



# 20 years of making the IRS work better for you!

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**.

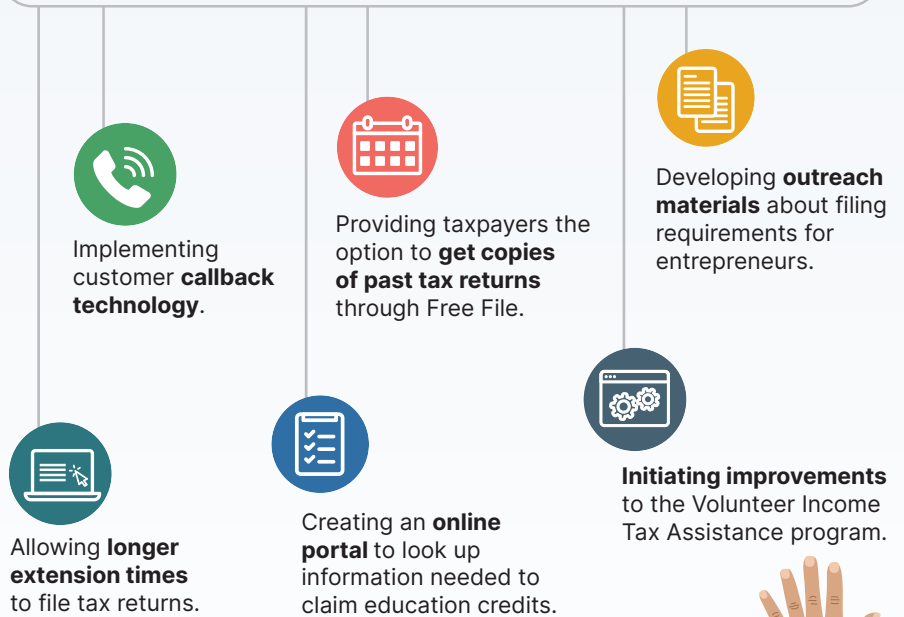
## How TAP Works

- 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:



## TAP Project Committees



Notices & Correspondence



Special Projects



Toll-Free Lines



Tax Forms & Publications



Taxpayer Communications



Taxpayer Assistance Centers



## Get Involved With TAP



VISIT:  
[www.ImproveIRS.org](http://www.ImproveIRS.org)



APPLY TO BECOME A MEMBER:  
[www.improveirs.org/join-tap](http://www.improveirs.org/join-tap)



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