

Tips for Contacting the IRS

By Robert Braland

Calling the IRS can often be an unpleasant experience, whether it be long wait times, confusion about which forms you should be filing with your taxes, or worrying about what the IRS letter you received will mean for you and your loved ones. These things can add extra stress to an already stressful situation. Here at Frost Law, we recommend the following tips to get the best customer service and effectively handling your situation over the phone with the IRS.

1. Use your wait time to your advantage! The IRS estimates that a caller will have to wait 27 minutes before getting on the line with an IRS employee outside of tax season. From January through April these wait times can triple!

While waiting on the line can be frustrating, a great way to pass the time is doing some research on the issue you are calling about. The IRS has a helpful page where they answer many of the most frequently asked questions from taxpayers over the phone. This page is a great resource to help callers understand exactly what their issue is so that they know all the right questions to ask when they finally get through to an IRS employee. You can find these helpful guides at <https://www.irs.gov/help/telephone-assistance>.

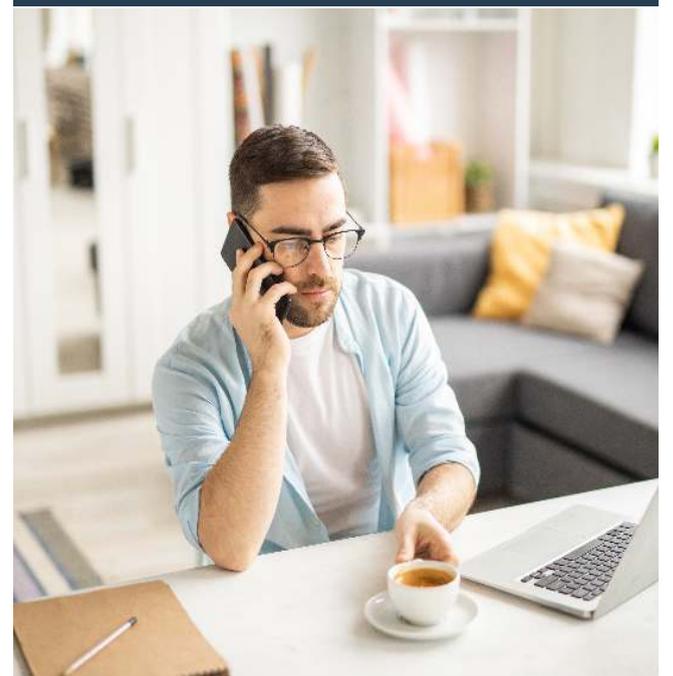
2. Call at the right time. A recent study has found that the best times to call the IRS are before 9 AM if you live on the East Coast, or after 5 PM if you live on the West Coast. Generally speaking, the earlier you call the faster your wait times should be!

3. Make sure you have all the information you need before you call the IRS. We recommend that you have the following items with you before you dial the phone:

- 1) Your Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN).
- 2) Your prior year tax return.
- 3) A copy of the tax return(s) you are calling about.
- 4) Any correspondence the IRS has sent to you.

These items will help facilitate your conversation with the IRS agent, to ensure you don't have additional hold times or delays.

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In general, the more prepared you are for your call with the IRS, the better your customer service will be. Remember to be patient and to ask the right questions. If you have any issues understanding a letter from the IRS or form you are supposed to file, we recommend you call your local accountant or tax attorney for assistance. These trained professionals spend a lot of time on the phone with the IRS, and will be able to point you in the right direction!