

Sample article for organizations to use to reach customers (288 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 federal tax refund.

The IRS may have a refund check waiting for you

Thousands of tax refund checks go undelivered every year because people forget to tell the IRS or post office that their address changed. This year, more than 99,000 people are due refund checks averaging \$1,547. Could one of them be you?

If you think your refund check may have been returned to the IRS as undelivered, you should use the [Where's My Refund?](#) tool on [IRS.gov](#). This tool provides the status of your refund and, in some cases, instructions on how to resolve delivery problems.

You can put an end to lost, stolen or undelivered checks by choosing direct deposit when you file either paper or electronic returns. Last year, more than 78.4 million people chose to receive their refund through direct deposit. You can receive refunds directly into your bank account, [split a tax refund into two or three financial accounts or even buy a savings bond](#).

You can also file your tax return electronically. [E-file](#) eliminates the risk of lost paper returns, reduces errors on tax returns and speeds up refunds. Nearly 8 out of 10 taxpayers chose e-file last year. E-file combined with direct deposit is the best option for avoiding refund problems. Plus, it's easy, fast and safe.

The IRS does not contact taxpayers by e-mail to alert them of pending refunds and does not ask for personal or financial information through email. Such messages are common phishing scams. If you receive such messages, do not release any personal information, reply, open any attachments or click on any links to avoid malicious code that can infect your computer. The best way to verify whether or not you have a pending refund is by going directly to [IRS.gov](#) and using the *Where's My Refund?* tool.

Note to editor, for more information about this topic, you may direct your customers to [IRS.gov](#)

- [IRS Seeks to Return \\$153 Million in Undelivered Checks to Taxpayers: Recommends e-file, Direct Deposit to Avoid Future Delivery Problems](#)
- Video: *Undeliverable Refunds*: [English](#) | [Spanish](#) | [ASL](#)
- Podcast: [Undeliverable Refunds](#)