

# TAXPAYER ADVOCATE SERVICE

## YOUR VOICE AT THE IRS

INFORMATION IS CURRENT AS OF APRIL 2022

[www.taxpayeradvocate.irs.gov/](http://www.taxpayeradvocate.irs.gov/)



# Who We Are

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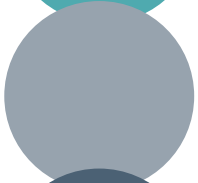
- An **independent** organization within the IRS
- Provide **free** service to all eligible taxpayers, including individual taxpayers, businesses, non-profits, and more
- There are no income limits for eligibility

# TAS FUNCTIONS, BY LAW

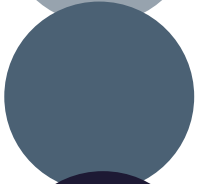
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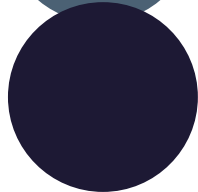
**Assist taxpayers to resolve tax problems with IRS**



**Identify areas where taxpayers have problems dealing with IRS**



**To the extent possible, propose changes in the administrative practices of the IRS to mitigate problems**



**Identify potential legislative changes to mitigate such problems**



# What We Do

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- Protect taxpayers' rights by striving to ensure taxpayers are treated fairly and understand their rights under the Taxpayer Bill of Rights
- Help taxpayers where a system failed to operate as intended or efforts failed to resolve the problem within the IRS

*If you qualify for help, your advocate is with you at every turn and does everything possible to assist you.*

**TAS is your voice at the IRS!**

# When to Come to Us For Tax Account Help

In general, come to us when:

- Experiencing a financial/economic hardship or an immediate threat of adverse action
- You are not able to resolve the issue through normal IRS channels
- You've tried to contact the IRS, but no one has responded, or the IRS hasn't responded by the date promised

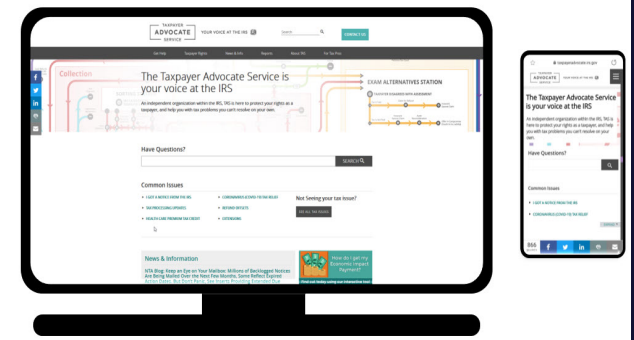
Learn more about eligibility at: [www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/](https://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/)

# CONTACTING TAS FOR CASE HELP

- Use the ‘Can TAS help me with my tax issue?’ tool:  
[www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/](http://www.taxpayeradvocate.irs.gov/can-tas-help-me-with-my-tax-issue/)

## If the answer is yes:

- Fax or phone your Local Taxpayer Advocate listed in Publication 1546, *Your Voice at the IRS* or at  
[www.taxpayeradvocate.irs.gov/contact-us/](http://www.taxpayeradvocate.irs.gov/contact-us/)
- Call the NTA Case Intake Line: **1-877-777-4778**
- Download Form 911, *Request for Taxpayer Advocate Service Assistance* [www.irs.gov/pub/irs-pdf/f911.pdf](http://www.irs.gov/pub/irs-pdf/f911.pdf)



# WORKING WITH TAS – 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 is generally made within *seven days* (or less) from the date you contacted us or the date your inquiry was referred to us.

Receive estimated expected completion date and next contact dates.

You will also be provided with a clear, complete, and correct explanation of what was done to resolve the problem when we are done.

# What Else Does TAS Do?

- We also address large-scale, systemic issues that affect many taxpayers.
- We raise these concerns to senior leaders at the IRS.
- Know of a tax problem that affects more than one taxpayer?

Use our Systemic Advocacy Management System at:

[www.irs.gov/advocate/systemic-advocacy-management-system-sams](https://www.irs.gov/advocate/systemic-advocacy-management-system-sams)



# TAXPAYER BILL OF RIGHTS

A FRAMEWORK FOR EFFECTIVE TAX ADMINISTRATION

- The Right to* **Be Informed**
- The Right to* **Quality Service**
- The Right to* **Pay No More than the Correct Amount of Tax**
- The Right to* **Challenge the IRS's Position and Be Heard**
- The Right to* **Appeal an IRS Decision in an Independent Forum**
- The Right to* **Finality**
- The Right to* **Privacy**
- The Right to* **Confidentiality**
- The Right to* **Retain Representation**
- The Right to* **A Fair and Just Tax System**

Learn more at [www.irs.gov/taxpayerrights](http://www.irs.gov/taxpayerrights)

Document 13191 (07-2014) Catalog Number 65851J  
Department of the Treasury Internal Revenue Service [www.irs.gov](http://www.irs.gov)



# Your Rights

TAXPAYER  
**ADVOCATE**  
SERVICE

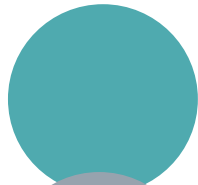
YOUR VOICE AT THE IRS



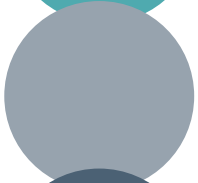
# OTHER TAS PROGRAMS

## LOW INCOME TAXPAYER CLINICS

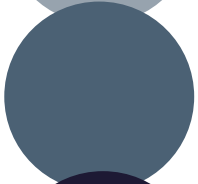
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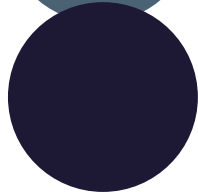
Low Income Taxpayer Clinics (LITCs) can represent before the IRS or in court individuals whose income is below a certain level and who need to resolve tax problems with the IRS.



LITCs can also provide information about taxpayer rights and responsibilities in different languages for individuals who speak English as a second language.



Services provided by an LITC must be for free or a small fee.



Find the nearest LITC at:

[www.taxpayeradvocate.irs.gov/about-us/low-income-taxpayer-clinics-litc/](http://www.taxpayeradvocate.irs.gov/about-us/low-income-taxpayer-clinics-litc/)

# WANT TO KNOW MORE?

For more information, visit:

- [www.taxpayeradvocate.irs.gov/](http://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/>

The Taxpayer  
Advocate Service  
is  
***YOUR VOICE  
AT THE IRS***

## GET CONNECTED



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**ADVOCATE**  
SERVICE

YOUR VOICE AT THE IRS



**Office Location:** 1999 Broadway, Denver CO  
**TAS Denver Telephone:** (303) 603-4600  
**TAS Denver Fax:** (855) 829-3838

**Local Taxpayer Advocate:** Joe S. Garcia  
**Telephone:** 303-603-3847  
**Email:** [joe.s.garcia@irs.gov](mailto:joe.s.garcia@irs.gov)

**TAS Website:** <https://www.taxpayeradvocate.irs.gov/>

Colorado Taxpayer's may request TAS assistance by downloading Form 911 and faxing it (855) 829-3838.

The Form 911 may be found here: [Submit a request for assistance - Taxpayer Advocate Service \(irs.gov\)](#)