

## Sample article for organizations to use to reach customers (1,152 word count)

*Post the following article on your websites and/or use in other communication vehicles to help your customers get help from the IRS after the filing season.*

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### You can still get help after the filing season

The regular tax filing season has ended and most people have finished preparing and filing their tax return. However, for any number of reasons, some people may have had to file an extension or were unable to complete their return by the deadline. If you're one of those people, the IRS has multiple resources available to help you get your tax return filed.

Resources are available at [IRS.gov](https://www.irs.gov). Whether you do your taxes during the day or burn the midnight oil, IRS.gov has the answers you need, when you need them. It's accessible all day, every day.

1. **Interactive Tax Assistant.** Find reliable answers to your tax questions with the [Interactive Tax Assistant](#). The ITA is a tax law resource that asks you a series of questions and immediately provides answers on a variety of tax law topics. You can print the answers for your records.
2. **Free File.** Anyone can prepare and e-file their taxes for free with IRS [Free File](#). Offered exclusively at IRS.gov, Free File's brand name software or fillable forms do the work for you. If you made \$64,000 or less, you qualify to use free tax software. If your income is more than \$64,000 and you feel comfortable preparing your own tax return, use Free File Fillable Forms. This option provides the electronic versions of IRS paper forms. Both Free File options are available through October 15.
3. **Try IRS e-file.** Whether you do your own taxes or hire a preparer, IRS [e-file](#) is the safest, easiest and most popular way to file a complete and accurate tax return. Since 1990, taxpayers have e-filed more than one billion returns.
4. **Check Your Refund Status.** You can track your refund using the "[Where's My Refund?](#)" tool on [IRS.gov](https://www.irs.gov) or the [IRS2Go Mobile App](#). You can start checking on the status of your refund within 24 hours after the IRS receives your e-filed return or 4 weeks after you mailed a paper return. The tool includes a tracker that displays the progress of your return in three stages while it's processed. Once processed and approved, you'll be able to see your expected refund date. Where's My Refund? is updated no more than once every 24 hours, usually overnight, so you don't need to check more often.
5. **Make Payments Electronically.** The IRS offers several payment options for you to consider. You can pay online, by phone or with your mobile device. Visit [IRS.gov/payments](https://www.irs.gov/payments) for payment options, telephone numbers, and easy ways

to pay your taxes.

A popular option is IRS [Direct Pay](#). You can pay your tax bill directly from a checking or savings account at no cost, and receive instant confirmation when you submit your payment. It's flexible as well, allowing you to schedule your payment up to 30 days in advance with the option to change or cancel your payment 2 business days before the payment date. You can also pay by [debit or credit card](#). The IRS does not charge a fee but convenience fees apply and vary by processor.

6. **Use the EITC Assistant.** The Earned Income Tax Credit is a benefit for working people with low to moderate income. To qualify, you must meet certain requirements and file a tax return, even if you do not owe any tax or are not required to file. Check your eligibility using the [EITC Assistant](#) tool. You may be among the millions of eligible workers who get the EITC this year.
7. **Get Tax Forms and Publications.** You can view and download [tax forms and publications](#) any time. It's the easiest way to get IRS forms and publications. Be sure to check out IRS [eBooks](#) — a convenient way to read and review some of the most commonly used IRS tax products using mobile devices such as smart phones, tablets and eReaders. The eBook format makes it much easier to navigate a publication, adjust the print size, and add comments or bookmarks on mobile devices.
8. **Figure the Right Withholding.** The IRS [Withholding Calculator](#) will help to ensure you do not have too much or too little income tax withheld from your pay.
9. **Request a Payment Agreement.** Paying all your taxes on time avoids penalties and interest. However, if you cannot pay your taxes in full, you may be eligible to use the [Online Payment Agreement Application](#) to request an installment agreement.
10. **Get the Latest Tax Law Changes.** Learn about tax law changes that may affect your tax return. Special sections of the website highlight changes that affect individual and business taxpayers. Visit [Tax Law Questions](#) to find a list of these helpful sections.

Many questions can be resolved online without having to travel to an IRS Taxpayer Assistance Center (TAC). All IRS TACs now require an appointment for in-person tax help. So, if face-to-face service is necessary, please call 844-545-5640 to reach an IRS representative who can help resolve your issue or schedule an appointment to get the help you need.

During the filing season, the [Volunteer Income Tax Assistance \(VITA\) program](#) is staffed with IRS-certified volunteers who prepare tax returns for people who qualify to use their services (generally individuals and families earning less than \$54,000). Although most of these sites closed after the filing season, a few sites remain open year-round to assist people with tax return preparation. To find out if a VITA site is open

near you, use the [VITA Locator Tool](#) on [IRS.gov](#). Some VITA sites also offer access to free “do-it-yourself” software, if you qualify and are interested in preparing your own return or with a little assistance from an IRS-certified volunteer.

When doing business with the IRS online, be aware that the address of the official IRS website is [www.irs.gov](#). Do not be misled by sites that claim to be the IRS but end in .com, .net, or .org. Some identity thieves use phony websites to gain access to your personal and financial information and then use this information to access your credit and/or commit other acts to defraud you of money.

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**NOTE TO EDITOR:** Below are links to help taxpayers find the information they need.

**On Twitter? Send these Tweets:**

- Waiting for a #tax refund? Need to pay? For answers to #IRS related questions start with [irs.gov](#)
- #IRSTaxTip: You can use #FreeFile, even if you missed the #IRS #tax deadline: <https://go.usa.gov/xN8wH>
- Remember, never send cash to #IRS to pay #taxes. Check out these e-payment options: <https://go.usa.gov/xN8wu> #IRSTaxTip
- #IRSTaxTip: Considering a #tax settlement? #IRS has an Offer in Compromise pre-qualifier tool. <https://go.usa.gov/xN8fY>
- Find out how to make an appointment before visiting an #IRS office. <http://youtu.be/ZB6ZtAUKzqA>