

Sample article for organizations to use to reach customers (368 word count)

Customize and post the following article on your websites and/or other communication vehicles to help your customers who may be looking for their tax refund.

Forget to change your address with the IRS? There may be a refund waiting for you...

Thousands of refund checks go undelivered every year because people forget to tell the IRS or the U.S. Postal Service that their address changed or due to address errors on their tax returns. This year, those undelivered refund checks average \$1,471. That's money you could use today.

Wondering if your refund is waiting for you? It's easy to find out! Visit the IRS website, IRS.gov, and use the [Where's My Refund?](#) tool to check the status of your refund or change your address.

If you don't have internet access, you can use a telephone version of "Where's My Refund?" by calling 1-800-829-1954.

Be sure to have your Social Security number, filing status and the exact amount of the refund shown on your 2009 return when you use [Where's My Refund?](#) The tool will provide the status of your refund and, in some cases, instructions on how to resolve delivery problems.

"We want to make sure taxpayers get the money owed to them," said IRS Commissioner Doug Shulman. "If you think you are missing a refund, the sooner you update your address information, the quicker you can get your money."

While only a small percentage of checks mailed by the IRS are returned as undelivered, you can put an end to lost, stolen or undelivered checks by choosing direct deposit when you file either paper or electronic returns. You can receive refunds directly into your bank, split a tax refund into two or three financial accounts or even buy a [savings bond](#).

The IRS also recommends that you file your tax return electronically because e-file eliminates the risk of lost paper returns. E-file also reduces errors on tax returns and speeds up refunds. E-file combined with direct deposit is your best option — it's easy, fast and safe.

Be aware of identity theft scams: The IRS does not contact taxpayers by e-mail to alert them of pending refunds. These messages are common identity theft scams. To avoid malicious code infecting your computer do not release any personal information, reply, open any attachments or click on any links. The best way to verify if you have a refund is by going directly to IRS.gov and using the [Where's My Refund?](#) tool.

NOTE TO EDITOR: For more information about undeliverable tax refunds, you may direct your customers to IRS YouTube videos: [Tax Tips: Undeliverable Refunds - 2010 English](#) | [Spanish](#) | [ASL](#)