

Congress of the United States
Washington, DC 20515

April 24, 2020

Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Ave., NW
Washington, DC 20224

Dear Commissioner Rettig:

Thank you for your continued leadership in the ongoing response to the COVID-19 pandemic. The IRS has an important role to play in administering the Economic Impact Payments (EIPs) established under the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which will provide vital support to millions of families nationwide. We appreciate your work in ensuring these payments are distributed efficiently and effectively.

As you are aware, millions of Americans are anxiously awaiting EIP payments to help them make ends meet during these unprecedented times. Additionally, many families and businesses are counting on their annual tax refund to address financial hardships resulting from COVID-19. The IRS is a key player in administering both of these services and in protecting the economic health of American households nationwide.

Unfortunately, many Americans are confused and frustrated regarding the status of their EIPs and tax returns. As taxpayers struggle to find accurate and reliable information on these services, it is especially concerning that many traditional avenues for assistance such as IRS call centers are unable to function as a result of the ongoing pandemic response. In response to this confusion, our offices have received overwhelming outreach from constituents with valid and urgent questions regarding their EIPs and tax returns. We are committed to helping our constituents, however, additional guidance from the IRS is necessary to ensure American families receive the relief they have been promised.

While we are grateful to the IRS for your hard work in creating an online portal for taxpayers to receive updated information on many of your services, further assistance is needed for Americans who lack reliable internet access or have case-specific questions. In the interest of avoiding further challenges in distributing EIPs and tax returns, we ask that you provide additional information regarding steps the IRS will take to ensure that every American has access to your services during the COVID-19 pandemic. Additionally, we ask that you provide guidance regarding resources that Congress may need to provide as you work to properly implement EIP distribution and adapt routine taxpayer services to the unprecedented challenges facing our nation.

Thank you for your time and attention to this request. We recognize the challenge the IRS faces in responding to the COVID-19 pandemic and commend your agency for your hard work in facing these obstacles.

Sincerely,



John Katko
Member of Congress



Antonio Delgado
Member of Congress