

IRM PROCEDURAL UPDATE

DATE: 05/03/2016

NUMBER: WI-21-0516-0846

SUBJECT: Use of EEFax when Responding to Email Requests

AFFECTED IRM(s)/SUBSECTION(s): 21.7.1.4.11.2

CHANGE(s):

IRM 21.7.1.4.11.2(3) – Included comment concerning recommendation to use the most secure response method, eefax, rather than to reply by email.

3. Large Corp. technicians must communicate with the taxpayer, LB&I, SB/SE, TE/GE, and field personnel by:
 - Establishing and maintaining a professional relationship with the taxpayer through the most secure method of response which is through EEFax and not a return email. For additional information, please see IRM 11.3.2.6, *Method of Communication of Confidential Information*.
 - Coordinating with all relevant personnel in regard to assigned cases, and
 - Outreach activities.