

Congress of the United States
Washington, DC 20510

March 10, 2025

Acting Commissioner Melanie Krause
Internal Revenue Service
1111 Constitution Avenue NW
Washington, DC 20224

Dear Acting Commissioner Krause:

We write to express our deep concern regarding the Internal Revenue Service's (IRS) decision to close two Tax Assistance Centers (TACs) located in Salem and Bend, Oregon.

The Salem office is in the State's capital and serves residents from several counties. If this were to close, residents would be forced to drive over 70 miles south, or over 50 miles north, to reach another TAC. The Bend TAC is the only one east of the Cascade Mountain Range, and the only TAC serving Eastern Oregon. If it were to close, the closest TAC would be over 100 miles away.

TACs provide invaluable face-to-face assistance to taxpayers who: Cannot resolve their issues through other methods; prefer to obtain tax-related information in-person; or simply need in-person assistance. Additionally, some tax-related matters require an in-person appointment such as alien clearances, E-Services secure access authorizations, Identity Protection Personal Identification Number assignments, immediate levy or lien releases, identify verification or making tax payments via cash.


In FY2022, TAC Assistors conducted 643,322 appointments nationwide, including the centers in Bend and Salem. In FY2023, the IRS reported improvements for taxpayers attempting to schedule TAC appointments compared to the two previous years, including measures such as decreased wait times between the date an appointment was requested and the date an appointment was scheduled¹. Nationally, the number of TAC appointments also increased in FY23, in part because the IRS opened new TACs and reopened previously closed locations that had been shuttered during the COVID-19 Pandemic². Closing the Bend and Salem offices will erase the valuable improvements to customer service TACs have made in recent years.

As Members who represent Salem and Bend, we urge you to reconsider these closures and maintain the Bend and Salem offices so taxpayers across our state can continue to access the necessary and often required in-person TAC services within a reasonable time and distance.

¹ <https://www.tigta.gov/sites/default/files/reports/2024-05/2024100022fr.pdf>

² Ibid.

Sincerely,

A handwritten signature in black ink that reads "Andrea Salinas". The script is fluid and cursive, with the first name and last name clearly distinguishable.

Andrea Salinas
MEMBER OF CONGRESS

A handwritten signature in black ink that reads "Janelle B. Bynum". The signature is written in a cursive style, with a prominent initial "J" and a trailing flourish.

Janelle Bynum
MEMBER OF CONGRESS