

Sample article for organizations to use to reach customers (375 word count)

Post the following article on your websites and/or use in other communication vehicles to help your customers.

IRS adds identity protection step to apply for, view or change online payment plans

The IRS recently updated its identity verification process to create or access online payment plan accounts to better protect your tax information. Here's what you need to know to apply for, view or change a payment plan.

Creating an account has always been fast, secure, easy and free. You need your:

- Valid email address
- Date of birth
- Social Security number or individual tax identification number
- Information from most recent tax return:
 - Name
 - Address
 - Filing status

The IRS added one simple identity protection step. Now, you will need to verify either of the following:

- A financial account linked to your name
- A mobile phone number registered in your name

If you do not have either of these additional items, you can request the IRS mail a verification code to you, which takes about 5 to 10 business days to arrive.

If you already have an account for an online payment plan, Get Transcript, or an Identity Protection PIN (IP PIN), you can login with the same user ID and password. However, you will need to complete the new verification step, if you haven't already. You must complete the new step even if you just need to review or change your existing plan.

If you choose to verify a financial account, you can use any of the following types of accounts:

- Credit card (no American Express, debit or corporate cards)
- Student loan
- Home mortgage
- Home equity loan or line of credit
- Auto loan

The IRS only uses this information to verify your identity. Your card won't be charged, and you're not sharing balance or other financial information.

If you choose to verify a phone number, your phone must be:

- A mobile phone in your name (family plans may not work)
- Able to receive texts
- Based in the U.S.

If you have any issues creating or accessing your account, you can exit to see offline options.

See [Apply Online for a Payment Plan](#) for more information.

Date: June 7, 2019
