



**621 857**

# 521,857 interactions with the public

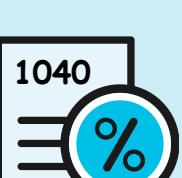


In keeping with a trend we typically see during the year due to tax filing deadlines—USA.gov saw **a 793% increase in clicks from tax-related searches** between January and April. Of those 3.4 million clicks, the most popular were for the query: “tax refund status.”

# Top 5 pages

These were the most popular pages.

the homepage, between January and March 2023.

- #1  Where's My Refund? How to Check the Status of My Tax Return 3,356,220 unique pageviews
- #2 Getting or Renewing a



# #2 Is your va up to dat

## #3 Save these scam safety tips from NCPW 2023





# Consumer Complaints or Questions

**Immigration and  
Naturalization**

**Foreign Travel  
by Americans**

You eligible for help

# home repairs?

# Find your vaccination record date?

date:

# these scam safety tips

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out if you are eligible  
Medicaid and CHIP

[View Details](#)

# ax resources for the ry community

For more information about the study, please contact Dr. Michael J. Hwang at (310) 794-3000 or via email at [mhwang@ucla.edu](mailto:mhwang@ucla.edu).

# I chats to the Con

ct Center agents handled **44,41**

0 other callers used USAgov's in  
s to get help. These were the top

A blue rectangular button with a white background and a thin dark blue border. On the left side of the white area, there are two small black circular dots.

# Social/Human Services

Concern  
or Ques

Naturalization

# Overseas Travel by Americans