



Want to improve the IRS?

Speak Up!



www.ImproveIRS.org

Speak Up - Improve the IRS - We Listen

The Taxpayer Advocacy Panel (TAP) is comprised of geographically and demographically diverse citizen volunteers whose mission is to listen to taxpayers, identify taxpayers' issues, and make suggestions for improving IRS service and customer satisfaction.

We are a Federal Advisory Committee established under the authority of the Department of the Treasury that increases opportunities for U.S. citizens to communicate suggestions for improving IRS.

We all want to be heard when it comes to tax issues and the Internal Revenue Service. Everyone has something to say about IRS customer service. With TAP, you can have your say. You can talk to someone who understands and is committed to improving the IRS.

We greatly appreciate your input and ideas. Our ultimate goal is to enhance the IRS experience for all taxpayers. Together, we can achieve this and make a positive impact for everyone.

Please take a moment to give us your suggestions



Want more information?

Call and talk to us toll-free at 1-888-912-1227

Or visit our website at www.improveirs.org

10 Things to Know About the Taxpayer Advocacy Panel

- ① Identify taxpayer issues based on feedback submitted to TAP by the public and raises these issues directly to the IRS.
- ② Submit recommendations to the IRS to improve efficiencies, update problematic systems/procedures, and improve taxpayers' customer service experiences.
- ③ Work in partnership with IRS employees to resolve systemic problems, monitor IRS progress in implementing and maintaining solutions.
- ④ Listen to taxpayers through public forums that are designed to gather information on IRS issues.
- ⑤ Strive to improve IRS responsiveness to taxpayers' needs.
- ⑥ New panel members are recruited annually including volunteer members from all 50 states, the territory of Puerto Rico, the District of Columbia, and an international member to represent U.S. citizens living abroad.
- ⑦ Focus on systemic initiatives or issues that cut across all taxpayer communities.
- ⑧ Engage taxpayers through outreach activities and social media to improve IRS customer service.
- ⑨ Maintain a public facing website, www.improveirs.org.
- ⑩ Accept suggestions via telephone: 1-888-912-1227 or website: www.improveirs.org.





Speak Up!

We need your suggestions.



YOUR VOICE AT THE IRS



Learn more about the
Taxpayer Advocacy Panel at
[ImproveIRS.org](https://www.irs.gov/improve)