

Internal Revenue Service news release

IRS Problem Solving Day August 10 in Montgomery

Montgomery, July 25, 2000—People with long-standing tax problems who have had difficulty getting answers will have the opportunity to meet face-to-face with IRS and Alabama Department of Revenue managers and employees from 9 a.m. to 3 p.m., Thursday, August 10, during Montgomery's Problem Solving Day at the IRS office located at 474 South Court Street on the seventh floor.

"We want to reach out to taxpayers who have been unable to resolve their problems. The service we'll offer will give many taxpayers a new way, and a new time, to work with us toward a new solution," said Gulf Coast District Director, Richard J. Morgante.

Kerry Brown, Taxpayer Advocate with the Alabama Department of Revenue, said he was glad to be a part of the cooperative fed/state effort bringing the services of both agencies to a single location.

Those interested should call the toll-free number or a special line in Montgomery—(334) 223-7537—to schedule an appointment, discuss their problem, or to set an alternate appointment date. To schedule an appointment with the Alabama Department of Revenue, those interested should call (334) 242-1055. Taxpayers should bring any relevant documentation or correspondence with them August 10 to Problem Solving Day, as well as photo identification.

Taxpayers do not have to wait for a Problem Solving Day if they have a long-standing problem. They can call the IRS toll-free number—1-800-829-1040—24 hours a day, seven days a week, and request that their problem be referred to the Taxpayer Advocate Service. Those with hearing impairments may use a TTY/TDD device to call 1-800-829-4059. The Taxpayer Advocate is the primary champion for taxpayers with problems that cannot be solved through ordinary channels.

More information on future Problem Solving Days is available on the Internet on the IRS website at www.irs.gov.