



## HOUSE COMMITTEE ON WAYS & MEANS

CHAIRMAN RICHARD E. NEAL

### Taxpayer First Act of 2019

**Background:** The last time Congress considered transformative revisions to the Internal Revenue Service (IRS) was in 1998. Two decades later, we seek to once again improve the IRS.

The Ways and Means Oversight Subcommittee has approached the proposals included in this package with a great deal of care and thoughtfulness. The Taxpayer First Act is the culmination of more than thirteen Oversight Subcommittee events, including hearings and roundtable discussions over the last three years. Dozens of witnesses testified before the Subcommittee and provided varying viewpoints on how to improve and modernize the IRS.

**Proposal:** The Taxpayer First Act takes bold steps to redesign the IRS with one singular mission: taxpayer service. It also seeks to modernize the IRS and improve the ease and efficiency of the taxpayer experience when filing taxes, retrieving information, resolving issues, and making payments. This legislation achieves that by:

- Creating an independent appeals process so that taxpayers know they are being treated fairly when resolving a dispute with the agency.
- Ensuring there is a level playing field—that taxpayers have access to the same information as the IRS during the dispute resolution process.
- Requiring the IRS thoughtfully consider and submit to Congress a plan to redesign the structure of the agency to improve efficiency, enhance cybersecurity, and better meet the needs of taxpayers.
- Making sure that, when the IRS performs an audit, *actual* notice is provided to taxpayers before the agency contacts friends, neighbors, and clients.
- Requiring the IRS to submit to Congress a comprehensive plan to improve its customer service strategy, based on best practices from the private sector.
- Overhauling the IRS's tools of enforcement so that our families and businesses are not worried about having their assets seized without proper, timely, and fair notice.
- Strengthening IRS accountability by codifying the roles and responsibilities of the IRS Chief Information Officer and requiring annual information technology strategic planning.
- Providing for the easier electronic submission of tax return forms and supporting documentation.
- Strengthening the IRS's ability to proactively combat identity theft tax refund fraud by creating a single point of contact for victims of identity theft, codifying the Security Summit, and providing the IRS with the ability to safely share additional information with specified Information Sharing and Analysis Center members.