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February 28, 2012

Mr. Floyd Williams
National Director for Legislative Affairs
Internal Revenue Service
1111 Constitution Ave NW Room 3241
Washington, D.C. 20224-0002

Dear Mr. Williams:

I have received reports that taxpayers have been experiencing longer-than-usual wait times for tax returns. One constituent who works in the field of tax preparation told me that these are the worst delays for getting tax refunds that he has experienced. I have also been told by several tax preparers that constituents that have filed electronically have been waiting a week to 14 days past the IRS scheduled date of their refund.

IRS spokeswoman Jacqueline Neilson has informed me that these longer-than-usual wait times are still within the 21-day historical framework for returns. Still, this delay can create or exacerbate economic hardship for those constituents who are low-income and/or who have been unemployed due to our weak economy. Many count on these refunds to address basic costs of living bills like rent, car payments and over-extended credit.

I have also received complaints regarding the "Where's My Refund" capability of the IRS website. I was told that it has not been functioning consistently (and sometimes not at all) which has caused anxiety on the part of the tax preparers and the filers who are tracking their refunds.

Please let me know the steps taken to resolve these delays in returns and glitches in the IRS website. I look forward to your reply.

Sincerely,

Dennis J. Kucinich
Member of Congress