

**The Taxpayer Advocacy Panel (TAP)** is a diverse group of citizen volunteers who solicit issues from the general public and come up with solutions to improve IRS service and taxpayer satisfaction.

- ✓ TAP is comprised of **75 MEMBERS** who volunteer to serve three-year terms.
- ✓ Since 2002, more than **700 CITIZEN VOLUNTEERS** have served on the TAP.
- ✓ TAP members represent taxpayers in all **50 STATES**, the **DISTRICT OF COLUMBIA**, **PUERTO RICO**, and **AMERICANS LIVING ABROAD**.

## How TAP Works

- 1 IDENTIFIES ISSUES**  
based on public feedback and raises these issue to the IRS.
- 2 PARTNERS WITH THE IRS**  
to resolve problems and monitor IRS progress in implementing solutions.
- 3 SUBMITS RECOMMENDATIONS**  
to the IRS to improve efficiency, adjust problematic procedures, and improve taxpayer service.
- 4 LISTENS TO TAXPAYERS**  
through grassroots outreach to gather information about IRS issues.

## 20 Years of Advocacy

### 2,200+ RECOMMENDATIONS

submitted to the IRS suggesting improvements to taxpayer services, IRS products, and/or procedures, including:



Implementing customer **callback technology**.



Providing taxpayers the option to **get copies of past tax returns** through Free File.



Developing **outreach materials** about filing requirements for entrepreneurs.



Allowing **longer extension times** to file tax returns.



Creating an **online portal** to look up information needed to claim education credits.



**Initiating improvements** to the Volunteer Income Tax Assistance program.

## TAP Project Committees



Notices & Correspondence



Special Projects



Toll-Free Lines



Tax Forms & Publications



Taxpayer Communications



Taxpayer Assistance Centers



## Get Involved With TAP



VISIT:  
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