



If you are unable to get information when checking on the status of Tax Refund on irs.gov “Where’s my Refund” lookup:

Call the IRS: 1-800-829-1040

Monday-Friday. 7 AM – 7 PM Eastern Time

After choosing your language - **DO NOT** choose Option 1 “Refund” or **you will be directed to an automated phone line.**

Instead – Choose Option 2 for “Personal income tax” then continue as follows:

Option 1 “Form, tax history, or payment”.

Option 3 “All other questions.”

Option 2 “All other questions.”

DO NOT enter any information when prompted to enter your SSN or EIN “to access your account information” - After it asks twice, other menu options will be provided.

Select Option 2 “Personal or individual tax questions.”

You will now be directed to an IRS representative to assist you.