



YOUR VOICE AT THE IRS



THE OFFICE OF THE TAXPAYER ADVOCATE OPERATES INDEPENDENTLY OF ANY OTHER IRS OFFICE AND REPORTS DIRECTLY TO CONGRESS THROUGH THE NATIONAL TAXPAYER ADVOCATE.

April 24, 2020

Dear Mr. Sa,

I am excited to be working with such a great group of folks and looking forward to speaking with you in the future. In honor of National Volunteer Week, I want to thank you for the countless hours you spend improving tax administration for all our taxpayers. I am very grateful for your tireless efforts in identifying issues and providing the taxpayers' perspective on IRS key programs, products, and services.

But this week is about recognizing you! The impact and power of volunteers like you to tackle society's greatest challenges, to build stronger communities and be a force that transforms the world is priceless. Your efforts and accomplishments prove to strengthen the tax system and ease taxpayer burden over and over again.

Today, as people strive to lead lives that reflect their values, the expression of civic life has evolved. Taking the time to improve the United States tax system is just one of the ways you and the other TAP volunteers are helping and spreading goodwill around the world. As you continue to listen to taxpayers, identify taxpayers' issues, and make suggestions for improving IRS service and customer satisfaction, all taxpayers benefit, and tax administration becomes better.

The diversity of TAP membership is its strength. Whether you are a teacher, tech specialist, medical professional, attorney or tax return preparer, you bring your personal experiences and expertise as the foundation of TAP's work within your committees and sub-committees. Going out into your communities is critical to understanding what is working and what is not within the tax system.

We have all been impacted by the coronavirus (COVID-19) national emergency. Despite these challenges, you have continued advocating for taxpayers. One example is your recent recommendation to reach underserved communities without internet access with information about the Economic Impact Payment. Even with shelter in place orders, you continue to conduct outreach that go above and beyond overcoming barriers to serve others.

I applaud your advocacy and appreciate you volunteering to improve tax administration.

Regards,

A handwritten signature in blue ink that reads "Erin Collins".

Erin Collins
National Taxpayer Advocate