

## Sample article for organizations to use to reach customers

*Customize and provide the following article on your website to help your Limited English Proficient customers find tax help in their first language.*

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### Let the IRS break down communication barriers – Get the tax help you need in your language

Don't let the language barrier keep you or someone you know from getting help with federal tax questions or concerns. If English isn't your first language, you've come to the right place! The IRS offers a wide range of free multilingual products and services. All you have to do is choose which one is most convenient for you.

- **El IRS en Español – 24 hours a day, 7 days a week** The IRS Spanish website, [El IRS en Español](#), is available all day, every day for individuals and businesses. You will find information about tax credits and deductions, including the Earned Income Tax Credit. You can also check the status of your tax refund through the online tool, ¿Dónde está mi reembolso?
- **Get tax forms and publications** You can view and download several tax forms and publications in Spanish directly from [IRS.gov/Español](#) at any hour of the day or night. You can also get them by calling 800-TAX-FORM (800-829-3676).
- **Toll-Free Telephone Assistance** is available from Spanish-speaking IRS representatives by calling the IRS customer service line at 800-829-1040 and then pressing 8.
- **Multilingual Assistance at IRS offices** - Face-to-face assistance is offered in more than 150 languages, including Spanish, through bilingual employees and over-the-phone interpreters. IRS office locations, hours and services are available at [IRS.gov/individuals](#) by clicking on the link for [Contact My Local Office](#) in the left toolbar section. You can visit your local IRS office at *(insert local office address contact information)*. *When contacting the local office, you may want to inquire as to whether or not bilingual help is available.*
- **Multilingual CD and DVD** - The DVD and CD highlight your basic tax responsibilities, including the benefits of paying your taxes. To obtain copies of the DVD & audio CD, call 1-800-829-3676 and ask for Publication 4580, *Basic Tax Responsibilities*, and indicate your preferred language (Only available in Spanish, Vietnamese, Chinese, Russian and Korean).
- **Find out all about electronic filing** - Virtually everyone can prepare a return and file it for free. You can e-file from the comfort of your home 24 hours a day, seven days a week. E-file is fast and safe and available in both Spanish and English. About 70 percent of taxpayers are eligible for the IRS Free File. Find out more about [Free File](#) at [IRS.gov](#).
- **Visit the Multimedia Center** Watch YouTube video tax tips and listen to audio podcasts on various IRS topics in Spanish and English by entering the keywords "[Centro Multimediático](#)" into the search box of [IRS.gov](#).
- **TeleTax** is a toll-free, automated telephone service available 24 hours a day, seven days a week at 800-829-4477. TeleTax provides helpful pre-recorded tax topic messages and refund information. You can find a list of over 125 TeleTax topics, available in Spanish and English, in the instructions for Form 1040, 1040A or 1040EZ. TeleTax can also help if at least four weeks have passed since you filed your return and want to check on the status of your federal refund. Having a copy of the tax return handy will help you respond to the prompts on the automated system.

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**NOTE TO EDITOR: Below are links to [IRS.gov](#) about multilingual assistance options.**

- [Eight Ways to Find Help 'en Español](#)
- [El IRS en Español](#)

Visit the [IRS YouTube Channel](#) to embed a video on your website.