



Ten Things to Know About the Taxpayer Advocate Service

The Taxpayer Advocate Service (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. Here are ten things every taxpayer should know about TAS:

1. The Taxpayer Advocate Service is your voice at the IRS.
2. Our service is free and tailored to meet your needs.
3. You may be eligible for our help if you have tried to resolve your tax problem through normal IRS channels and have gotten nowhere, or you believe an IRS procedure just isn't working as it should.
4. **The worst thing you can do is nothing at all!**
5. We help taxpayers whose problems are causing financial difficulty or significant cost, including the cost of professional representation. This includes businesses as well as individuals.
6. If you qualify for our help, we'll do everything we can to get your problem resolved. You will be assigned to one advocate who will be with you at every turn.
7. We have at least one local taxpayer advocate office in every state, the District of Columbia, and Puerto Rico. You can call your local Advocate, whose number is in your phone book, in Publication 1546, *Taxpayer Advocate Service - Your Voice at the IRS*, and on our website at www.irs.gov/advocate. You can also call our toll-free number at **1-877-777-4778**.
8. As a taxpayer, you have rights that the IRS must abide by in its dealings with you. Our tax toolkit at www.TaxpayerAdvocate.irs.gov can help you understand these rights.
9. TAS also handles large-scale or systemic problems that affect many taxpayers. If you know of one of these broad issues, please report it to us through our Systemic Advocacy Management System at www.irs.gov/advocate.
10. You can get updates on hot tax topics by visiting our YouTube channel at www.youtube.com/TASNTA and our Facebook page at www.facebook.com/YourVoiceAtIRS, or by following our tweets at www.twitter.com/YourVoiceAtIRS.



Seven Things to Know About Systemic Advocacy

If you know of a tax problem that affects multiple taxpayers – or multiple clients – the Taxpayer Advocate Service (TAS) wants to hear about it! TAS is your voice at the IRS. Besides helping taxpayers with individual cases, we work to repair systemic flaws in IRS procedures and the tax law that cause problems for groups of taxpayers.

Here is how you can help us resolve systemic problems:

1. You can alert us to these problems online using the **Systemic Advocacy Management System** or **SAMS**.
2. You can find us at www.irs.gov/advocate; click the link “What is Systemic Advocacy?”, then click “SAMS – Systemic Advocacy Management System” at the bottom of the page.
3. You will need to answer a few questions to determine if you have a systemic issue.
4. If you do have a systemic issue, give us a brief description of the problem.
5. Provide your contact information such as your name and email address.
Do not submit any taxpayer information, such as your own or another person’s Social Security number!
6. You also can submit an issue to TAS by calling **1-800-829-3676** and asking for Form 1441 I, *Systemic Advocacy Issue Submission Form*. Fax the completed form to **(202) 622-3125** or mail it to:
Office of Systemic Advocacy
1111 Constitution Avenue, NW, Room 3219
Washington, DC 20224
7. Keep in mind many issues are not systemic, including individual problem cases, tax law or free online filing questions, and requests for IRS forms and publications.

For more information about TAS, visit our tax toolkit at
www.TaxpayerAdvocate.irs.gov.