



THE OFFICE OF THE TAXPAYER ADVOCATE OPERATES INDEPENDENTLY OF ANY OTHER IRS OFFICE AND REPORTS DIRECTLY TO CONGRESS THROUGH THE NATIONAL TAXPAYER ADVOCATE.

IRM PROCEDURAL UPDATE

DATE: 01/29/2025

NUMBER: tas-13-0125-0128

SUBJECT: Casework Communications

AFFECTED IRM(s)/SUBSECTION(s): 13.1.6

CHANGE(s):

IRM 13.1.6.2 (2) has been modified to remove the language "gender-neutral title" in compliance with the Presidential Executive Order entitled "Defending Women from Gender Ideology Extremism and Restoring Biological Truth to the Federal Government."

(2) In every initial contact with the taxpayer employees are required to furnish the following:

- a. title (e.g., Mr., Mrs., Ms., Miss);
- b. Last name;
- c. Job title;
- d. Office address;
- e. Office telephone number;
- f. Tour of duty;
- g. IRS HSPD-12 (Smart ID) 10-digit Personal Identification (PID) Number;
- h. Specific, sincere apology;
- i. Notice of acceptance into TAS;
- j. TAS statement of independence;
- k. Explanation of TAS confidentiality; and
- l. An estimated completion date (ECD) and next contact date (NCD).

IRM 13.1.6.4.1 (6) has been modified to remove the language "gender-neutral title" in compliance with the Presidential Executive Order entitled "Defending Women from Gender Ideology Extremism and Restoring Biological Truth to the Federal Government."

(6) All TAS letters must include the current TAS logo, office name and address, TAS employee's title (e.g., Mr., Mrs., Ms., Miss), last name, telephone number, office hours, and 10-digit Smart ID badge number.

IRM 13.1.6.6 (6) has been modified to remove the language "gender-neutral title" in compliance with the Presidential Executive Order entitled "Defending Women from Gender Ideology Extremism and Restoring Biological Truth to the Federal Government."

(6) Voice messages for all other TAS employees with regular interaction with taxpayers will include the following key components:

- a. Employee title (*e.g.*, Mr., Mrs., Ms., Miss) and last name, job title, office location, and tour of duty;
- b. An apology for not being available to answer the call;
- c. A request for the caller's name, phone number (with area code), and the best time to return the call (case advocacy employees only);
- d. A fax number in the event the caller needs to send information (case advocacy employees only);
- e. A statement indicating when the caller can expect a return call (generally within one business day); and
- f. An alternate office telephone number, in the event the caller requires immediate assistance (case advocacy employees only).

Various grammatical, editorial, and link corrections throughout this IRM.