



DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, D.C. 20224

The Honorable Charles E. Grassley  
Chairman  
Committee on Finance  
United States Senate  
Washington, DC 20510

Dear Chairman Grassley:

Amid unprecedented workforce and operational challenges brought on by the COVID-19 emergency, we need additional time to complete the comprehensive customer service strategy, organizational redesign, and comprehensive training strategy reports required by the Taxpayer First Act (TFA). Specifically, we anticipate the need to delay submitting these reports until December 2020, as the IRS assumes new responsibilities to support our nation's relief efforts.

Please know that we are committed to providing thoughtful, top-quality strategies to enhance the taxpayer experience and IRS operations. To date, we have conducted extensive outreach to ensure our approach fully integrates taxpayers' needs and perspectives. For example, over the past seven months, we met with more than 100 organizations representing all types of taxpayers (individuals, small businesses, large businesses, tax-exempt entities, and taxpayers living overseas), as well as advisory groups, tax professionals, and other federal agencies. In addition, we held listening sessions with representatives from the private sector, IRS employees in 25 locations across the country, and the National Treasury Employees Union. We also reviewed over 1,000 written comments submitted by taxpayers, IRS employees, tax professionals, and other external stakeholders.

Based on this input and additional research, our TFA Office worked with IRS leadership, including the National Taxpayer Advocate, to develop new strategies contemplated by the TFA. Representatives from our TFA Office have met with Congressional staff regularly to keep them apprised of our progress and anticipated delivery dates. Prior to the COVID-19 emergency, we were on track to timely deliver a consolidated report detailing our comprehensive taxpayer experience strategy, organizational redesign, and comprehensive training strategy before September 2020.

The IRS is playing a vital role in administering the Coronavirus Aid, Relief, and Economic Security (CARES) Act, signed into law by the President on March 27. As the IRS works to implement the largest economic relief package in history, we recognize the importance of improving the taxpayer experience. Now more than ever, I look forward to continuing our work together on the TFA.

Presently, we are assessing the impact of the current environment on other TFA provisions. I will update you when we have more information about any additional concerns. I know the IRS and the entire country will rise admirably to meet these challenges.

Thank you for your consideration. I am sending a similar letter to Ranking Member Wyden. If you have any questions, please feel free to contact me, or your staff may contact Amy Klonsky, Acting Director, Legislative Affairs, at 202-317-6985.

Sincerely,

Charles P. Rettig