



COMMISSIONER

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, DC 20224

The Honorable Chrissy Houlahan
U.S. House of Representatives
Washington, DC 20515

Dear Representative Houlahan:

Thank you for your letter dated July 2, 2024, regarding the recent closure of the IRS Taxpayer Assistance Center (TAC) in Reading, Pennsylvania. We recognize the importance of the in-person services TACs provide to communities nationwide and are committed to fully staffing the Reading TAC as soon as feasibly possible before December 31, 2024.

Previously, we had two employees working at the Reading TAC, but as of April 8, 2024, we lost them due to attrition. Beginning April 16, 2024, we continued to provide taxpayer services in the community by temporarily placing an employee from a different TAC in the Reading location Tuesdays through Thursdays. This service continued until May 30, 2024. Meanwhile, we are enlisting the help of IRS employee volunteers to resume the three-day service until we are fully staffed.

Immediate assistance is also available to taxpayers. Although we have a closed sign posted on the Reading TAC door, this sign provides taxpayers with the IRS website address for online services and the toll-free telephone number that taxpayers may use to schedule an appointment at another TAC if they desire face-to-face service.¹ Taxpayers can also receive assistance over the phone when they call the appointment line. IRS Customer Service Representatives will help answering their questions prior to scheduling an appointment.

As we work to restore full staffing at the Reading TAC, we are also happy to assist your constituents and research their account issues with the appropriate privacy release. I understand my staff met with your staff on August 1.

¹ All IRS TACs operate by appointment. To schedule an appointment at any of the TACs, taxpayers can call 844-545-5640. The list of services provided at an office and directions are available at <https://www.irs.gov/help/contact-your-local-irs-office>.

I hope this information was helpful. If you still have questions, please contact me, or a member of your staff may contact Amy Klonsky, National Director, Legislative Affairs, at 202-317-6985.

Sincerely,

Daniel I. Werfel
Commissioner