

Subject: Update on IRS Services

Due to staff limitations, Practitioner Priority Service line, the e-Services Help Desk line and the e-Services FIRE and AIR system help desks are closed until further notice.

Please make IRS.gov your first option for answers to questions.

We are temporarily suspending acceptance of new Income Verification Express Services (IVES) requests at this time and are experiencing delays with existing IVES processing as well as CAF number authorizations.

Practitioners with e-Services accounts and with client authorization can access the Transcript Delivery System to obtain prior-year transcripts. Taxpayers should use Where's My Refund? and Get Transcript, both common requests.

Additionally, we are unable to answer any questions as yet on stimulus payments.

Normal operations will resume as soon as possible. Please check IRS.gov for updates.

We apologize for the inconvenience during this difficult period.