

IRM PROCEDURAL UPDATE

DATE: 02/24/2026

NUMBER: ts-21-0226-0261

SUBJECT: Add Wording to IRM 21.10.1.9.6.1(5)

AFFECTED IRM(s)/SUBSECTION(s): 21.10.1

CHANGE(s):

IRM 21.10.1.9.6.1(5) Added wording for the availability of Verint recording. SERP Feedback 37271

(5) Before submitting a rebuttal, when possible, management must review the contact via CR to ensure the facts presented in the rebuttal are correct and the recording is still available.