

## HOW TO REACH A REAL PERSON AT THE IRS?

Before calling the IRS, take a deep breath with me.

Please remember that there are some wonderful people working at the IRS.

They have families and souls, just like the rest of us. They pay taxes and have to follow the same laws that we do. With that being said, here are the steps you need to take to reach a real person on the phone at the IRS.

When to call

The IRS is available from 7a.m. – 7p.m. Monday thru Friday. The best time to call is early in the morning.

Make sure you're prepared

Before you call, make sure have all the information that you need.

- \* Social Security cards and birth dates for those who were on the return you are calling about

- \* An Individual Taxpayer Identification Number (ITIN) letter if don't have a Social Security number (SSN)

- \* Filing status – Single, Head of Household, Married Filing Joint or Married Filing Separate

- \* Your prior-tax return. We may need to verify your identity before answering certain questions

- \* A copy of the tax return you're calling about

- \* Any letters or notices the IRS sent you

### **How do you speak to a live person at the IRS?**

1. The IRS telephone number is 1-800-829-1040.

2. The first question on the automated system will ask you to choose your language.

3. Once you've set your language, do NOT choose Option 1 (regarding refund info). Choose option 2 for "Personal Income Tax" instead.

4. Next, press 1 for "form, tax history, or payment".

5. Next, press 3 "for all other questions".

6. Next, press 2 "for all other questions".

7. When the system asks you to enter your SSN or EIN to access your account information, do NOT enter anything

8. After it asks twice, you will be prompted with another menu.

9. Press 2 for personal or individual tax questions.

10. Finally, press 4 for all other inquires. The system should then transfer you to an agent.