



NEWS RELEASE

For Release:

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Orlando, Florida Resident Selected for IRS Taxpayer Advocacy Panel

An Orlando woman was recently selected by the Treasury Department to serve on the nationwide Taxpayer Advocacy Panel (TAP). Panel members listen to taxpayers, identify issues and make suggestions for improving IRS service and customer satisfaction.

Susan Lynn, a resident of Orlando, Florida, is one of 100 volunteers serving on the panel. She will represent local taxpayers as well as work on national issues. Upon her selection, Lynn, a Certified Public Accountant, in Orlando, said, "I'm really looking forward to volunteering my time for something I strongly believe in. I have an opportunity to tell taxpayers how they can speak up and make constructive suggestions to the IRS to provide better service to taxpayers. I've seen the improvements implemented by the IRS as a result of the TAP, so I know the system works."

TAP members devote 300 to 500 hours yearly to the panel. Members work with IRS executives on priority topics and also serve as a conduit for grassroots issues between the public and the IRS. Some of the professions represented on the panel include teachers, engineers, attorneys, public administrators, home makers, accountants, law enforcement officers, professors, retired military and small business owners.

"The new panel members play a critical role by helping to ensure the IRS provides quality taxpayer service to all taxpayers", said Nina Olson, IRS National Taxpayer Advocate and head of the Taxpayer Advocate Service. "As the IRS remains committed to improving services and assistance to taxpayers, the input from the citizen volunteers at TAP has never been more important. The Taxpayer Advocate Service is committed to making sure the IRS seeks out and considers panel member's views on key initiatives impacting taxpayers before decisions are made."

Taxpayers can contact Susan Lynn and the Taxpayer Advocacy Panel by calling 1-888-912-1227 or via the Internet at www.improveirs.org. Taxpayers can also write to the Panel at: Taxpayer Advocacy Panel, 1000 S. Pine Island Rd., Suite 340, Plantation, FL 33324.

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