

Congressional Update

News for members of Congress and their staffs

October 2025

This Month's Top News



VITA and TCE programs

VITA and TCE programs are recruiting volunteers for no-cost tax services. (Full article on page 2)



Customer Callback feature adds SMS/text reminder

As part of the larger IRS transformation efforts, the IRS is exploring using one-way text messaging to provide important reminders and updates to taxpayers and stakeholders.

(Full article on page 2)



International taxpayers can get answers 24x7

International taxpayers can now get answers to general questions by using the chatbot on IRS.gov at International taxpayers.

(Full article on page 3)



Refundable credits audits by mail

Here's what to know about refundable credits audits by mail.

Also here's a link for a refundable credits audits IRS video -

https://youtu.be/_eQzbceUgsA



Let us help your constituents

How can your constituents get a copy of their tax record?

Taxpayers can request a copy of previous tax returns | Internal Revenue Service



Table of Contents



Refundable credits addits by mail
Let us help your constituents1
VITA and TCE programs are recruiting volunteers for no-cost tax services2
Customer Callback feature adds SMS/text reminder2

IRS partners to combat the rise of scams and schemes	2
Updated Stay Exempt resources on IRS.gov	3
International taxpayers can get answers 24x	
Connect with TAC	

VITA and TCE programs are recruiting volunteers for no-cost tax services

The Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs need volunteers across the country to help low- to moderate-income taxpayers file their federal tax returns at no cost. No previous experience is required, and free training is provided.

VITA and TCE volunteers can choose from a variety of volunteer roles, including greeter, tax preparer, interpreter and more. VITA and TCE sites provide flexible hours and both in-person and virtual availability. Virtual roles allow volunteers to safely help taxpayers complete their returns over the phone or online.

The VITA and TCE programs help return millions of dollars to local communities, while enhancing the customer service skills of those who volunteer. The IRS and its network of partners encourage people to join the cause and make a difference in their communities today.

Prospective volunteers can go to <u>IRS.gov/volunteers</u> to learn more and <u>sign up</u>.

Customer Callback feature adds SMS/text reminder

As part of the larger IRS transformation efforts, the IRS is exploring using one-way text messaging to provide important reminders and updates to taxpayers and stakeholders. Recently, the IRS deployed a new SMS text reminder for the Customer Callback feature. If a taxpayer's estimated wait time is more than 30 minutes and they opted in to receive a callback, they could also opt in for an SMS text reminder. The reminder will come 15 minutes before the callback. Taxpayers will also have the option to cancel the callback after receiving the reminder text.

The IRS launched the Customer Callback feature in 2019. This feature allows taxpayers to receive a callback when it is their time in que instead of waiting on hold. For FY 25 through June 30, 2025, 95% of survey participants said that they would use the customer callback feature again.

Text messaging terms and conditions | Internal Revenue Service

IRS privacy policy | Internal Revenue Service

IRS partners to combat the rise of scams and schemes

Last year, the IRS started a joint task force called the Coalition Against Scam and Scheme Threats (CASST) to tackle the growing number of scams and fraudulent schemes targeting vulnerable taxpayers.

CASST is a collaborative initiative bringing together IRS, state agencies, tax industry partners, and finance representatives to proactively identify, evaluate and address emerging fraud threats targeting taxpayers and the tax system.

Return Integrity & Compliance Services (RICS) Director Jim Clifford said, "The CASST effort follows the proven model of success of the Security Summit, a groundbreaking model of government partnering with the private sector to achieve game-changing results. Through the Security Summit, the IRS, the tax industry and state revenue authorities came together to jointly combat identity theft refund fraud. Only through this collaborative effort were we able to turn the tide against this heinous crime."

2025 Filing Season: Key CASST Efforts

Over the past year, CASST has worked diligently to disrupt and defend against a wide range of evolving threats, including:

- First-party fraud trends: Analyzed new schemes involving fabricated income, identity inflation, and abuse of refundable credits.
- Emerging scam monitoring: Identified and flagged viral misinformation campaigns and social media-driven tax scams.
- Cross-sector alerts: Deployed targeted alerts and threat briefs to tax professionals and financial institutions.

Looking Ahead: Future Areas of Focus

As the tax landscape evolves, CASST will continue to anticipate and respond to threats — particularly those that may emerge in response to legislative or policy changes. Our future priorities include:

- Monitoring exploitable gaps in new legislation
- Enhancing first-party fraud detection
- Collaborating with partners for real-time response
- > Expanding public awareness

Clifford recently visited with tax professionals at the Nationwide Tax Forums held in New Orleans, LA and Orlando, FL where he conducted sessions on protecting taxpayer information, and recognizing and combatting scams and schemes. "Our partners across the tax industry see these scams and schemes and they want to know that IRS is doing something to combat them. The important message is that we are, but that we also need their help," he shared.

Join the Fight Against Tax Fraud

CASST is only as strong as its partners. Through vigilance, data sharing, and collaboration, we're protecting taxpayers and preserving the integrity of the tax system. For

more information, visit irs.gov/securitysummit



Updated Stay Exempt resources on IRS.gov

Stay Exempt, the IRS's online resource for tax-exempt organizations, is updated and available at IRS.gov/ Stay-Exempt. This content is no longer available at StayExempt.IRS.gov, where it was previously.

Stay Exempt is an educational resource developed by the IRS to help current and prospective tax-exempt organizations understand and maintain their tax-exempt status. Designed primarily for nonprofit leaders, board members, and volunteers, training modules, tutorials, and informative materials that cover topics such as applying for tax-exempt status, annual filing requirements, and compliance responsibilities are available.

Here's what you can expect:

- Centralized Location All Stay Exempt content is now directly available on IRS.gov, without the need to navigate to a separate site.
- > Updated Design The refreshed layout makes it easier to find the training resources and compliance information you need.
- Improved Access Content is optimized for mobile devices.

International taxpayers can get answers 24x7

International taxpayers can now get answers to general questions by using the chatbot on IRS.gov at International taxpayers. Taxpayers can click on the chat icon and type in a question or select international from the pre-populated topics.

Taxpayers living abroad can use the chatbot to find guidance on international tax obligations, deductions, filing procedures and more. They can save or print responses for future use. The chatbot is available 24x7.

Taxpayers with specific individual or business account questions can visit Contact my local office internationally for phone and fax information.





Helpful taxpayer information on a variety of topics

Ways to help and what to look out for when donating after a disaster

Disasters can happen anytime, anywhere and everyone should take steps to be prepared for the next potential disaster.

The Work Opportunity Tax Credit is available until the end of 2025

Finding a job can be a challenge and for certain groups, it can be even harder. The Work Opportunity Tax Credit is a federal tax credit available to employers for hiring individual from certain groups who consistently face significant barriers to employment.

Employers may help with college expenses through educational assistance programs

Employers can continue to use educational assistance programs to help employees with undergraduate or graduate-level student loan debt and other education expenses tax-free.

Individual retirement accounts offer benefits now and in the future

Planning for retirement may seem daunting, but it's importanat to start early. Individual retirement accounts provide tax incentives for people to make investments towards their financial future.

A Recap of the 2025 Summer Security Summit Series

The IRS and its Security Summit partners wrapped up a five-week long series that provided tips for tax professionals to best protect taxpayers and themeselves.



Get Help on IRS.gov



- Filing
- > Payments
- > Refunds
- Credits and Deductions
- > Forms and Instructions
- Tax Questions
- IRS in other languages
 Basic tax information is available in 21 languages, including English
- > IRS2Go is the official mobile app of the IRS, available in both English and Spanish.

Additional information on IRS.gov



- One Big Beautiful Bill Act of 2025 provisions
- Occupations That Customarily and Regularly Received Tips on or Before December 31, 2024
- Ways to pay your taxes
- Treasury, IRS issue final regulations on new Roth catch-up rule, other SECURE 2.0 Act provisions
- > Tax relief in disaster situations
- Understanding your IRS notice or letter | Internal Revenue Service
- Need to respond to a letter or notice? Use the Document Upload Tool
- Where's My Refund?
- > Get an Identity Protection PIN (IP PIN)
- Processing status for tax forms | Internal Revenue Service

Connect with IRS



Connect with TAS



The IRS Congressional Update is a monthly newsletter prepared by IRS Legislative Affairs. For information on resolving taxpayer account issues, visit the **Taxpayer Advocate Service**.

