Request for additional information to process your return

Until we hear from you, we can’t process your [YEAR] tax return.

We received your Form [blank] federal individual income tax return for tax year [YEAR], but need more information to process it accurately.

You have two options to respond to this information request:

(1) our secure website OR
(2) a toll-free IRS telephone number

These options allow you, as the taxpayer, to verify your identity and allow the IRS to continue processing your tax return.

What you need to do

• Visit the Identity Verification Service website, https://idverify.irs.gov, anytime or call [blank] between 7 a.m. and 7 p.m. within 30 days from the date of this notice. Have your most recently filed return available.

• If you haven’t filed a return for this year, you can still use the website.

• If you call, have last year’s return information, if available.

• If you call and choose to be represented by an authorized power of attorney or a third party designee, we encourage you, as the taxpayer, to be available with your representative when calling.

If you do not respond, we will not be able to process your tax return.

We apologize for any inconvenience and thank you for your cooperation.

Third Party Contact – (Soft Inquiry)

The IRS may use a third-party credit reporting company to help us confirm your identity and protect your privacy. We do this to make sure that your tax information is coming from and going out to only you. The credit reporting company uses information from your credit report to generate questions for you to answer. The action creates an entry on your credit report called a “soft inquiry” by the U.S. Treasury Department. However, the IRS can’t view or access your credit report and the credit reporting company can’t view or access your tax information.

A soft inquiry:

• Doesn’t affect your credit score and isn’t reported to lenders
• Only appears on your version of the company credit report that did the identity verification, and
• Is generally removed from your credit report within 2 years
The IRS recognizes that identity theft is a serious issue, and we’re committed to helping taxpayers who may be affected by it.