

UNCLASSIFIED

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Date/DTG: Dec 18, 2015 / 182144Z DEC 15
From: SECSTATE WASHDC
Action: MINSK, AMEMBASSY *ROUTINE* BUJUMBURA,
AMEMBASSY *ROUTINE*; SOMALIA, USMISSION
ROUTINE; ALL DIPLOMATIC AND CONSULAR POSTS
COLLECTIVE *ROUTINE*
E.O.: 13526
TAGS: APER, AFIN, CFED, CASC, CMGT
Subject: IRS Overseas Operations Ceased Providing Taxpayer
Assistance Effective November 20, 2015

1. Summary: The Internal Revenue Service (IRS) informed the Bureau of Consular Affairs (CA) that all IRS overseas operations that previously provided taxpayer assistance, including walk-in assistance, ceased effective November 20, 2015. See paragraph three for guidance and contact information from IRS for all taxpayers. Posts are encouraged to add this information to their websites. End Summary.

2. With the closure of all IRS civil operations abroad, the IRS will no longer have employees overseas to provide taxpayer assistance. CA's Overseas Citizens Services Program Management Office (CA/OCS/PMO) will continue to relay to posts taxpayer information provided to CA by the IRS. CA also will continue to maintain links to IRS information for taxpayers on the federal benefits and obligations section of travel.state.gov. Posts should contact CA/OCS/PMO via FedBen@state.gov with questions. Direct taxpayer questions to the appropriate point of contact in paragraph three.

3. The following information, obtained from the IRS website, provides instructions for overseas taxpayers on how to Contact a Local IRS office Internationally: If you are a taxpayer with specific individual or business account questions you should contact the International Taxpayer Service Call Center by phone or fax.

The International Call Center is operational Monday through Friday, from 6:00 a.m. to 11:00 p.m. EST, telephone: 267-941-1000 (not toll-free), fax: 267-941-1055.

If you are a **tax professional** or software provider calling about an e-file issue and it is not account-related, please contact the e-help office in Austin, Texas, at 512-416-7750 (not toll-free).

Assistance is available Monday through Friday, from 7:00 a.m. to 6:00 p.m. CST.

Taxpayer service, formerly offered by IRS offices overseas, is no longer available. Please send your tax forms and correspondence to the applicable address indicated below.

Individual taxpayers located outside the United States also may contact the IRS by mail:

Internal Revenue Service
International Accounts
Philadelphia, PA 19255-0725

Business taxpayers located outside the United States also may contact the IRS by mail:

Internal Revenue Service
International Accounts
Ogden, UT 84201-0038

Residents of Puerto Rico and the U.S. Virgin Islands may contact the IRS toll free at 1-800-829-1040, Monday through Friday, from 7:00 a.m. to 10:00 p.m. EST. For face-to-face assistance information in Puerto Rico refer to Contact My Local Office in Puerto Rico.

International Taxpayer Advocate:

To request Taxpayer Advocate assistance, call the Taxpayer Advocate Service toll-free number: 1-877-777-4778, or refer to Contact a Local Taxpayer Advocate (LTA) in Caribbean US Territories (Puerto Rico & US Virgin Islands) and International or Contact a Local Taxpayer Advocate (LTA) in Hawaii & Pacific US Territories (Guam, American Samoa and the Northern Mariana Islands).

4. Minimize considered.

Signature: Kerry

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