

**Congress of the United States**  
**Washington, DC 20515**

June 27, 2022

The Honorable Charles P. Rettig  
Commissioner  
Internal Revenue Service  
1111 Constitution Avenue, N.W.  
Washington, D.C. 20224

Dear Commissioner Rettig,

We write to you on behalf of our taxpaying constituents asking for answers on how the IRS plans to ensure taxpayers receive their refunds as quickly and conveniently as possible.

We have heard from frustrated constituents that are experiencing longer than expected delays in receiving their tax refunds, with some saying they are unable to get in contact with anyone from your agency to even receive an update. Furthermore, some have alleged the “Where’s My Refund” tool has provided them insufficient information in regards to the status of their tax refund.

Americans often rely on their tax refund to help pay bills and make ends meet. Now, they are all the more critical as Americans experience the effects of 40-year high inflation and record high gas prices.

Not only does a delay in the return of a refund have an adverse effect on the taxpayer, but it also costs the government billions of dollars. As you know, by law your agency has 45 days to process a refund and subsequently pay interest on delayed returns. Starting in July, the interest will be 5% for individuals. The Government Accountability Office has estimated these interest payments totaled almost \$14 billion in the last 7 fiscal years and \$3.3 billion in FY2021<sup>1</sup>. Expenditures for the IRS in FY2021 were \$13.7 billion for overall operations.<sup>2</sup>

It is critical for your agency to provide the American taxpayers with transparency and real time information regarding their tax refunds and the reasons they are delayed. As such, we request answers to the following questions:

- What are the causes for the delays in the processing of refunds?
- Has the IRS looked into new processes that may help expedite refunds?
- How can the IRS be more transparent on the timeframe and status of a return?

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<sup>1</sup> [IRS to pay 5 percent interest to individuals with delayed tax refunds | The Hill](#)

<sup>2</sup> [IRS Budget and Workforce | Internal Revenue Service](#)

- What remedy is there for those who receive insufficient information from “Where’s My Refund”?
- How many IRS employees who process tax returns are back in their offices on a full-time basis?
- Overall, how many employees of the IRS are continuing to work from home, compared to pre-pandemic levels?
  - If any, when do you plan for 100% return to in person work?
- What is the total amount the IRS expects to pay out in interest for delayed refunds this fiscal year?


Please provide a response to these questions by Friday, August 19<sup>th</sup>. Again, the American taxpayers deserve transparency and a quick resolution to delays in their tax refunds.

Sincerely,



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Lisa McClain  
Member of Congress



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Elise M. Stefanik  
Member of Congress



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Cathy McMorris Rodgers  
Member of Congress



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Vicky Hartzler  
Member of Congress



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Robert J. Wittman  
Member of Congress



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Richard Hudson  
Member of Congress



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Scott DesJarlais, M.D.  
Member of Congress



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Lauren Boebert  
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W. Gregory Steube  
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Andrew S. Clyde  
Member of Congress



Eric A. "Rick" Crawford  
Member of Congress



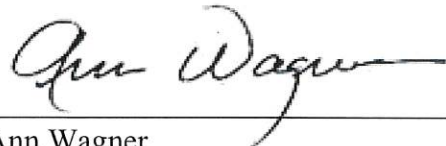
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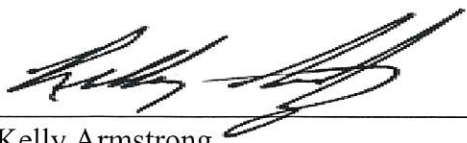
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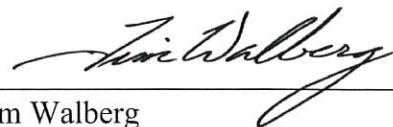
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