

IRS News Release

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Tax Preparedness Series: IRS Face-To-Face Help Now By Appointment

Note to Editor: *This is the eighth in a series of reminders to help taxpayers prepare for the upcoming tax filing season.*

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WASHINGTON – As the tax filing season approaches, the Internal Revenue Service reminds taxpayers that an appointment is required for in-person tax help at all IRS Taxpayer Assistance Centers (TAC).

IRS TACs continue to be a vital part of the service IRS provides when a tax issue cannot be resolved on-line or by phone. All IRS TACs now provide face-to-face service by-appointment. Instead of taxpayers going directly to their local TAC, they can call 844-545-5640 to reach an IRS representative, who is trained to either help them resolve their issue or schedule an appointment for them to get the help they need.

The [Contact Your Local Office](#) tool on IRS.gov helps taxpayers find the closest IRS TAC, the days and hours of operation, and a list of services provided. Studies show most taxpayers visit a TAC to make payments, inquire about a notice, ask about a refund, get a transcript or obtain a tax form. Many of these issues can be resolved at IRS.gov without traveling to an IRS office.

Check [Publication 5136](#), the IRS Services Guide for additional information on available services.

Don't Wait In Line

Between January and mid-May 2016, taxpayers used IRS.gov nearly 349 million times to find tax information and assistance. But many taxpayers are not aware that in addition to various interactive tools, [IRS.gov](#) has resources and answers about many tax matters, some in [Spanish](#).

Tax help is just a keystroke away using the [Interactive Tax Assistant](#) or [Publication 17](#), *Your Federal Income Tax*, a comprehensive tax guide for individuals. The [IRS Tax Map](#) allows taxpayers to search by topic or keyword for information.

For more information, visit IRS.Gov/GetReady.

IRS YouTube Videos

- Making an Appointment for IRS Tax Help - [English](#) | [ASL](#)