

We're Looking Out For You



Pinellas County Consumer Protection
www.pinellascounty.org/consumer
(727) 464-6200



- 1) Starting in the spring of 2017, the IRS plans to begin private collection of certain overdue federal tax debts.
- 2) The IRS has contracted with the four following private collection agencies: Conserve, Pioneer, Performant and CBE Group. To collect from taxpayers whose federal tax accounts are overdue.
- 3) The IRS will give taxpayers written notice that the accounts are being transferred to the private collection agencies. The collection agencies will then send a second, separate letter to the taxpayer confirming the transfer.
- 4) These collection agencies will work on accounts where taxpayers owe money, but the IRS is no longer actively working them. The taxpayers would have had multiple contacts from the IRS in previous years, but still have an unpaid tax bill.
- 5) The agencies will be able to identify themselves as contractors of the IRS collecting taxes. They're required to follow the consumer protection provisions of the Fair Debt Collection Practices Act, including being courteous and respectful of your rights.
- 6) Private collection agencies will not ask for payment on the phone and payments will not be made directly to the agencies. They will never ask for payment on a prepaid debt card, iTunes or gift card. Taxpayers can make electronic payments on www.irs.gov/payments or payment by check should be payable to the U.S. Treasury and sent directly to the IRS.
- 7) Taxpayers can choose not to work with the assigned private collection agency, but they must submit a written request to the collection agency. The agency will then return the account to the IRS.
- 8) The IRS cautions taxpayers to be on the lookout for scammers posing as a private collection agency. Taxpayers will only be contacted by one of the four contracted collection agencies; if you have an unpaid tax debt that is several years old.
- 9) To make a complaint about a private collection agency or report misconduct by its employee, call the Treasury Inspector General for Tax Administration (TIGTA) hotline at 800-366-4484 or visit www.tigta.gov.
- 10) For all tax related questions including, to check your account balance, refund status or report tax identity theft contact the IRS directing by visiting www.IRS.gov.