



*Wednesday, May 25, 2022*

The House Ways and Means Subcommittee on Oversight held a hearing on May 18, 2022 to discuss ways for the IRS to improve the taxpayer experience. IRS Chief Taxpayer Experience Officer Kenneth Corbin stated, "I am a firm believer that taxpayer service remains the most significant IRS priority. The IRS has implemented many new and innovative strategies in an effort to improve our overall level of service and meet the challenges we face today, especially those posed by the pandemic, but we want to do more and will continue our efforts to improve both in the short and long-term."

Corbin acknowledged that the 2022 tax filing season was "complex and challenging" for taxpayers and their professional advisors. However, he emphasizes that there are many steps that have been taken to improve the taxpayer experience.

1. **EIP/CTC Letters** — The IRS sent out 250 million letters to help individuals claim the Recovery Rebate Credit (RRC) and the Child Tax Credit. Some individuals did not receive their third Economic Impact Payment letter and needed to know the amounts of their 2021 Advance Child Tax Credit payments in order to file their tax returns.
2. **Customer Callback Feature** — The IRS implemented a plan to allow taxpayers to call and, rather than waiting on hold, request a callback from the Service. The offer was made to 5.3 million taxpayers who called in and over 57% accepted the callback option. Taxpayers have saved more than 1.7 million hours by not remaining on hold.
3. **Voice Bots and Chat Bots** — The IRS has implemented voice and chat bots in both English and Spanish. This online assistance enables one IRS staff person to assist many

different taxpayers at one time. These voice and chat bots are especially helpful for taxpayers who have a simple payment issue or have received a collection notice and wish to get information quickly.

4. **Saturday Service at Taxpayer Assistance Centers (TACs)** — TACs enable many taxpayers to receive in-person assistance. By expanding the Saturday hours of the TACs, the IRS was able to assist individuals who are working during the week.
5. **Online Service Tools** — Over 10 million taxpayers have created an individual online account. The IRS plans to continue expanding services with online accounts. Taxpayers with online IRS accounts will be able to authorize their tax preparers to represent them before the IRS and also may enable them to view tax returns with a Tax Information Authorization.
6. **Earned Income Tax Credit (EITC) Assistant** — The EITC Assistant tool on *IRS.gov* helps individuals understand their eligibility for the EITC. It also reduces the number of improper claims for EITC.

Corban stated, "We view the taxpayer experience as a cornerstone of the IRS mission and our implementation of the Taxpayer Experience Strategy will ensure the IRS meets the needs of all types of taxpayers and stakeholders who rely on the IRS for information and services." To read the rest of the article click [here](#).

For more information and our step-by-step estate planning guide please give us a call at [718-965-7375](tel:718-965-7375) x1616 or reply to this e-mail. To help ensure your will and estate plan reflects your desires, you may also view some helpful videos on our planned giving website – [www.cfbqlegacy.org](http://www.cfbqlegacy.org).

*This information is educational in nature. It is not offering professional tax, legal, or accounting advice. For specific advice about the effect of any planning concept on your tax or financial situation or with your estate, please consult a qualified professional advisor.*



[Endowments](#)



[How to Give](#)



[About Bequests](#)

## PERSONAL PLANNER

---

### [Bypass the Estate Tax](#)

The American Taxpayer Relief Act of 2012 created permanent rules for federal estate planning. These principles are helpful in creating estate plans, since there now is reasonable certainty.

[Read More »](#)



## SAVVY LIVING

---

### [Travel Discount Tips for Seniors](#)

What are some of the best travel discounts available to seniors? My spouse and I are about to retire and are interested in traveling more but live on a tight budget.

[Read More »](#)



## DONOR STORY

---

### [Providing for Our Children's Future](#)

Ron and Kathy worked for many years building their nest egg for retirement.

[Read More »](#)



## WASHINGTON NEWS

---

### [IRS Highlights Improved Taxpayer Service](#)

The House Ways and Means Subcommittee on Oversight held a hearing on May 18, 2022 to discuss ways for the IRS to improve the taxpayer experience. IRS Chief Taxpayer Experience Officer Kenneth Corbin stated, "I am a firm believer that taxpayer service remains...

[Read More »](#)



## FINANCES

---

### [Target Reports Earnings](#)

### [Treasury Yields Move Lower](#)

### [Mortgage Rates Dip](#)



Thank you for your interest in planned giving. To access any of our resources, please go to our [website](#).

## FREE ESTATE PLANNING GUIDE

It's never too late to plan for the people and causes you care about. Our easy-to-use estate planning guide can help you gather the information you need before meeting with your attorney.



[Download Guide »](#)

## PLANNED GIVING CALCULATORS

Use our online calculator to view the tax and income benefits of making a gift to support our cause. This can help you determine the best plan to meet your needs and goals.



[View Calculators »](#)

Catholic Foundation for Brooklyn and Queens, 243 Prospect Park West, Brooklyn, NY 11215

[Adjust My Settings/Unsubscribe From This Email](#) | [Privacy Policy](#)

© 2022 Crescendo Interactive, Inc.