

Have a tax problem you haven't been able to resolve
with the IRS? The **Taxpayer Advocate Service**
will assist taxpayers in person at its upcoming

Problem Solving Day



What: Taxpayer Advocate Problem Solving Day
Where: Harold Washington Library, 400 S State Street, 7th Floor, Chicago, IL 60605
When: April 3, 2019 from 1:00 pm to 3:00 pm
Partners: [Ladder Up](#)

The Taxpayer Advocate Service (TAS) will be available to assist taxpayers with tax problems they've been unable to resolve on their own with the IRS. Our goal is to provide personalized, step by step guidance. If your tax problem meets our criteria, we'll assign a Case Advocate to work directly with you.

TAS's Problem Solving Day event will be held at Harold Washington Library on Wednesday April 3, 2019, from 1:00 pm to 3:00 pm. Ladder Up will be providing free services from 1:00 pm to 7:00 pm, including:

- Preparation and e-filing of Federal and Illinois income tax returns
- Preparation of prior-year tax returns (for 3 previous years, some restrictions apply)
- Preparation of amended returns (some restrictions apply)

Please note: The tax site operates on a **first-come, first-served basis**. The site will stop taking new clients at **least one hour before the official closing time and much earlier than that during busy sessions, so please arrive early**. For a full list of other Ladder Up [locations](#) and [what to bring to the tax site](#), please visit their website at www.goladderup.org.

The Taxpayer Advocate Service is an **independent** organization within the Internal Revenue Service. TAS helps taxpayers resolve tax problems, recommends changes to prevent future tax problems, and protects taxpayer rights. TAS's **services are free** to taxpayers who are:

- Experiencing a financial hardship or having financial difficulties because of a tax problem;
- Trying, but haven't been able to resolve an IRS tax problem; or
- Believing an IRS system or procedure isn't working.

Learn more about TAS at www.TaxpayerAdvocate.irs.gov.