

## Sample article for organizations to use to reach customers

*Customize and post the following article on your websites and/or use in other communication vehicles, to alert your customers about IRS' multilingual products and services.*

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### IRS multilingual assistance is at your fingertips

Tax information can be tough to understand, but it can be even more difficult if English is not your first language. Don't let a language barrier prevent you from getting the tax assistance you need. The IRS offers a wide range of free and easy-to-use multilingual products and services available in many languages. Some are even accessible in American Sign Language.

Here are a few ways you can get multilingual assistance with your federal taxes:

- **On-line** - Get answers 24 hours a day, 7 days a week at [IRS.gov](https://www.irs.gov). [El IRS en Español](#) and the [Multilingual Gateway](#) have a wealth of information accessible all day, every day in five languages: Spanish, Chinese, Korean, Vietnamese and Russian. You will find links to top tax topics that include disaster relief, identity theft and warnings about common tax scams that victimize taxpayers.
- **Free tax return preparation by IRS certified volunteers.** The [Volunteer Income Tax Assistance program](#) or VITA offers free tax preparation for low- to moderate-income individuals (generally, \$50,000 and below). Many of these sites offer multilingual services. **To locate the nearest VITA site, check IRS.gov, or call 1-800-906-9887 beginning in early January.**
- **Where's my refund?** - At [El IRS en Español](#), you can check the status of your tax refund through the online tool ¿Dónde está mi reembolso? You can even find out if you qualify for the Earned Income Tax Credit, a refundable tax credit for many people who earned less than \$49,078, using the Asistente EITC on IRS' secure website.
- **Tax products** - You can view and download several [tax forms and publications](#) in languages other than English at any hour of the day or night.
- **Media** – Visit the IRS Spanish Newsroom to find the most recent announcements, tips and information on new tax laws that could affect you. Avoid missing any benefits and keep up to date by typing the keywords *Noticias en Español* into the search box of the [IRS.gov](#). Watch YouTube videos on different tax related topics in [Spanish](#), [English](#) and [American Sign Language](#).
- **Hear Tax Messages** – TeleTax is a toll-free, automated telephone service that provides helpful pre-recorded tax topic messages and refund information. You can find a list of more than 125 TeleTax topics, available in Spanish and English, in the instructions for Form 1040, 1040A or 1040EZ. If you want to check on the status of your federal refund, TeleTax can help if at least four weeks have passed since you filed your tax return. Having a copy of your return handy will help you respond to the prompts on the automated system. TeleTax is available 24 hours a day, 7 days a week at 800-829-4477.
- **Twitter @IRSenEspañol** - Connect with IRS and all the newest information with social media through Twitter [@IRSenEspañol](#).