience
- Proactive Outreach and Education
- Community of Partners
- Focused Strategies for Reaching Underserved Communities
- Enterprise Data Management and Advanced Analytics



Multilingual Engagement

Access key IRS
information in
multiple languages at
www.irs.gov/mylanguage



Multilingual Information in IRS Social Media Platform

Find messages in English, Spanish, Chinese, Vietnamese, Russian, Korean and Haitian-Creole on **Twitter**, **Facebook** and **Instagram**.





Publication 5136, IRS Services Guide



IRS Services Guide



Help for Individual Taxpayers

If you need help with	Here's where to find it on www.irs.gov
General tax law information	Search Interactive Tax Assistant , Tax Topics and Frequently Asked Questions to get answers to your tax questions <ul style="list-style-type: none"> Go to the Let Us Help You page for online tools and resources. If your issue cannot be resolved online, use the toll-free number. Go to IRS.gov/Pub 17, Your Federal Income Tax for Individuals, for information about filing your tax return. Use your mobile device to access IRS eBooks for instructions and publications. Publication 5307, Tax Reform Basics for Individuals and Families Find tax law information in your electronic filing software.
Finding a qualified tax professional	<ul style="list-style-type: none"> Search IRS.gov/chooseataxpro on IRS.gov to help you locate a qualified tax preparer
Preparing a federal tax return	Find free options on IRS.gov or in your community for those who qualify: <ul style="list-style-type: none"> Go to IRS.gov/FreeFile to find brand name software to prepare and e-file your return for free Go to IRS.gov/VITA to find free tax help. Select Free Tax Help on the IRS2Go app, or call 1-800-906-9887 to find the nearest location for free tax preparation Go to IRS.gov/TCE for free help with your taxes, or call 1-888-227-7669 to find the nearest location for free tax preparation Use Direct Deposit when filing your return for a quicker refund. It's fast and safe.
Determining the appropriate amount of withholding	<ul style="list-style-type: none"> Go to the Tax Withholding Estimator tool perform a Paycheck Check up to see if the correct amount of tax is being withheld.
International tax issues	<ul style="list-style-type: none"> Search the International Taxpayers page
An issue that requires face-to-face assistance	<ul style="list-style-type: none"> Service is by appointment. Contact Your Local Office lists locations. Call 844-545-5640 for an appointment. Click the Help link at top of the IRS.gov page.
Getting a transcript or copy of a return	<ul style="list-style-type: none"> Go to IRS.gov/GetTranscript Call the automated transcript toll-free line: 1-800-908-9946 Mail in Form 4506-T (available on IRS.gov)
Requesting IRS records through Freedom Of Information Act	<ul style="list-style-type: none"> Search Freedom of Information to get FOIA guidelines for requesting IRS records
Making a tax payment	Go to IRS.gov/payments for optimal ways to pay including online, by phone or with a mobile device using the IRS2Go app .
What if I can't pay now?	<ul style="list-style-type: none"> Go to IRS.gov/payments and select online payment agreement. Go to IRS.gov/OPA to apply for an Online Payment Agreement to pay your taxes over time Go to IRS.gov/OIC to find the Offer In Compromise pre-qualifier tool to settle for less than you owe
Checking on the status of a refund	<ul style="list-style-type: none"> Go to IRS.gov/refunds for refund status Select Refund Status on the IRS2Go mobile app Call the automated refund hotline: 1-800-829-1954

Checking the status of an amended return	<ul style="list-style-type: none"> Search Where's My Amended Return to check status
Determining how much you owe	<ul style="list-style-type: none"> Go to IRS.gov/account to view the amount of tax you owe, payment history and key information from the most current year tax return as originally filed.
Reconciling advance payments of the premium tax credit	<ul style="list-style-type: none"> Go to IRS.gov/aca to determine if you must reconcile advance payments or if you can claim a Premium Tax Credit Go to HealthCare.gov for information about the Health Insurance Marketplace.
Understanding an IRS Notice or Letter	<ul style="list-style-type: none"> Search understanding your notice to find additional information about your IRS notice or letter.
Getting an Employer Identification Number (EIN)	<ul style="list-style-type: none"> Go to IRS.gov/EIN to apply for an Online EIN Application Available Monday - Friday, 7 a.m. to 10 p.m. Eastern time
Getting an Individual Taxpayer Identification Number (ITIN)	<ul style="list-style-type: none"> Go to IRS.gov/ITIN to learn more about renewing an expired ITIN and to get an application
Understanding Identity Theft issues	<ul style="list-style-type: none"> Search Identity Theft for information and videos
Obtaining a tax form or publication	<ul style="list-style-type: none"> Go to IRS.gov/forms-pubs
Contacting a local Taxpayer Advocate	<ul style="list-style-type: none"> Search Taxpayer Advocate or call them at 1-877-777-4778 or TTY/TTD: 1-800-829-4059
Understanding Innocent Spouse relief	<ul style="list-style-type: none"> Go to IRS.gov for information on Innocent Spouse. Call toll-free: 1-855-851-2009.



Help for Tax Professionals

If you need help with	Here's where to find it
General Tax Professional Information	<ul style="list-style-type: none"> Go to IRS.gov/for-tax-pros to find tools and information For Tax Pros Find Health Care Law information in the ACA Information Center for Tax Professionals
Getting a Preparer Tax Identification Number (PTIN)	<ul style="list-style-type: none"> Go to IRS.gov/PTIN to get PTIN requirements and renew or sign up for a PTIN. Call toll-free: 1-877-613-7846 International: 1-915-342-5655 (not toll-free) TTY: 1-877-613-3686
Getting a Power of Attorney (POA)	<ul style="list-style-type: none"> Search POA for information on Form 2848 and Instructions
Contacting the Practitioner Priority Service	<ul style="list-style-type: none"> Call toll-free: 1-866-860-4259 for help with a client account issue
Keeping up with the latest IRS information affecting tax professionals	<ul style="list-style-type: none"> Search "Join e-news" to subscribe to e-News for Tax professionals Follow IRS on Twitter at: https://twitter.com/irstaxpros and Instagram. Like IRS on Facebook at: https://www.facebook.com/IRStaxpros

Publication 5136 (Rev. 1-2022) Catalog Number 66204E Department of the Treasury Internal Revenue Service www.irs.gov

<https://www.irs.gov/pub/irs-pdf/p5136.pdf>



Thank You!

