Taxpayer Advocate Service

Brandee Obiorah- Local Taxpayer Advocate (LTA) for Kansas TAS

Kansas local office is collocated with the IRS

at 555 N Woodlawn in Wichita, KS

tas.ks.wichita@irs.gov

316-651-2100

855-836-2834

Who we are

The Taxpayer Advocate Service (TAS) is an independent organization within the Internal Revenue Service (IRS). TAS helps taxpayers resolve problems with the IRS, makes administrative and legislative recommendations to prevent or correct the problems, and protects taxpayer rights. We work to ensure that every taxpayer is treated fairly and that you know and understand your rights. We are Your Voice at the IRS.

Our Leadership

National Taxpayer Advocate

Erin M. Collins

In March 2020, Secretary Mnuchin appointed Erin M. Collins as the National Taxpayer Advocate. In this role she oversees the Taxpayer Advocate Service (TAS) and serves as the “Voice of the Taxpayer” within the IRS and before Congress. As the National Taxpayer Advocate, Erin also identifies and works toward systemic changes for all taxpayers while protecting Taxpayer Rights. As part of her Annual Report to Congress, she makes administrative and legislative changes to protect taxpayer rights and works toward improving the quality of taxpayer service and tax administration by being an independent voice inside the IRS. As the National Taxpayer Advocate, Erin testifies before the Senate Finance Committee, the U.S. House of Representatives Ways and Means Committee Oversight Subcommittee, and the Senate Appropriations Subcommittee on topics concerning tax administration and taxpayer rights.



What we do

TAS helps all taxpayers (and their representatives), including individuals, businesses, and exempt organizations. You may be eligible for TAS help if your IRS problem is causing financial difficulty, if you've tried and been unable to resolve your issue with the IRS, or if you believe an IRS system, process, or procedure just isn't working as it should.

How to reach us

- The TAS Qualifier Tool can help determine your next steps.
- If you need to open a case with TAS download the Form 911
- Form 911, Request for Taxpayer Advocate Service Assistance, can be found at both irs.gov and taxpayeradvocate.irs.gov
- Email completed form to tas.form.911.request.for.assistance@irs.gov or
- Fax to 855-828-2723 or
- Mail to 7940 Kentucky Dr, MS11G, Florence, KY 41042

TAS Qualifier Tool

Use our tool to help determine if the Taxpayer Advocate Service (TAS) can assist you.

Read the latest updates on requesting assistance from TAS →

I have an open case with TAS

Contact your Advocate directly or your local office.

Read the latest updates on requesting assistance from TAS →

Request TAS assistance

Need help resolving your tax issue? Complete the Form 911 to request assistance.

Read the latest updates on requesting assistance from TAS →

Form **911**
(June 2026)

Department of the Treasury - Internal Revenue Service

Request for Taxpayer Advocate Service Assista

(and Application for Taxpayer Assistance Order)

Section I – Taxpayer Information *(See Pages 3 and 4 for Form 911 Filing Requirements and Instructio*

1a. Taxpayer name as shown on tax return	1b. Taxpayer Identifying Number *(SSN, I*
2a. Spouse's name as shown on tax return *(if joint return)*	2b. Spouse's Taxpayer Identifying Numb

3a. Taxpayer current street address *(number, street, and apartment number)*

3b. City	3c. State *(or foreign country)*	3d. ZI
4. Daytime phone number	5. Email address *(see instructions below regarding consent to use email)*	6. Fax

7a. Select your preferred method for receiving updates on your request

☐ Email ☐ Letter ☐ Phone call

7b.
☐ Check here if you consent to having about your tax issue left on your ans message at the number provided

8. Point of contact if no authorized third party is listed

9. Preferred language *(if applicable)*

☐ TTY/TDD Line ☐ Interpreter needed - Specify language other than English *(including sign language)*

☐ Other *(specify)* _____

10. Tax form number *(1040, 941, 720, etc.)*	11. Tax year(s) or period(s)

12a. Describe the tax issue you are experiencing and any difficulties it may be creating
(If more space is needed, attach additional sheets.) (See instructions for completing Lines 12a and 12b)

12b. Describe the relief/assistance you are requesting *(if more space is needed, attach additional sheets)*

I understand that Taxpayer Advocate Service employees may contact third parties to respond to this request contacts to be made. Further, by authorizing the Taxpayer Advocate Service to contact third parties, I unders notice, pursuant to section 7602(c) of the Internal Revenue Code, of authorized third parties contacted in con

13a. Signature of taxpayer or corporate officer	13b. Title *(if applicable)*	13c. D
14a. Signature of spouse *(if joint assistance request)*		14b. D

Section II – Third Party Information *(See instructions before completing this section)*

A. Form 2848, Power of Attorney

1. Name of authorized third party	2. Centralized Authorization File (CAF) r

3a. Current mailing street address *(number, street, and apartment number)*

3b. City	3c. State *(or foreign country)*	3d. ZI
4. Daytime phone number	5. Fax number	
6. Signature of third party *(representative only)*		7. Dat

B. Form 8821, Authorization to Receive Notices

Form 8821 does not authorize your appointee to advocate your position with respect to the federal tax laws; t consents, or closing agreements; or to otherwise represent you before the IRS. Form 8821 authorizes anyone and/or receive your confidential tax information in any office of the IRS, for the type of tax and tax periods you

1. Name of authorized third party	2. Centralized Authorization File (CAF) r

3a. Current mailing street address *(number, street, and apartment number)*

3b. City	3c. State *(or foreign country)*	3d. ZI
4. Daytime phone number	5. Fax number	
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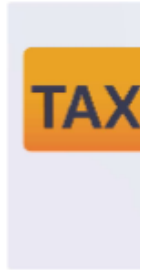
Is that really the Taxpayer Advocate Service office calling me?



It's important to make sure a call claiming to be from a government agency is legitimate and not from a scammer. So how can you tell Advocate Service (TAS)?

Step 1: Did you ask for TAS's help?

One clue that a call may really be from TAS is whether you recently requested TAS assistance.

Typically, taxpayers contact TAS by phone or by submitting Form 911, Request for Taxpayer Advocate Service Assistance. You can su

Email: tas.form.911.request.for.assistance@irs.gov
Mail: Taxpayer Advocate Service
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Florence, KY 41042
Fax: 855-828-2723

> If you submit Form 911 by email, remember that email submissions and attachments are not encrypted for security. By sending consent to the use of email as a method of communication regarding your request for assistance.

The current Form 911 also allows you to select email, letter, or phone call as your preferred method for receiving updates. TAS will att but may use other methods as needed.

If you don't receive a response within 30 days after submitting Form 911, email tas.form.911.request.for.assistance@irs.gov and put "N submit multiple Forms 911 for the same issue because doing so may delay processing your request.

Sometimes an IRS employee may also refer your issue to TAS if the employee determines that your situation may qualify for TAS assis

Whether you contacted TAS directly or the IRS referred your issue to TAS, TAS employees must follow procedures designed to protec

Step 2: Understand TAS callback/verification procedures

Before discussing your case, a TAS employee must verify your identity to protect your confidential tax information. A TAS employee c a TAS employee and provide identifying information, such as their name, job title, office contact information, office hours, and employ

The employee will then ask questions related to your tax account to verify your identity. Depending on your situation, these questions

- your Social Security number or Individual Taxpayer Identification Number;
- dates of birth for individuals listed on your tax return;
- your filing status;
- information from a prior-year tax return; or
- IRS letters or notices you've received.

TAS employees generally won't ask for bank account information during the initial contact and will never ask for your credit card numb

Don't rely only on the name or phone number displayed on your caller ID to determine whether a call is legitimate. Scammers can spo appear to come from a trusted organization.

If you're unsure whether the caller is really from TAS, verify the employee and office information before providing personal or financial

Step 3: Verify TAS address, fax numbers, and email addresses

If you're concerned that someone claiming to be from TAS may be a scammer, don't provide personal information until you've verified

You can visit the Contact Us section on the TAS website to verify the address and fax number the TAS employee gave you to submit a

A TAS employee may provide an IRS email address for sending requested information. Legitimate TAS email addresses use the irs.gov displayed sender address alone to determine whether a message is legitimate. If you're uncertain, verify the employee's information u contact information before sending sensitive information.

Remember: Be cautious if an unexpected caller pressures you to act immediately, threatens you, or asks for personal or financial infor your tax issue.

Taking a few minutes to verify who you're communicating with can help protect your personal and tax information.

More resources and information:

- Be ready to verify your identity when calling the IRS
- Identity Verification Service
- Tax Scams/Consumer Alerts
- Abusive Tax Schemes and Abusive Tax Return Preparers
- What to Know About Identity Theft

Find additional information on how to report scams.

For Tax Professionals

- The Taxpayer Advocate Service can help you help your clients. We have a variety of information for tax professionals, including tax law updates and guidance, TAS programs, and ways to let TAS know about systemic problems you've seen in your practice.
- Our website has interactive tools such as the TAS digital Roadmap and the IRS notice assistant.
- Tax Pros Alerts
- Resources for Tax Pros (links to IRS sites for PTIN,CPE, online tools)
- Tax Pros News
- NTA Blog



Tax Professionals

The Taxpayer Advocate Service can help you help your clients. We have a variety of information for tax professionals, including tax law programs, and ways to let TAS know about systemic problems you've seen in your practice.

Tax Pros Alerts

Tax Pros: Did your client receive an unexpected IRS bill for taxes already paid?

Find out what you should do about CP14 notices received in error.

Read more →

Tax Pros: Help Taxpayers with IRS Notices

Start with the digital Taxpayer Roadmap to navigate your client's IRS letter or notice.

View the Roadmap →

Tax Pros: You against scam

Find out how personal and

Read More →

Requesting Client Power Attorney | IRS Form 2848

Tax Pros: Get step-by-step help uploading IRS Forms 2848 and 8821 online.

Read More →

Tax Pros: The National Taxpayer Advocate's Blog

The NTA Blog has updates on requesting and accessing IRS Tax Transcripts on behalf of your clients and the new changes on the horizon.

Read More →

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Resources for Tax Pros

- Getting a PTIN
- Annual Filing Season Program
- Continuing Professional Education
- Online Tools for Tax Professionals (IRS.gov)
- Stay Informed

Tax Pros Tools

Affordable Care Act (ACA)

Learn more →

Employer Shared Responsibility

Provision Estimator (TAS)

Learn more →

EITC →

Tax Professional News

2026 Filing Season Review

- The IRS Faced Significant Challenges in Delivering a Successful Filing Season
  - Extensive new legislation
  - A workforce reduction of more than 25%
  - Substantial leadership turnover
- For most, Filing Season went smoothly
  - 139 million Forms 1040 were processed (as of April 17,2026), about 98% had been filed electronically
  - About 65% of those returns had refunds, and 98% of those refunds were delivered via direct deposit

2026 Filing Season Review cont’d

- Some taxpayers whose returns were frozen by IRS filters waited weeks or months for refunds they depended on to pay rent, buy groceries, or cover medical expenses. Taxpayers calling certain IRS telephone lines often could not reach a live employee despite repeated attempts. Victims of identity theft continued to face unacceptable delays that, in many cases, stretched close to two years. Lower-income and unbanked taxpayers seeking paper refund checks encountered obstacles and delays that left many feeling shut out of a system that should work for everyone.

2027 TAS Systemic Advocacy Objectives

- Protect Taxpayer Rights and Reduce Uncertainty in IRS Administration of COVID-19
  Disaster Relief Claims
- Reduce Delays for Victims of Identity Theft
- Reduce Delays and Taxpayer Burden as the IRS Phases Out Paper Refund Checks
- Help Taxpayers With Digital Assets Comply With Reporting Requirements
- Improve Math Error Notices and Abatement Procedures
- Protect Taxpayers' Refund Claims by Improving the Statute Extension Process
- Reduce Taxpayer Burden by Improving Tax Pro Account
- Reduce Taxpayer Burden Caused by Suspended Return Processing Delays
- Protect Taxpayer Rights Through Fair and Consistent Penalty Application
- Protect Taxpayer Access to Representation by Improving IRS Authorization Processing
- Reduce Taxpayer Burden From Delays in Processing Deceased Taxpayers' Returns
  and Refunds

Current Trends in Casework

- FIRE systemic issue and refund holds on affected accounts
- Refund holds related to missing W-2s
- Misapplied Payments
- Farmers estimated payment penalties
- Correspondence

Low Income Taxpayer Clinics

- LITCs are independent from the IRS and the Taxpayer Advocate Service (TAS). LITCs represent individuals whose income is below a certain level and who need to resolve tax problems with the IRS. LITCs can represent taxpayers in audits, appeals, and tax collection disputes before the IRS and in court. LITCs can also help taxpayers respond to IRS notices and correct account problems. In addition, LITCs can provide information about taxpayer rights and responsibilities in different languages for ESL individuals. Services are offered for free or a small fee.
- Clinics participating in the LITC Program ensure the fairness and integrity of the tax system for taxpayers who are low-income or speak English as a second Language (ESL) by:
- **Providing pro bono representation** on their behalf in tax disputes with the IRS;
- **Educating them** about their rights and responsibilities as taxpayers; and
- **Identifying and advocating** for issues that impact these taxpayers.

Open Forum for Questions