

Sample article for organizations to use to reach customers

Publish/post the following article about the expanding multilingual services the IRS is providing.

The IRS speaks many languages

The IRS is constantly improving and expanding services and products for all taxpayers, including people who speak limited English. Now, visitors to local IRS Taxpayer Assistance Centers can receive multilingual services in 170 languages provided by bilingual employees or through the IRS' over-the-phone interpreter service.

Searchers will find more than 700 translated forms and publications available for download on IRS.gov. This includes the Publication 850 series, a series of glossaries that translates words and phrases from English to Spanish, simplified Chinese, traditional Chinese, Korean, Vietnamese and Russian.

IRS.gov also provides basic tax information relevant for those speaking other languages:

- [The Multilingual Gateway](#) provides basic federal tax information and downloadable files in Chinese, Vietnamese, Russian and Korean.
- [EL IRS en Español](#) provides Spanish-speaking individuals access to forms and publications, information and tools, including the EITC Assistant, online payment agreements, *Where's My Refund?* and Spanish Free File.
- [The Spanish Multimedia](#) Web page offers links to podcasts, YouTube, the IRS Video Portal and text files.

"Our goal is improved access to IRS products and assistance for taxpayers who have limited English-speaking skills," said Toni Cross, from the IRS' Multilingual Strategy Office. "We'll do this by making continuous improvements and adding to our access channels. This year we made tremendous improvements for those who speak English as a second language. We plan to continue this trend to reach more and more taxpayers."