



Tax Tips

Internal Revenue Service
Media Relations Office
Washington, D.C.

Media Contact: 202.317.4000
Public Contact: 800.829.1040
www.irs.gov/newsroom

Taxpayer Advocate Service: A taxpayer's voice at the IRS

Tax Tip 2024-77

Sept 12, 2024

The Taxpayer Advocate Service is an **independent** organization within the IRS. TAS protects taxpayers' rights by striving to ensure that all taxpayers are treated fairly and know and understand their rights under the Taxpayer Bill of Rights.

Here's what all taxpayers should know about their rights and the role of the Taxpayer Advocate Service.

The Taxpayer Bill of Rights

The Taxpayer Bill of Rights describes 10 basic rights that all taxpayers have when dealing with the IRS. The TAS [Taxpayer Rights webpage](#) can help taxpayers understand what these rights mean to them and how they apply. All taxpayers should know these rights.

What the Taxpayer Advocate Service can do for taxpayers

TAS can help taxpayers resolve problems that they haven't been able to resolve with the IRS on their own. The service is free. TAS helps all taxpayers and their representatives, including individuals, businesses and exempt organizations. If taxpayers qualify for TAS help, an advocate will be with them at every turn and do everything possible to assist throughout the process. Taxpayers can use the [qualifier tool](#) to determine if they are eligible for TAS assistance.

Taxpayers may be eligible for TAS help if:

- Their IRS problem is causing financial difficulty.
- They've tried and been unable to resolve their issue with the IRS.
- They believe an IRS system, process or procedure just isn't working as it should.

Taxpayers can request assistance by completing and submitting [Form 911, Request for Taxpayer Advocate Service Assistance](#). Full instructions are on the [TAS website](#).

TAS also handles large-scale problems that affect many taxpayers. Those who know about these broad issues can report them using the [Systemic Advocacy Management System](#) on IRS.gov. Taxpayers should not include any personal tax information when reporting these issues.

How to contact a local Taxpayer Advocate Service office

TAS has offices in every state, the District of Columbia and Puerto Rico.

There are several ways taxpayers can find their local TAS office phone number.

- Visit the [contact us section](#) of the TAS website.
- Download [Publication 1546, Taxpayer Advocate Service - We Are Here to Help You](#).
- Call the IRS toll-free at 800-TAX-FORM ([800-829-3676](tel:800-829-3676)) and ask for a copy of Publication 1546.
- Call TAS toll-free at [877-777-4778](tel:877-777-4778).

[Subscribe to IRS Tax Tips](#)