

IRM PROCEDURAL UPDATE

DATE: 01/03/2023

NUMBER: wi-04-0123-0014

SUBJECT: Updated the Address SB/SE Corr Examination; Added the Amended Refund Hotline

AFFECTED IRM(s)/SUBSECTION(s): 4.19.19.16

IRM 4.19.19.16(2) Other Contact Information, updated the Cincinnati SB/SE mailing address. IRM 4.19.19.16(4) added phone number for Amended Refund Hotline - Where's My Amended Return (WMAR)

1. W&I Correspondence Examination Phone Numbers/Addresses are listed in the following table:

Campus	Andover	Atlanta	Austin	Fresno	Kansas City
PBC	190	191	192	193	194
Bulk E-Fax	855-233-8560	855-216-0924	855-235-6791	855-233-8481	855-648-6646
Address	310 Lowell Street Stop 854 Andover, MA 01810	4800 Buford Hwy. Stop 22-B Chamblee, GA 39901	3651 S. IH 35 Stop 4103 AUSC Austin, TX 73301	P.O. Box 12067 Stop 82 Fresno, CA 93776-2067	Exam P-3 Stop 4100 Kansas City, MO 64999-0040
Site Toll-Free Number	866-897-0177	866-897-0177	866-897-0177	866-897-0177	866-897-0177

2. SB/SE Correspondence Examination Phone Numbers/Addresses are listed in the following table:

Campus	Brookhaven	Cincinnati	Memphis	Ogden	Philadelphia
PBC	295	296	297	298	299
Bulk E-Fax	855-234-2608	855-243-0512	855-235-6796	855-235-8845	855-235-6788

Number					International 1-267-466-1439 (Not Toll-Free)
Address	Internal Revenue Service P.O. Box 9002 Holtsville, NY 11742 OR Stop 613 1040 Waverly Ave. Holtsville, NY 11742	Internal Revenue Service P.O. Box 145574 Stop 82-G Cincinnati, OH 45250 OR Stop 82-G 7940 Kentucky Drive Florence, KY 41042-2915	Internal Revenue Service P.O. Box 309011 AMC Stop 8236 Memphis, TN 38130-0911 OR Stop 82 5333 Getwell Rd. Memphis, TN 38130-0911	Internal Revenue Service 1973 N. Rulon White Blvd. MS 4388 Ogden, UT 84404	Internal Revenue Service MS 4-E08.141 Philadelphia, PA 19255-0049
Site Toll-Free Number	866-897-0161	866-897-0161	866-897-0161	866-897-0161	866-897-0161 International 1-267-941-1037 (Not Toll-Free)
Phone Hours of Operation	6:00 a.m. to 9:00 p.m. CST	6:00 a.m. to 9:00 p.m. CST	6:00 a.m. to 9:00 p.m. CST	6:00a.m. to 9:00 p.m. CST	6:00 a.m. to 9:00 p.m. CST

3. For Central Audit Reconsideration Phone Numbers/Addresses, see Exhibit 4.13.7-4, Central Reconsideration Unit (CRU) Addresses.
4. Other Frequently Requested Phone Numbers are listed in the following table:

Frequently Requested Phone Number	Telephone Number
Customer Service/Tax Help Line for Individuals	800-829-1040
Forms and Publications	800-829-3676
Fraud/Informant Hotline	800-829-0433
Other Government Offices	The Source for Telephone Numbers
Tax Offset Program (TOP)	800-304-3107
Taxpayer Advocate	877-777-4778
Refund Hotline - Where's my refund	800-829-1954
Amended Refund Hotline - Where's My Amended Return (WMAR)	866-464-2050

5. Information on how to contact the IRS is available on IRS.gov.