TAXPAYER ADVOCATE SERVICE IS HERE TO HELP

The Taxpayer Advocate Service (TAS) is your voice at the IRS. Our job is to ensure that every taxpayer is treated fairly, and that you know and understand your rights.

We offer free help to guide you through the often confusing process of resolving tax problems that you haven't been able to solve on your own.

THE WORST THING YOU CAN DO IS NOTHING AT ALL!

WHEN TO COME TO US

First, try to resolve your problem with the IRS on your own. But if you can't, then come to us. TAS can help you 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 hasn't responded by the date promised.

We will do everything we can to get your problem resolved and will stay with you every step of the way. We have offices in every state, the District of Columbia, and Puerto Rico. Our advocates are all experienced with the IRS, so we know how to work with the IRS to get your problem resolved.

HOW TO REACH A TAXPAYER ADVOCATE

- Call the phone number listed in this brochure for the Taxpayer Advocate Service office nearest you.
- Call our toll-free line at **1-877-777-4778.**
- File IRS Form 911, ***Request for Taxpayer Advocate Service Assistance (And Application for Taxpayer Assistance Order)*** with the Taxpayer Advocate Service. You can also ask an IRS employee (in person or over the phone) to complete the form on your behalf.

Form 911 is available by phone at **1-800-829-3676** or on the IRS website at **www.irs.gov.** Fax or mail this completed form, or any other correspondence, to one of the Taxpayer Advocate Service offices listed in this brochure.

Address and phone numbers may change, but the latest information is always available on the TAS website at **www.irs.gov/advocate.**

WHAT CAN I EXPECT FROM MY TAXPAYER ADVOCATE?

If you qualify for our help, you will be assigned to one advocate who will be with you at every turn. Your advocate will listen to you, help you understand what needs to be done, and stay with you until your problem is resolved.

You can expect your advocate to give you:

- His or her name, phone number, and employee number
- Courteous and confidential service
- Timely acknowledgement
- An impartial and independent review of your problem
- Timeframes for action
- Updates on progress
- Advice on how to prevent future federal tax problems

WHAT INFORMATION SHOULD I PROVIDE TO MY TAXPAYER ADVOCATE?

- Your name, address, and Social Security number, or the employer identification number issued by the IRS
- Your phone number and best times to call
- The type of tax return and tax year(s) involved
- A description of your problem or hardship, how you previously tried to resolve the problem, and the IRS office(s) you contacted previously

If you want to authorize another person to discuss or receive information about your case, send IRS Form 2848, ***Power of Attorney and Declaration of Representative***, or Form 8821, ***Tax Information Authorization*** to your taxpayer advocate. You can get these forms at most local IRS offices, on the IRS website at **www.irs.gov,** or by calling **1-800-829-3676.**

IS THE INFORMATION I PROVIDE TO TAS CONFIDENTIAL?

TAS is independent within the IRS. The law requires each TAS office to secure and maintain means of communication independent of other IRS offices. Each local office has a separate phone, fax, and mailing address.

We have the discretion to not disclose your information to the IRS. In general, however, to provide you with assistance or relief, TAS will likely have to disclose the information to an IRS employee or employees.

HOW ELSE DOES THE TAXPAYER ADVOCATE SERVICE HELP TAXPAYERS?

"The TAS employee's job is not done when he or she closes out a particular case. Taxpayer Advocate Service employees have, as part of their statutory job description, the responsibility to think systemically about that case."

NINA E. OLSON,
NATIONAL TAXPAYER ADVOCATE

Systemic Advocacy: What Do We Do?
Systemic Advocacy is the organization within the Taxpayer Advocate Service that addresses systemic problems. While Case Advocacy fulfills the TAS mission of resolving taxpayer problems, Systemic Advocacy completes the TAS mission by recommending changes that prevent the problems from happening again.

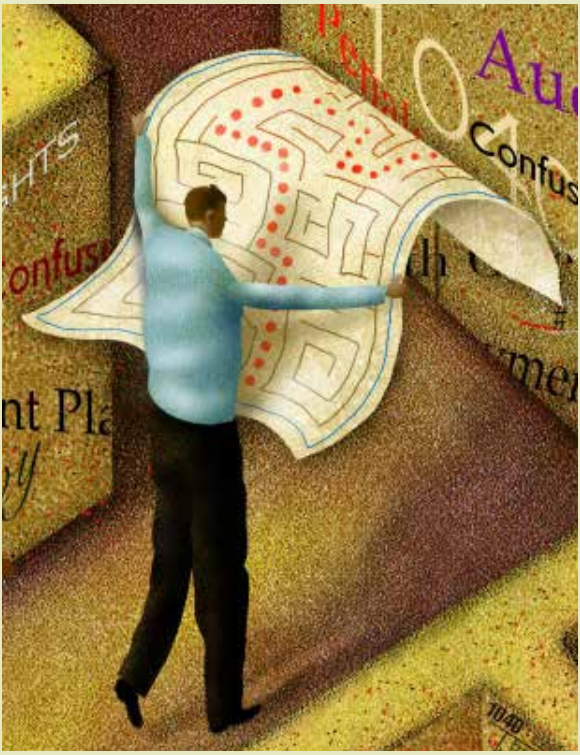
Systemic Advocacy:

- Addresses the issues that impact multiple taxpayers
- Works with individuals, businesses, and nonprofits
- Analyzes IRS systems, policies, and procedures
- Assesses taxpayer burden and taxpayer rights
- Proposes solutions or legislative changes
- Monitors the solutions

The Office of Systemic Advocacy works with the IRS to resolve issues through a variety of initiatives. For example, in collaboration with the IRS, we have addressed problems with IRS procedures relating to identity theft, penalties, and collection actions.

How Can We Help You? If you are aware of an IRS process or procedure that may be causing problems for multiple taxpayers, let us know! Individuals, businesses, tax professionals, and all interested parties can submit systemic issues to TAS via our Systemic Advocacy Management System (SAMS).

Go to **www.irs.gov/sams** and follow the instructions for submitting an issue. You can also submit an issue by calling **1-800-829-3676** to obtain Form 14411, *Systemic Advocacy Issue Submission Form*, and faxing it to **202-622-3125.** Systemic Advocacy will analyze the problem and determine the next steps to resolve it. Keep in mind that issues should affect many taxpayers - please don't submit an individual problem affecting only one taxpayer.



Low Income Taxpayer Clinics: Taxpayers whose incomes are below a certain level may get help from a Low Income Taxpayer Clinic (LITC) for free or a small fee. Some clinics provide professional representation before the IRS or in court on audits, appeals, tax collection disputes, and other issues. Some clinics provide information about taxpayer rights and responsibilities in many different languages for individuals who speak English as a second language. Clinics are independent from the IRS. For more information and to find a clinic near you, check the LITC page at **www.irs.gov/litc** or IRS Publication 4134, *Low Income Taxpayer Clinic List*. You can also get this publication at your local IRS office or by calling **1-800-829-3676.**

Taxpayer Advocacy Panel: Taxpayers have an opportunity to provide direct input to the IRS through the Taxpayer Advocacy Panel (TAP). TAP is an independent panel of citizen volunteers who listen to taxpayers, identify taxpayers' issues, and make suggestions for improving IRS service and customer satisfaction. Contact TAP at **www.improveirs.org.**

TAXPAYER RIGHTS

As a taxpayer, you have rights that the IRS must abide by in its dealings with you. Our tax toolkit at **www.TaxpayerAdvocate.irs.gov** is a first step toward understanding your rights.

For more information about TAS, visit us on YouTube, Facebook, and Twitter at:
www.youtube.com/TASNTA
www.facebook.com/YourVoiceAtIRS
www.twitter.com/YourVoiceAtIRS

Taxpayer Advocate Service Directory

National Taxpayer Advocate

1111 Constitution Avenue NW
Room 3031, TA
Washington, DC 20224
Phone: 202-317-6100
FAX: 855-810-2126

Deputy National Taxpayer Advocate

1111 Constitution Avenue NW
Room 3039, TA
Washington, DC 20224
Phone: 202-317-6100
FAX: 855-810-2128

Executive Director, Systemic Advocacy

1111 Constitution Avenue NW
Room 3219, TA:SA
Washington, DC 20224
Phone: 202-317-4213
FAX: 855-813-7410

Executive Director, Case Advocacy

1111 Constitution Avenue NW
Room 3213, TA:CA
Washington, DC 20224
Phone: 202-927-0755
FAX: 855-810-2129

Congressional Affairs Liaison

1111 Constitution Avenue NW
Room 1314, TA
Washington, DC 20224
Phone: 202-317-3255 or
202-317-3245
FAX: 855-810-5886

Systemic Advocacy Directors

Director, Advocacy Initiatives

1111 Constitution Avenue NW
Room 3219, TA:SA:AI
Washington, DC 20224
Phone: 202-317-4205
FAX: 855-813-7410

Director, Systemic Advocacy Systems

1111 Constitution Avenue NW
Room 3219, TA:SA:SAS
Washington, DC 20224
Phone: 202-317-4205
FAX: 855-813-7410

Director, Advocacy Implementation and Evaluation

1111 Constitution Avenue NW
Room 3219, TA:SA:AI/E
Washington, DC 20224
Phone: 202-317-4205
FAX: 855-813-7410

Area Offices

New York/International

290 Broadway, 14th Floor
New York, NY 10007
Phone: 212-298-2015
FAX: 855-816-9809

Richmond

400 North 8th Street, Room 328
Richmond, VA 23219
Phone: 804-916-3510
FAX: 855-821-0237

Atlanta

401 W. Peachtree Street, NE
Room 1970, Stop 101-R
Atlanta, GA 30308
Phone: 404-338-8710
FAX: 855-822-1231

Cincinnati

312 Elm Street, Suite 2250
Cincinnati, OH 45202
Phone: 859-669-5556
FAX: 855-824-6406

Dallas

4050 Alpha Road
Room 924, MS 3000 NDAL
Dallas, TX 75244
Phone: 972-308-7019
FAX: 855-829-1824

Seattle

915 Second Avenue
Stop W-404
Seattle, WA 98174
Phone: 206-220-4356
FAX: 855-829-5331

Oakland

1301 Clay Street, Suite 1030-N
Oakland, CA 94612
Phone: 510-637-2070
FAX: 855-819-5021

Kansas City

333 West Pershing Road
MS #P-L 3300
Kansas City, MO 64108
Phone: 816-291-9080
EAX: 855-833-6442

Andover

310 Lowell Street, Stop 244
Andover, MA 01810
Phone: 978-247-9207
FAX: 855-836-2839

Campus Offices

Andover

310 Lowell Street, Stop 120
Andover, MA 01810
Phone: 978-474-5549
FAX: 855-807-9700

Atlanta

4800 Buford Highway, Stop 29-A
Chamblee, GA 30341
Phone: 470-539-6742
FAX: 855-822-3420

Austin

3651 S. Interregional Highway
Stop 1005 AUSC
Austin, TX 78741
Phone: 512-460-8300
FAX: 855-204-5023

Brookhaven

1040 Waverly Avenue, Stop 02
Holtsville, NY 11742
Phone: 631-654-6686
FAX: 855-818-5701

Cincinnati

201 Rivercenter Boulevard
Stop 11-G
Covington, KY 41011
Phone: 859-669-5316
EAX: 855-828-2723

Fresno

5045 E Butler, Stop 1394
Fresno, CA 93888
Phone: 559-442-6400
FAX: 855-820-7112

Kansas City

333 West Pershing
Stop 1005 S-2
Kansas City, MO 64108
Phone: 816-291-9000
FAX: 855-836-2835

Memphis

5333 Getwell Road, Stop 13
Memphis, TN 38118
Phone: 901-395-1900
FAX: 855-828-2727

Ogden

1973 N. Rulon White Boulevard
Stop 1005
Ogden, UT 84404
Phone: 801-620-7168
FAX: 855-832-7126

Philadelphia

2970 Market Street
Mail Stop 2-M20-300
Philadelphia, PA 19104
Phone: 267-941-2427
FAX: 855-822-1226

Local Offices by State and Location

Alabama

801 Tom Martin Drive
Room 151
Birmingham, AL 35211
Phone: 205-912-5631
FAX: 855-822-2206

Alaska

949 E. 36th Avenue, Stop A-405
Anchorage, AK 99508
Phone: 907-271-6877
FAX: 855-819-5022

Arizona

4041 North Central Avenue
MS-1005 PHX
Phoenix, AZ 85012
Phone: 602-636-9500
FAX: 855-829-5329

Arkansas

700 West Capitol Avenue,
Stop 1005 LIT
Little Rock, AR 72201
Phone: 501-396-5978
FAX: 855-829-5325

California (Laguna Niguel)

24000 Avila Road, Room 3361
Laguna Niguel, CA 92677
Phone: 949-389-4804
FAX: 855-819-5026

California (Los Angeles)

300 N. Los Angeles Street
Room 5109, Stop 6710
Los Angeles, CA 90012
Phone: 213-576-3140
FAX: 855-820-5133

California (Oakland)

1301 Clay Street, Suite 1540-S
Oakland, CA 94612
Phone: 510-637-2703
FAX: 855-820-5137

California (Sacramento)

4330 Watt Avenue, SA-5043
Sacramento, CA 95821
Phone: 916-974-5007
FAX: 855-820-7110

California (San Jose)

(LTA located in Oakland, CA)
55 S. Market Street, Stop 0004
San Jose, CA 95113
Phone: 408-283-1500
FAX: 855-820-7109

Colorado

1999 Broadway, Stop 1005 DEN
Denver, CO 80202
Phone: 303-603-4600
FAX: 855-829-3839

Connecticut

135 High Street, Stop 219
Hartford, CT 06103
Phone: 860-756-4555
FAX: 855-836-9629

Delaware

1352 Marrows Road, Suite 203
Newark, DE 19711
Phone: 302-286-1654
FAX: 855-521-2130

District of Columbia

77 K Street, N.E., Suite 1500
Washington, DC 20002
Phone: 202-803-9800
FAX: 855-810-2124

Florida (Ft. Lauderdale)

7850 SW 6th Court, Room 265
Plantation, FL 33324
Phone: 954-423-7677
FAX: 855-822-2208

Florida (Jacksonville)

400 West Bay Street
Room 535A, MS TAS
Jacksonville, FL 32202
Phone: 904-665-1000
FAX: 855-822-3414

Georgia

401 W. Peachtree Street
Room 510, Stop 202-D
Atlanta, GA 30308
Phone: 404-338-8099
FAX: 855-822-1232

Hawaii

1099 Alakea Street
Floor 22, MS H2200
Honolulu, HI 96813
Phone: 808-566-2950
FAX: 855-819-5024

Idaho

550 W. Fort Street, M/S 1005
Boise, ID 83724
Phone: 208-363-8900
FAX: 855-829-6039

Illinois (Chicago)

230 S. Dearborn Street
Room 2820, Stop-1005 CHI
Chicago, IL 60604
Phone: 312-292-3800
FAX: 855-833-6443

Illinois (Springfield)

3101 Constitution Drive
Stop 1005 SPD
Springfield, IL 62704
Phone: 217-862-6382
FAX: 855-836-2831

Indiana

575 N. Pennsylvania Street
Stop TA771
Indianapolis, IN 46204
Phone: 317-685-7840
FAX: 855-827-2637

Iowa

210 Walnut Street
Stop 1005 DSM
Des Moines, IA 50309
Phone: 515-564-6888
FAX: 855-833-6445

Kansas

555 N. Woodlawn Street, Bldg 4
Suite 112, MS 1005-WIC
Wichita, KS 67208
Phone: 316-651-2100
FAX: 855-836-2834

Kentucky

600 Dr. Martin Luther King Jr. Place
Room 325
Louisville, KY 40202
Phone: 502-582-6030
FAX: 855-827-2640

Louisiana

1555 Poydras Street
Suite 220, Stop 2
New Orleans, LA 70112
Phone: 504-558-3003
FAX: 855-822-3418

Maine

68 Sewall Street, Room 313
Augusta, ME 04330
Phone: 207-622-8528
FAX: 855-836-9623

Maryland

31 Hopkins Plaza, Room 900
Baltimore, MD 21201
Phone: 443-853-6000
FAX: 855-821-0238

Massachusetts

JFK Building
15 New Sudbury Street, Room 725
Boston, MA 02203
Phone: 617-316-2690
FAX: 855-836-9625

Michigan

500 Woodward
Stop 07, Suite 1000
Detroit, MI 48226
Phone: 313-628-3670
FAX: 855-827-2634

Minnesota

Wells Fargo Place
30 East 7th Street, Suite 817
Stop 1005 STP
St. Paul, MN 55101
Phone: 651-312-7999
FAX: 855-833-8237

Mississippi

100 West Capitol Street
Stop 31
Jackson, MS 39269
Phone: 601-292-4800
FAX: 855-822-2211

Missouri

1222 Spruce Street
Stop 1005 STL
St. Louis, MO 63103
Phone: 314-612-4610
FAX: 855-833-8234

Montana

10 West 15th Street, Suite 2319
Helena, MT 59626
Phone: 406-444-8668
FAX: 855-829-6045

Nebraska

1616 Capitol Avenue, Suite 182
Mail Stop 1005
Omaha, NE 68102
Phone: 402-233-7272
FAX: 855-833-8232

Nevada

110 City Parkway, Stop 1005 LVG
Las Vegas, NV 89106
Phone: 702-868-5179
FAX: 855-820-5132

New Hampshire

Federal Office Building
80 Daniel Street
Portsmouth, NH 03801
Phone: 603-433-0571
FAX: 855-807-9698

New Jersey

955 South Springfield Avenue
3rd Floor
Springfield, NJ 07081
Phone: 973-921-4043
FAX: 855-818-5695

New Mexico

5338 Montgomery Boulevard, NE
Stop 1005 ALB
Albuquerque, NM 87109
Phone: 505-837-5505
FAX: 855-829-1825

New York (Albany)

11A Clinton Avenue, Suite 354
Albany, NY 12207
Phone: 518-427-5413
FAX: 855-818-4816

New York (Brooklyn)

2 Metro Tech Center
100 Myrtle Avenue, 7th Floor
Brooklyn, NY 11201
Phone: 718-834-2200
FAX: 855-818-4818

New York (Buffalo)

130 South Elmwood Ave, Room 265
Buffalo, NY 14202
Phone: 716-961-5300
FAX: 885-818-4821

New York (Manhattan)

290 Broadway - 5th Floor
Manhattan, NY 10007
Phone: 212-436-1011
FAX: 855-818-4823

North Carolina

4905 Koger Boulevard
Suite 102, MS1
Greensboro, NC 27407
Phone: 336-574-6119
FAX: 855-821-0243

North Dakota

657 Second Avenue North
Room 244, Stop 1005 FAR
Fargo, ND 58102
Phone: 701-237-8342
FAX: 855-829-6043

Ohio (Cincinnati)

550 Main Street, Room 3530
Cincinnati, OH 45202
Phone: 513-263-3260
FAX: 855-824-6407

Ohio (Cleveland)

1240 E. 9th Street, Room 423
Cleveland, OH 44199
Phone: 216-522-7134
FAX: 855-824-6409

Oklahoma

55 North Robinson Avenue
Stop 1005 OKC
Oklahoma City, OK 73102
Phone: 405-297-4055
FAX: 855-829-5327

Oregon

Mail Stop O-405
1220 SW 3rd Ave, Suite G004
Portland, OR 97204
Phone: 503-265-3591
FAX: 855-832-7118

Pennsylvania (Philadelphia)

600 Arch Street, Room 7426
Philadelphia, PA 19106
Phone: 215-861-1304
FAX: 855-821-2128

Pennsylvania (Pittsburgh)

1000 Liberty Avenue, Room 1400
Pittsburgh, PA 15222
Phone: 412-395-5987
FAX: 855-821-2125

Rhode Island

380 Westminster Street, 4th Floor
Providence, RI 02903
Phone: 401-528-1921
FAX: 855-807-9696

South Carolina

1835 Assembly Street
Room 466, MDP-03
Columbia, SC 29201
Phone: 803-253-3029
FAX: 855-821-0241

South Dakota

115 4th Avenue Southeast
Suite 413
Aberdeen, SD 57401
Phone: 605-377-1600
FAX: 855-829-6038

Tennessee

801 Broadway, Stop 22
Nashville, TN 37203
Phone: 615-250-5000
FAX: 855-827-2642

Texas (Austin)

300 E. 8th Street
Stop 1005-AUS
Austin, TX 78701
Phone: 512-499-5875
FAX: 855-829-1827

Texas (Dallas)

1114 Commerce Street
MC 1005DAL
Dallas, TX 75242
Phone: 214-413-6500
FAX: 855-829-1829

Texas (Houston)

1919 Smith Street
MC 1005HOU
Houston, TX 77002
Phone: 713-209-3660
FAX: 855-829-3841

Utah

50 South 200 East
Stop 1005 SLC
Salt Lake City, UT 84111
Phone: 801-799-6958
FAX: 855-832-7121

Vermont

128 Lakeside Ave, Ste 204
Burlington, VT 05401
Phone: 802-859-1052
FAX: 855-836-9627

Virginia

400 North 8th Street
Room 916, Box 25
Richmond, VA 23219
Phone: 804-916-3501
FAX: 855-821-2127

Washington

915 Second Avenue, Stop W-405
Seattle, WA 98174
Phone: 206-220-6037
EAX: 855-832-7122

West Virginia

425 Juliana Street, Room 2019
Parkersburg, WV 26101
Phone: 304-420-8695
FAX: 855-828-2721

Wisconsin

211 West Wisconsin Avenue
Room 507, Stop 1005 MIL
Milwaukee, WI 53203
Phone: 414-231-2390
FAX: 855-833-8230

Wyoming

5353 Yellowstone Road
Cheyenne, WY 82009
Phone: 307-633-0800
FAX: 855-829-6071

International-Puerto Rico

City View Plaza
48 Carr 165, 5th Floor
Guaynabo, PR 00968
Phone (English): 787-522-8601
(Spanish): 787-522-8600
FAX: 855-818-5697

TAXPAYER ADVOCATE SERVICE

YOUR VOICE AT THE IRS

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