

Sample article for organizations to use to reach customers (582 word count)

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

Don't ignore a notice or letter from the IRS

Don't worry if you receive one of the millions of [notices and letters](#) the IRS sends to taxpayers every year, but don't ignore it either. IRS letters or notices typically are about a specific issue on your federal tax return or tax account and include specific instructions on what you need to do to respond.

Generally, the IRS sends a notice if:

- you owe additional tax;
- you are due a larger refund; or
- the IRS is requesting payment or needs additional information about your return.

Many of these letters and notices can be dealt with simply, without having to call or visit an IRS office.

For example, you may get a notice that states the IRS made a change or correction to your tax return. If you do receive this notice, review the information and compare it with your original return. If you agree, you usually don't need to reply unless it gives you other instructions or you need to make a payment.

However, if you don't agree with the notice, it's important for you to respond. Write to explain why you disagree and include any information and documents you want the IRS to consider. Mail your reply to the address shown in the upper left-hand corner with the bottom tear-off portion of the notice, if provided. Keep copies of any correspondence with your tax records. Allow at least 30 days for a response from the IRS.

If you have questions, call the telephone number in the upper right-hand corner of the notice. Have a copy of your tax return and the correspondence available when you call.

Check [Understanding Your IRS Notice or Letter](#) on [IRS.gov](#) for samples of the notices we send, including the reason we send it and a list of enclosures we might include. Since parts of our notices vary depending on account conditions, the samples may not exactly match the notices we mail. The basic message, though, will be the same.

If you receive a notice or letter that looks suspicious and appears as though it came from the IRS, visit the [Report Phishing and Online Scams](#) page on IRS.gov. You can also call 1-800-829-1040. The IRS never asks for personal information via e-mail or social media.

If you need to make a payment, visit [IRS.gov/payments](https://www.irs.gov/payments) or use the [IRS2Go](#) app to pay with [Direct Pay](#) for free, or by [debit or credit card](#) through an approved payment processor for a fee.

For more information about IRS notices and bills, see [Publication 594, The IRS Collection Process](#). Information about penalties and interest is available in [Publication 17, Your Federal Income Tax](#). Both [publications](#) are available at [IRS.gov](https://www.irs.gov).

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

Additional IRS Resources:

- [Tax Topic 651](#) - Notices – What to Do
- [Tax Topic 652](#) - Notice of Underreported Income – CP-2000
- [Tax Topic 653](#) - IRS Notices and Bills, Penalties and Interest Charges

IRS YouTube Videos:

- Received a Letter from the IRS? – [English](#) | [Spanish](#) | [ASL](#)

On Twitter? Send these Tweets:

- #IRS Letter 5747C means we need you to visit a Taxpayer Assistance Center for identity verification: <http://go.usa.gov/xXP2J>
- #IRSTaxTip: Got an #IRS letter? Don't panic! Responding will take care of most #tax notices. <http://go.usa.gov/xX6r9>