

Congress of the United States
House of Representatives
Washington, DC 20515-2302

October 6, 2021

The Honorable Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Avenue, NW
Washington, D.C. 20224

Dear Commissioner Rettig:

I am writing today to request a status update on three different areas of work that the Internal Revenue Service (IRS) oversees. I know that you and your team have been hard at work over the last two years implementing an unprecedented amount of new programming, including the implementation of the *Taxpayer First Act* and the *American Rescue Plan Act*, and I am eager to ensure that constituents in Minnesota's Second Congressional District and across the country continue to see the full benefits of these pieces of legislation.

Specifically, I respectfully ask that you share information about the expansion of digital services at the IRS, the status of the returns processing backlog that existed earlier in 2021, and data about the status of the IRS response times.

1. **Expanding Digital Services.** Constituents in Minnesota's Second Congressional District rely on digital connectivity to attend school, grow their businesses, and file their taxes.
 - a. Are there any forms or steps in any IRS process that require a taxpayer to submit information via fax? If so, what are those forms or steps, and is the IRS working to transition them fully to digital?
 - b. What is the biggest challenge that the IRS faces in expanding digital services? What can Congress do to assist in tackling that challenge?
 - c. In your assessment, is the IRS on track to meet the 10-year digital service goals as outlines in the January 2021 "Taxpayer First Act Report to Congress?"
2. **Returns Processing Backlog.** The COVID-19 pandemic created an unprecedented backlog of paper-filed returns for the 2020 tax year.
 - a. What is the current status of the backlog?
 - b. Do you anticipate a similar backlog for the 2021 tax year?
 - c. How can Congress assist in reducing the risk of future backlogs?

3. **IRS response times.** Constituents in my district and across the country deserve prompt attention to their inquiries. Thank you for your attention to this work, which you detailed in a letter to my office on September 21, 2021.
- a. **Call lines.** What is the average hold time for constituents calling the IRS Help Center? What percentage of individuals calling the Help Center have their inquiry resolved within two weeks?
 - b. **Audit process.** What is the average time for the IRS to complete an audit? What percentage of audits focus on individuals or accounts with a minimum payment or refund level of \$10,000?
 - c. **Appeal process.** What is the average time it takes for the IRS to review and process an appeal? What percentage of those appeals are on audits related to payments or refunds of more than \$10,000?

Thank you for your dedicated work on behalf of the American people. I look forward to reviewing your response.

Sincerely,



Angie Craig
Member of Congress