Verifying Your Identity with the IRS

Why would I need to do this?

If you received a letter from the IRS requesting that you verify your identity, that means that something in the processing of your return has caused the IRS to require additional information from you before they will process your tax return. The IRS has implemented screening tools to help prevent identity theft. Many times, there is no clear reason why the IRS has requested additional action from you, but you must follow their procedures to have your return processed.

What information do I need to provide to the IRS?

When you contact the IRS, you should have:

- The letter you received from the IRS,
- A copy of the tax return that prompted the IRS notice along with any attached schedules, W-2s, and 1099s for that year,
- A copy of a prior year tax return that has been fully processed by the IRS and any W-2s and 1099s for that year.

Verifying your identity online

The fastest way to verify your identity is to go to https://www.irs.gov/identity-theft-fraud-scams/identity-verification-for-irs-letter-recipients and provide the requested information. To use this method you must have one of the following types of accounts in your name:

- Credit card
- Mortgage
- Student loan
- Home equity loan or home equity line of credit
- Car loan

You must also have a mobile phone associated with your name, and the letter that you received from the IRS.

What are my other options?

If you do not have any of the accounts listed above, then you need to call the IRS at the phone number listed on the notice you received. Make sure to have all of the documents listed available to you when you call. It may be very difficult to get through to a person. Try calling first thing in the morning and various times throughout the day.

None of this is working for me. Can I just meet with the IRS in person?

Generally, if you speak with the IRS over the phone and fail to verify your identity, you should be able to make an appointment at an IRS office to verify your identity. Some offices remain closed in 2022 due to the Covid-19 pandemic and some offices have limited the services they can provide. You cannot just walk into an office without an appointment. You must speak with someone over the phone and make an appointment first. Please call 844-545-5640 to see about making an appointment.

I still need help, what can I do?

If you try all the above and you still cannot verify your identity, you can request help from the Taxpayer Advocate Service. The Cincinnati office can be reach at 513-263-3260 or toll-free at 855-824-6407.

The information on this flyer is not legal advice.
If you are seeking representation or legal advice, please contact LASC.
An attorney-client relationship does not exist between you and LASC.

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LITC Low Income Taxpayer Clinics
REPRESENTATION • EDUCATION • ADVOCACY

We do not prepare tax returns.

How to contact LASC:

www.columbuslegalaid.org or call (614) 241-2001

We have offices in Columbus and Marion

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