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STAKEHOLDER LIAISON

*IRS Hot Topics for  
Tax Professionals*

45th Annual Delaware Federal & State Tax Institutes  
December 7, 2021

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***Quick Security Tips from the IRS***

**Beware phishing scams, especially  
COVID and stimulus-related  
schemes**

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## Cybercriminal Threats

- Cybercriminals have attempted to exploit COVID-19 concerns this year
- Cybercriminals use a variety of techniques and tools

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## Short Message Service – Example



11:55

< 1410200508

Add to contacts Block number

Tuesday, July 21, 2020

FRM:IRS - GO@  
[www.2stm.xyz/?iR1055](http://www.2stm.xyz/?iR1055)  
SUBJ:Your Are Eligible  
MSG:Register For COVID-19 Stimulus  
Help. MSGNo:  
[10297613718](http://10297613718) 10:11 AM

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## Phishing Text Message – Example

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## Phishing Text Message – Example 2

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## COVID 19 Scams

- **Cybercriminals have attempted to exploit COVID-19 concerns this year by using it as their “bait” in phishing scams**
- **Cybercriminals pose as government agencies with “urgent” messages promising help**

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## Phishing Email – Example

Subject: 2020 tax season inquiry  
Date: [REMOVED] 2020 [REMOVED]  
From: [REMOVED]  
To: [REMOVED]


Happy New year,  
I am currently in **search for a new tax preparer**. I usually file these federal forms 1040, Schedule A , Schedule B, Schedule C, Schedule D, Schedule SE. My former preparer typically charged around **\$600**. Is that the typical fee that you would charge? I talked to a large tax group in the area, and they said that they do more complicated returns and charge a minimum of **\$3,000!**.

I also have to **amend my 2018** tax return i **got a notice** regarding these latenovember. I will also like to have a quote on **what you will charge to help resolve the issue** with the IRS.  
I hope to hear from you soon

Sincerely,  
[REMOVED]

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## Phishing Email – Example 2

Hello [REMOVED],

Thanks for your response, I am sorry for not getting back to you immediately. I have been out of my office and wont be back till the 27th of Jan. I am spending some time with my daughter. I hope you are still willing to help? Your pricing seems fair and within my budget. How do I sign up as a Tax client with your firm?

Below is a **ShareFile access** to my prior year tax return and **the letter I received**. Hopefully this gives you a better understanding of the complexity of my tax situation. I hope we can get started immediately. Would you need a retainer?

[REMOVED]

[REMOVED]

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## IRS Impersonation Scams

- **Phone, e-mail, and texts impersonating Internal Revenue Service employees**
- **"As the holiday season and tax season approach, everyone should remember to take basic steps to protect themselves"**
  - **IRS Commissioner Chuck Rettig**

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## **Internal Revenue Service Does Not:**

- **Call Demanding Payment and Making Threats of jail or lawsuits**
- **Demand payment via gift, debit, or iTunes cards**
- **Send unsolicited e-mails about refunds**
- **Request login credentials, Social Security Numbers or other sensitive information**
- **[irs.gov/phishing](https://irs.gov/phishing)**

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## **Other Government Agencies Investigate Scams**

- **TIGTA investigates IRS impersonation Scams**
- **TIGTA phone number: 1-800-366-4484**
- **TIGTA web address: [www.tigta.gov](http://www.tigta.gov)**
- **Federal Trade Commission:  
[www.FTC.gov](http://www.FTC.gov)**

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## Recap

- Recognize and avoid phishing scams
- Do not open links or attachments from suspicious e-mails
- Don't respond to unsolicited e-mails requesting your password or account information
- Use Multi-Factor authentication for all of your accounts

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## ***Multi-Factor Authentication***

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### Sign Up

If you don't have an IRS username, go back and create an account.

[< BACK](#)

### Log In

Already have a username? Welcome back!

Username

[LOG IN >](#)


[Forgot Username](#)

*PTIN and FIRE users need a separate account in this system*

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### Log In

Verify that your Site Image and Site Phrase below are correct. If the Site Image and Site Phrase are not correct, please do not proceed.

Your Site Image:  


Your Site Phrase:  
Maggie's Stuff

Password

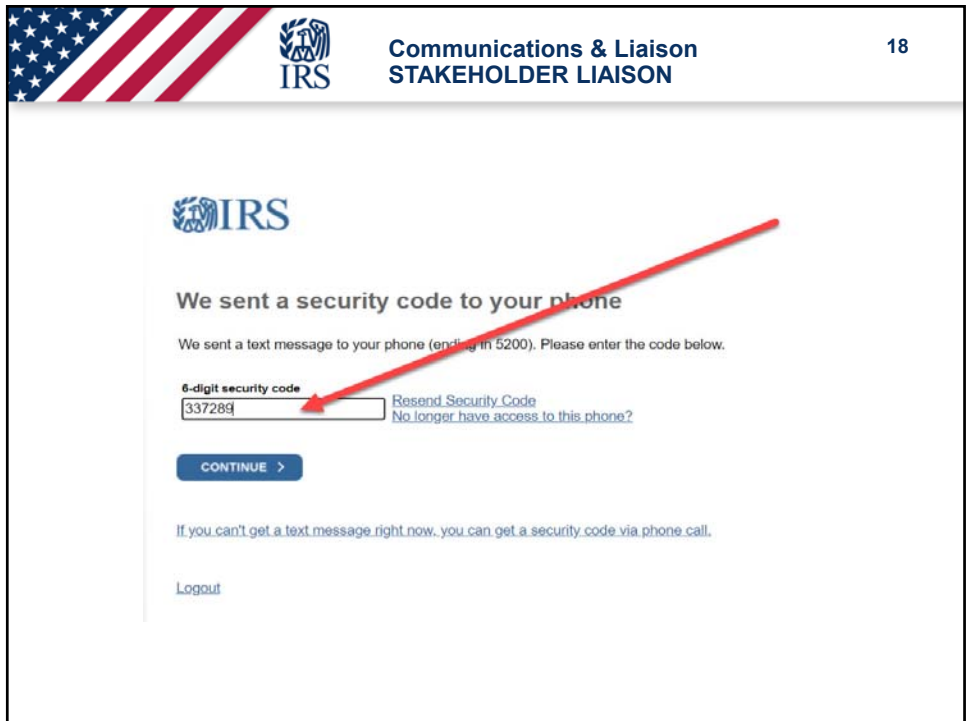
[Forgot Password](#)

[SUBMIT >](#)  
[CANCEL](#)



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**Practitioner Priority Service (PPS)**

**Practitioner Priority Service is a nationwide toll-free, account related service available to tax practitioners.**

PPS Account Service is available to tax practitioners (individuals and businesses) who provide tax advice, prepare income taxes or act on the taxpayer's behalf and are calling in regard to an account related issue before the IRS.

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**Practitioner Priority Service (PPS)**



**PPS serves tax practitioners as the first point of contact for assistance regarding their clients' account related issues.**

Improves overall consistency and quality of taxpayer service.

Available to tax practitioners with valid Form 2848, Form 8821, Form 8655 or other third party designee authorizations.

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**Practitioner Priority Service (PPS)**

**Hours of Service:**

- 7:00 a.m. to 7:00 p.m. local time
- Alaska & Hawaii follow Pacific Time
- Puerto Rico practitioners- 8:00 a.m. to 8:00 p.m. local time.

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**Practitioner Priority Service (PPS)**



**The following account related services are offered in all Accounts Management locations.**

Resolving taxpayer account problems by:

- Locating and applying payments
- Explaining IRS communications (i.e., notices and letters)
- Providing general procedural guidance and timeframes

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**Practitioner Priority Service (PPS)**

**Resolving taxpayer account problems by:**

- Making account adjustments
- Securing taxpayer income verification
- Providing transcripts of taxpayer accounts

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**Practitioner Priority Service (PPS)**

**Services that are Out of Scope for Accounts Management PPS Assistors**

Tax Law questions



Accounts assigned to:

- Automated Collection Services (ACS) cases,
- Automated Under Reporter (AUR) cases,
- Correspondence Examination cases, or
- Cases assigned to Revenue Officer

Calls for specific employees

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**Practitioner Priority Service (PPS)**

**PPS voice options:**

Option 1 - Tax Law questions

Option 2 - Individual Accounts not in collection or examination status

Option 3 - Business Accounts not in collection or examination status

Option 4 - Automated Collection System (ACS) status

Option 5 - Automated Under Reporter (AUR) status

Option 6 - Correspondence Examination

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**Streamlined News for Tax Professionals & IRS Partners**

IRS

Home > News > e-News Subscriptions

**e-News Subscriptions**

English | [Español](#)

**What's Hot**

- News Releases
- Multimedia Center
- Tax Relief in Disaster Situations
- Tax Reform
- Radio PSAs
- Tax Scams/Consumer Alerts
- The Tax Gap
- Fact Sheets
- IRS Tax Tips
- e-News Subscriptions

**News Releases, Tax Law Updates, & General Tax Information**

**IRS Tax Tips** – Receive tax information by email from the IRS throughout the year. Recipients will also receive **Tax Reform Tax Tips**, which help taxpayers learn about the Tax Cuts and Jobs Act and how it affects them.

**IRS Newswire** – Receive news releases as they are issued by the IRS National Media Relations Office in Washington, DC.

**Guidewire** – Receive notifications by email when the IRS issues advance copies of tax guidance such as Regulations, Revenue Rulings, Revenue Procedures, Announcements, and Notices.

**Consejos Tributaros del IRS** – Boletín con consejos de impuestos en español. Alerts from Office of Professional Responsibility (OPR) – Sign up to receive up-to-date email alerts from OPR, such as press releases, disciplinary actions, and more information.

**Tax Statistics** – Receive information about the most recent tax statistics.

**Tax Professionals, IRS Partners, & Software**

**IRS2Go Mobile App**  
Get our mobile app and stay connected with the IRS.  
[Download now](#)

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**IRS Social Media on IRS.gov**

**Connect with the IRS**

The IRS uses social media tools to share the latest information on tax changes, scam alerts, initiatives, products and services. Connect with the IRS through the following social media tools.

**IRS2Go**

Get quick access to IRS social media, sign up for helpful tax tips, check your tax refund status and make a payment – all with the **IRS2Go mobile app**. IRS2Go is available in both English and Spanish for Android and iOS mobile devices.

**YouTube**

Tune in to the IRS YouTube channels. You can watch short, informative videos in English, American Sign Language and Spanish.

**Twitter**

IRS tweets include various announcements, scam alert and news for tax professionals. Available in English and Spanish.

**Facebook**

The IRS Facebook pages post useful information for general public in English and Spanish tax professionals.

**LinkedIn**

The IRS LinkedIn page posts important tax information, updates, and announcements from the IRS.

**Instagram**

The IRS Instagram account will share taxpayer-friendly information on a variety of topics to help people Get Ready for the tax season and to navigate tax law changes.

**IRS2Go**

- [IRS2GoApp](#)

**YouTube**

- [IRS Videos](#)
- [IRS Videos ASL](#)
- [IRS Videos Multilingual](#)
- [Taxpayer Advocate](#)

**Twitter**

- [@IRSNews](#)
- [@IRStaxpros](#)
- [@IRSenEspanol](#)
- [@RecruitmentIRS](#)
- [@YourVoiceAtIRS](#)
- [@IRSStaxsecurity](#)
- [@IRSmallbiz](#)

**Facebook**

- [IRS](#)
- [IRS en Español](#)
- [IRS Tax Pros](#)
- [Taxpayer Advocate](#)



**How do you connect to Social Media?**

**What's your favorite Twitter account?**


5 Enhancing the Tax Pro Experience

**IRS.gov – keywords: social media**

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## Subscribe to IRS e-News for Tax Pros



The screenshot shows the IRS e-News for Tax Professionals interface. It includes the IRS logo, the title 'e-News for Tax Professionals', the date 'May 31, 2019', and the issue number '2019-18'. There are sections for 'Useful Links' (including IRS.gov, Tax Professionals Home, All Forms and Instructions, and Stakeholders Partners' Headlines) and 'Inside This Issue' (listing five items: 1. IRS Unveils Proposed W-4 Design for 2020, 2. Early Bid Rate for Nationwide Tax Forums Expires June 15, 3. June 8 Webinar: Foreign Earned Income Exclusion, 4. Enrolled Agent User Fee Increases Nov. 1, 5. Reminder: Recent Changes to Business Deductions and Expenses).



**Simply Click:**

1. News
2. e-News Subscriptions
3. e-News for Tax Pros
4. ...and Subscribe

**IRS.gov – Keyword: e-News**

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## IRS.GOV

- **IRS.gov has around-the-clock information available and is the fastest way to get assistance.**
- **Millions of people use IRS.gov to help file and pay taxes, get information about their accounts and get answers to tax questions.**

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