

****Updated** Quality Site Requirement Alert (QSRA) 2012- 05**
March 5, 2012

QSR#10: Security Privacy and Confidentiality

Based on the rise of identity theft, it is more critical than ever to ask taxpayers for proof of identity and social security numbers for everyone they plan to include on their tax return.

Identity Theft Procedures

Individuals who are victims or believe they are victims of identity theft can report the incident to the Identity Protection Specialized Unit (IPSU) at 1-800-908-4490. If it is determined the taxpayer is a victim of identity theft, the unit will place an Identity Theft indicator on the taxpayer's account.

Notification to Taxpayers

Taxpayers that have contacted the IRS and were validated as being victims of identity theft affecting the filing of their federal tax return were sent Letter 4869CS providing them an Identity Protection PIN (IPPIN) for use in filing their return. This single use 6-digit IPPIN must be included on the taxpayer's tax return to avoid delays in filing and processing their federal tax return. The IPPIN acts as an authenticator that validates that the taxpayer is the legitimate owner of the Tax Identification Number (TIN) on the tax return. This indicator will remain on the taxpayer's account for three years and may be extended if there is an indication that someone else is using the taxpayer's TIN to file a tax return. In order for the IPPIN to be accepted the preparer must enter the IPPIN on the Main Information sheet in TaxWise.

Identity Protection PIN

If the taxpayer is an identity theft victim who has been validated by the IRS and has received a CP01A letter that contains an Identify Protection PIN, enter that PIN here - do not enter leading zeroes



What should you do?

During your interview with the taxpayer, ask them if they experienced any identity theft problems and if they received an identity protection PIN from the IRS. If so, enter the IPPIN at the bottom of the Main Information sheet. If the taxpayer received an IPPIN from the IRS but has misplaced or lost it advise them to contact the IPSU. IPSU will determine if the taxpayer is eligible to receive a replacement IPPIN and will mail the replacement generally within 10 business days. **Important** - If the taxpayer received an IPPIN and it is not included on the return, the return will be rejected with code 0603 during processing. The taxpayer must contact IPSU to request a replacement PIN and the IPPIN must be placed on the return before the return can be resubmitted. The taxpayer must provide the Protection Specialist with this reject code.

If the taxpayer did not indicate they were a victim of identity theft but during processing you receive a reject code indicating the taxpayer or spouse's social security number was previously used; print the tax return (2 copies) for the taxpayer. Notify the taxpayer of the reject and direct them to call the IPSU at 1-800-908-4490 for instructions on filing their tax return. They must advise the Protection Specialist their tax return was rejected from e-filing and provide the reject code.

For additional information, please refer to:

- www.irs.gov and perform a search for "identity theft"
- Publication 4299, Privacy, Confidentiality and Volunteer Standards of Conduct, and
- Publication 4491, VITA/TCE Training Supplemental.

If you have any questions, please discuss them with your site coordinator, contact your local IRS SPEC relationship manager, or e-mail partner@irs.gov.

Thank you for volunteering to serve your community and for your dedication to providing top QUALITY service!