

Internal Revenue Service – SPEC Cincinnati Territory FILING SEASON UPDATE

Incorrect Direct Deposit and Debit Information

Issue: Taxpayers who had their tax returns prepared at VITA sites have reported that they are not in receipt of the direct deposit refund they requested because the routing and/or bank account number they provided did not match what was recorded on the tax return.

Taxpayers should be instructed to contact the IRS to request [Form 3911](#), *Taxpayer Statement Regarding Refund*. This form is also used to trace paper refunds. IRS Refund Inquiry Units work closely with the Financial Management Service (FMS) and financial institutions to trace refunds and determine a correct resolution. While the IRS will conduct a trace for disposition of the refund, the restoration of the refund to the taxpayer may become a civil matter.

Issue: Taxpayer provides incorrect routing and/or account information when the direct debit payment option is selected on the tax return to pay a balance due by April 15th.

IRS *e-file* offers taxpayers two electronic payment options. With Electronic Funds Withdrawal, taxpayers can schedule a one time payment from their bank account on a future date, up to and including the due date of the return. Or they can pay using a credit or debit card. If incorrect information is provided when the return is filed, taxpayers should contact [Electronic Federal Tax Payment System \(EFTPS\)](#) Customer Service at 1-800-316-6541 to cancel the payment and make arrangements to schedule a new electronic payment or make other arrangements to satisfy the tax liability. This action should be taken before April 15th to avoid penalty and interest charges.

To cancel a payment, the taxpayer will need to provide the following:

- SSN
- PIN
- Tax form number
- The last eight digits of the EFT Acknowledgment Number for the payment they wish to cancel (this was the confirmation received when the payment was scheduled).

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Cuyahoga Fundraising Opportunity

On April 2nd, [Jammy Buggars](#) will give 15% of the profits to the Cuyahoga EITC Coalition. All you have to do is come out, eat or drink your heart desires, and let them know that you would like 15% of your check to go to the Cuyahoga EITC Coalition.

Share your opportunities as well!

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