

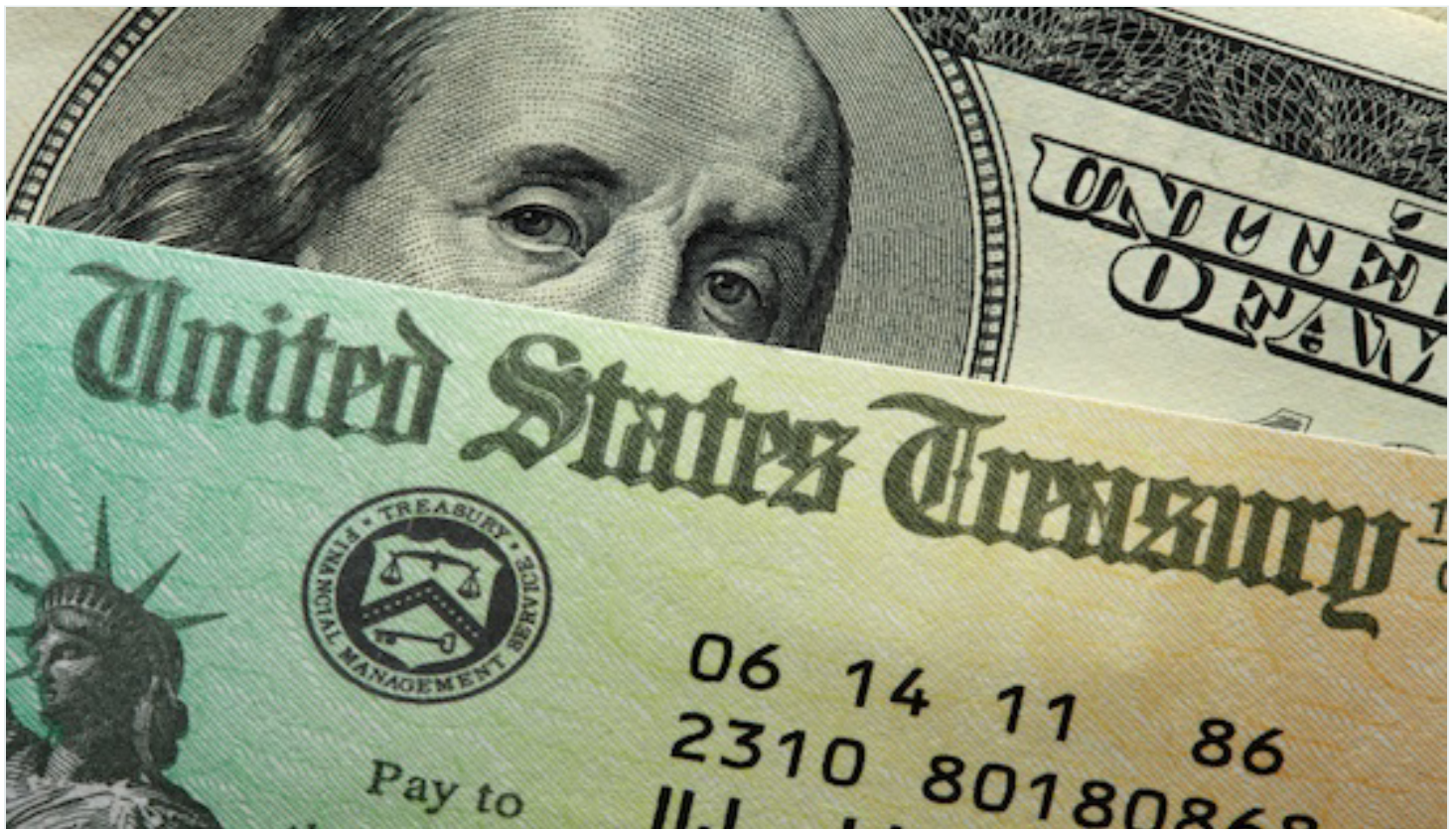
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100 Million Individual Refunds

The IRS issued more than 100.3 million refunds totaling more than \$270.9 billion, compared to nearly 101.2 million refunds totaling more than \$272.4 billion in 2014. The average refund increased slightly to \$2,701 in 2015, compared with ...

Sep. 21, 2015



The Treasury Inspector General for Tax Administration (TIGTA) today released its annual review of the Internal Revenue Service's (IRS) performance during the 2015 Filing Season. The objective of this review was to evaluate whether the IRS was timely and accurate in processing individual paper and electronically filed tax returns.

The IRS was challenged by the late enactment of tax provisions that were set to

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totaling more than \$270.9 billion, compared to nearly 101.2 million refunds totaling more than \$272.4 billion in 2014. The average refund increased slightly to \$2,701 in 2015, compared with \$2,693 during the same period last year.

The IRS reported that it had identified 163,087 tax returns as of May 2, 2015, with more than \$908.3 million claimed in fraudulent refunds, and had prevented the issuance of approximately \$787 million (86.6 percent) in fraudulent refunds. In addition, the IRS reported that expanded use of controls to identify fraudulent refund claims before they are accepted into the processing system identified approximately 77,000 fraudulent electronically filed tax returns and approximately 16,000 fraudulent paper tax returns as of April 30, 2015.

Finally, the IRS continues to offer more self-assistance options that taxpayers can access 24 hours a day, seven days a week. These included the IRS2Go mobile application and various forms of social media, including YouTube, Twitter, Tumbler, and Facebook. As of April 30, there have been 949,028 new views of IRS YouTube videos and a 24 percent increase in Twitter followers. The IRS also reported almost 327.8 million visits to its website (www.irs.gov) as of May 9, 2015.

However, the number of taxpayers assisted through the IRS's toll-free customer assistance telephone lines decreased in 2015. IRS assistors answered approximately 8.3 million calls and provided a 37.6 percent Level of Service with a 23.5 minute Average Speed of Answer. In 2014,

IRS assistors answered approximately 11.1 million calls and provided a 70.8 percent Level of Service with a 14.4 minute Average Speed of Answer.

Other significant findings include:

- The number of tax return preparers who do not provide the required due diligence

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receive the tax benefits to which they are entitled.

The IRS agreed with both recommendations and stated that it has revised programing for two of the conditions identified and corrected the affected accounts with educator expense deductions.

[Read the report.](#)

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