

Internal Revenue Service

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Whom can I contact about ongoing issues with the IRS?

If you have an ongoing issue with the IRS that has not been resolved through normal processes or you have suffered or are about to suffer a significant hardship as a result of the application of the tax laws, contact the [Taxpayer Advocate Service](#) .

The Taxpayer Advocate Service is an IRS program that provides an independent system to ensure that tax problems that have not been resolved through normal channels are promptly and fairly handled. Each state has at least one local Taxpayer Advocate, who is independent of the local IRS office and reports directly to the National Taxpayer Advocate. The Taxpayer Advocate also identifies issues that cause problems for taxpayers and, where necessary, brings those issues to the attention of IRS management.

Residents of the 17th Congressional District may contact the Taxpayer Advocate at:

San Jose Office of the Taxpayer Advocate
Internal Revenue Service
55 Market St, Stop 0004
San Jose, CA 95113
Telephone: 408-817-6850
408-817-6851

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I'm concerned because my check payment to the IRS has not been cashed yet. What should I do?

You can call (800) 829-1040 and ask an IRS representative if the payment has been credited to your account. If it has not and the check has not cleared your financial institution, you may choose to place a stop-payment on the original check and send another payment.

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How long does it take to receive a refund?

Processing time for refund returns depends on the method used for filing. If you e-file opting for direct deposit and have not received your refund within 3 weeks after filing your return (eight weeks if you filed a paper return opting for a paper check), you can check your refund on the IRS website or by calling the Refund Hotline at (800) 829-1954. Be sure to have available a copy of your current tax return because you will need to know your social security number shown on your return, the filing status and the exact whole dollar amount of your refund. If you have requested direct deposit, the refund should take one week less time to be issued as opposed to getting a paper check.

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How can I check on the status of my refund?

Refund information does not become available until it has been 6 weeks since you filed your tax return (3 weeks if you filed electronically or through TeleFile). After waiting the appropriate number of weeks, the fastest, easiest way to find out about your current year refund is to log onto www.irs.gov. Click on Where's My Refund then go to Get My Refund Status or you can call Refund Hotline at (800) 829-1954. Be sure to have a copy of your current tax return available because you will need to know your social security number shown on your return, the filing status and the exact whole dollar amount of your refund. The IRS updates refund information every seven days.

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I lost my refund check. How do I get a new one?

Call the IRS at (800) 829-1954. If your refund check has not been cashed, the IRS can normally provide a replacement within six to eight weeks. If your refund check has been cashed, the Financial Management Service (FMS) will provide a copy of the check and a Form 3911 Taxpayer Statement Regarding Refund, to initiate a claim. The signature on the cancelled check will be reviewed before determining whether another refund can be issued.

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Is it possible to find out if a federal tax refund check has been cashed?

If you need to know whether a federal tax refund check that was issued to you has been cashed, you can call (800) 829-1954 and request Form 3911, Taxpayer Statement Regarding Refund. If you are inquiring about a check that was issued to someone other than yourself, the IRS is not allowed under the Privacy Act of 1974 to disclose any information.

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What are my rights, as a taxpayer?

You can find information on the [IRS website](#) about this important topic.

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Where can I go to get more information about my tax problem?

The IRS maintains a [webpage](#) that offers detailed answers to a wide range of tax-related concerns.

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