

IRS TAXPAYER ADVOCATE SERVICE (TAS) & IRS APPEALS



The IRS Taxpayer Advocate Service (TAS) and IRS Appeals gives taxpayers a voice at the IRS. At this virtual site, taxpayers speak face-to-face with a live IRS representative via a secure internet connection and a two-way video feed. Free help is provided to guide taxpayers through the often-confusing process of resolving tax problems and finding a solution.

Who is eligible? The site is open to anyone with an unresolved tax issues.

What do I need to bring? Please bring your Social Security Card, photo ID, and any documents that relate to your tax issue.

When is the site open? The site is open to walk-ins every Monday, Tuesday, Thursday, and Friday 8:00 a.m.–4:00 p.m., excluding federal holidays and other agency closures.

The Appeals service is available by appointment only on Wednesdays from 8:00 a.m. – 4:30 p.m. Contact the IRS to request a hearing.

Is my tax problem big enough to qualify for help? There is no problem too small or big – if you have been unable to solve the problem on your own, then you should take advantage of these services.

The Taxpayer Advocate Service is here to help if:

- . Your problem with the IRS is causing financial difficulties for you, your family, or your business.
- . You face (or your business is facing) an immediate threat of adverse action.
- . You have tried repeatedly to contact the IRS, but no one has responded, or the IRS has not responded by the date promised.

An IRS Appeals hearing is the next step to take to resolve tax controversies. You should request an Appeals hearing if:

- . You need help deciding if the IRS made an incorrect decision due to misinterpreting the law,
- . You believe the IRS is misapplying the law due to a misunderstanding of the facts, or
- . You believe the IRS is taking inappropriate collection action or you do not agree with Collection's denial of your offer in compromise.



Is this service free? Yes. This is a free service to the public.

I need to file my tax return – can this service help me do that?

This service is here to solve tax problems not file tax returns. If you need to file a current or past year tax return or amend a tax return, please contact our VITA (Volunteer Income Tax Assistance) site located at District HRDC – which offers free tax preparation to taxpayers.

I'm unable to come in to use this service. Is there another way I can receive help? Yes – there are Taxpayer Advocates in every state. You can call the Taxpayer Advocate Service toll-free at 1-877-777-4778 to find one near you or fill out IRS Form 911, Request for Taxpayer Advocate Service Assistance, and fax or mail it to the local Montana office at 10 West 15th Street, Suite 2319, Helena, MT 59626 (Phone: 406-441-1022, Fax: 406-441-1045)

For more information

Web: www.hrdc7.org
Phone: 406-247-4710 or 800-433-1411
Email: info@hrdc7.org



District 7 HRDC is a private nonprofit Community Action Agency dedicated to the promotion of self-sufficiency and alleviation of poverty. HRDC offers many resources for you, for your family, and for your home, all in the name of helping people move forward. To learn more, visit www.hrdc7.org or call 406-247-4732 for more information about how we can help you.

District 7 Human Resources Development Council
Big Horn, Carbon, Stillwater, Sweet Grass and Yellowstone Counties of Montana

7 North 31st Street, PO Box 2016, Billings, MT 59103
www.hrdc7.org | office 406.247.4732 | fax 406.248.2943