

## Sample article for organizations to use to reach customers/taxpayers

*Customize and provide the following article to your customers to let them know that filing a tax return late may not be as difficult as they may think.*

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### Haven't filed your personal tax return yet? – The IRS can help

Waiting to file your tax return can cause unnecessary obstacles and stress. Though you may think you can't file because you don't have the money to pay your taxes or don't know where to begin, there is help to get it done right and help you breathe easier.

#### ***Is it because of money?***

You should file all tax returns that are due, **regardless of whether or not you can pay in full with your return**. Depending on your circumstances, you may qualify for a payment plan. It's always better to file on time. In many cases, filing late can result in avoidable penalties — *costing you more money*. If you haven't filed, **go to [IRS.gov](http://IRS.gov)** for more information on payment options or to set up a payment arrangement. You can also visit your nearest IRS [Taxpayer Assistance Center](#) or call the IRS toll-free at 800-829-1040.

#### ***Is it because you need help completing your return?***

The IRS offers free assistance by computer, telephone and in person. [Publication 910, Guide to Free Tax Services](#), provides information on the free tax services that are available.

You can access a wealth of free tax information online at [IRS.gov](http://IRS.gov), including [forms, publications and instructions](#). You can also order prior year forms by calling 800-TAX-FORM (800-829-3676).

The website also offers answers to [Frequently Asked Questions](#). You can also get answers to your tax questions by calling the toll-free customer service line at 800-829-1040.

If you need face-to-face help solving your tax problems, you can get help each business day at your nearest IRS [Taxpayer Assistance Center](#). You'll receive assistance with issues such as IRS notices, payment plans, federal tax liens and levies, innocent spouse claims and offers in compromise.

In (city, state), you can go to (address of the Taxpayer Assistance Center in that city, state using the map on [this link](#)).

Also, the IRS Volunteer Income Tax Assistance (VITA) and the Tax Counseling for the Elderly (TCE) Programs offer free tax help for people who qualify. Most locations offer free electronic filing. Trained and certified volunteer tax preparers help low to moderate income taxpayers.

**To locate the nearest VITA site**, check [VITA site list](#) online or call 1-800-906-9887. This list does not include every site and will be updated in January 2011. **To locate the nearest TCE site**, call 1-888-227-7669 or visit [AARP's website](#).

In (insert city, state), you can go to (insert address of the nearest VITA/TCE site in that city, state using [this link](#)).

#### ***What happens if you don't file?***

It's important to understand the ramifications of not filing a past due return and the steps that the IRS will take.

- Penalties and interest will be assessed and will increase the amount due.
- The IRS will file a substitute return for you. But this return is based only on information the IRS has from other sources. Thus, if the IRS prepares this substitute return, it will

not include any additional exemptions or expenses you may be entitled to and may overstate your real tax liability.

- Once the tax is assessed, the IRS will start the collection process, which can include placing a levy on wages or bank accounts or filing a federal tax lien against your property.
- Even if the IRS has already filed a substitute return, it still makes sense for you to file your own return to make sure you take advantage of all the exemptions, credits and deductions you are allowed. The IRS will generally use the information you provide to correct your account.

Avoid the hassle, reach out for the help you need and file your tax return today.

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**NOTE TO EDITOR:** *Below are additional items you can use as references:*

- A bookmark showing payment options: [Pub. 4853](#) – English and [Pub. 4853SP](#) - Spanish
- A brochure explaining the IRS Collection Process: [Pub. 594](#) – English and [Publication 594SP](#) – Spanish
- A brochure in English/Spanish explaining steps to consider if you haven't filed a tax return: [Pub. 4742 \(EN/SP\)](#)
- Tax impact of job loss, debt forgiveness and tapping into a retirement fund – [What ifs](#) of Economic Downturn