

IRS Identity Protection PIN

What to do if your tax return is rejected because it is missing a PIN?

Background

Several years ago, in order to tackle the problem of fraudulent tax returns using stolen identities, the IRS began to automatically mail affected taxpayers a six-digit Personal Identification Number (IP PIN) each year in a CP01A Notice. Affected taxpayers must provide an IP PIN in order to electronically file any income tax returns, even prior year returns, during that year. More recently, the IRS opened up IP PIN protection to all taxpayers, including spouses and dependents, allowing them to enroll and request IP PINs for themselves. That process requires identity validation. Information about the IP PIN program can be found at the web page

www.irs.gov/identity-theft-fraud-scams/get-an-identity-protection-pin

Once enrolled in the IP PIN program, a taxpayer, spouse or dependent cannot cancel their enrollment.

Rejected tax returns

After a return that requires an IP PIN has been electronically submitted to the IRS through the AARP Foundation Tax-Aide free service, it will be rejected if the IP PIN was missing or incorrect. The site that prepared your return will notify you of the rejection and ask you to retrieve the correct PIN. **The IRS does not allow AARP Foundation Tax-Aide sites to retrieve the missing PIN for you.**

There are three ways for you, the taxpayer, to handle this situation:

- 1) Track down the IP PIN number at home or online
 - a. If you enrolled online account with the IRS, go to www.irs.gov/identity-theft-fraud-scams/retrieve-your-ip-pin, log in, and retrieve the IP PIN.
 - b. If you applied on paper or in person and have never set up an online account with the IRS, look for the CP01A Notice that the IRS mailed in late December or early January to the last address that IRS had on file for you. *Do not use an IP PIN from any CP01A notice you received in an earlier year.*

OR

- 2) Call the IRS at 800-908-4490 on a weekday between 7AM and 7PM your time to have them mail your IP PIN to you. **This will take up to 21 days to arrive. NOTE: If you have moved from the address on your last tax return, make sure to inform the IRS agent that you speak to.**

OR

- 3) File your return on paper.
 - This will delay any refund by at least a couple of months.
 - It is your only option after October 14 unless you can wait until the next tax season for AARP Foundation Tax-Aide to e-file your return with a new IP PIN.

IMPORTANT! Unless you decide to set up an online account with the IRS, you must always inform the IRS if you move to an address other than the one on your last tax return so that IRS can mail the CP01A notice to you each year. Use the instructions at www.irs.gov/faqs/irs-procedures/address-changes to keep IRS informed every time that you move.