

Congress of the United States
Washington, DC 20515

July 30, 2020

The Honorable Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Ave NW
Washington, DC 20224-0001

Dear Commissioner Rettig,

We write to you today with inquiries about Economic Impact Payments (EIP) administered by the Internal Revenue Service (IRS). Particularly, we have concerns with the failure of communication between the IRS and our offices as well as the unresponsiveness by the IRS to our request for information about the EIP.

The Coronavirus Aid, Relief, and Economic Security (CARES) Act established direct payments to Americans in response to the uncertain economic situation many families are facing due to the COVID-19 pandemic. Although the CARES Act was signed into law more than four months ago, many of our constituents have yet to receive their EIP. It is in that regard that our offices have collectively made hundreds of inquiries with the IRS regarding the status of incomplete EIPs. However, we have not received responses to a significant number of these inquiries and the response times are inconsistent, with some inquires getting responses in days while others have taken more than a month. This is unacceptable and prevents our offices from providing adequate services to our constituents.

In light of the foregoing, we request that the IRS improve its customer service for inquiries about EIP by providing faster responses to Congressional and constituent requests. Further, the IRS should provide guidance to Congressional offices with expected timelines for responses to EIP inquires.

Should you require any additional authority from Congress to address these concerns, we urge you to notify us as soon as possible. We thank you for your consideration of our requests and look forward to working with you to address this important issue.