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IRS Appeals to allow “virtual” conferences with taxpayers

The IRS today announced that the IRS Appeals Office will initiate a pilot program—a new web-based virtual conference option for taxpayers and taxpayer representatives—as an additional opportunity for taxpayer conferences. The pilot program will start August 1, 2017.

Today’s IRS release—[IR-2017-122](#)—explains that taxpayers currently involved in the appeals process can meet with an Appeals Officer by phone, in person or virtually through certain video-conference technology (available only at a limited number of IRS offices).

The IRS Appeals’ pilot program will expand these opportunities for taxpayer conferences with Appeals, by allowing the use of a secure, web-based screen-sharing platform to connect from taxpayer locations with internet access.

KPMG observation

This initiative comes in the wake of an earlier decision by Appeals to limit the circumstances under which it will afford taxpayers a “live” face-to-face conference. The pilot program, thus, could expand taxpayer conference opportunities to additional taxpayers by enabling access through “virtual” interaction.

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