



## Identity Protection PINs and Filing Tax Return

People who have identity Protection Pins will need to use them to electronically file their tax returns.



### Having trouble trying to e-file a tax return because you don't know your Identity Protection PIN?

1. You can retrieve your pin by following the steps here:  
<https://www.irs.gov/identity-theft-fraud-scams/retrieve-your-ip-pin>
2. If you unable to retrieve your IP PIN online, call the IRS at 800-908-4490 from 7 a.m. to 7 p.m. (local time) Monday - Friday for specialized assistance with re-issuing your pin. An assistor will verify your identity and mail your IP PIN to your address of record within 21 days.
3. Once you have your IP PIN, e-file. If you can't get an IP PIN or get one and still can't e-file:
  - a. File the return via certified mail. Request direct deposit on the return. Include copy of ID and SSN with the mailing (but that may not make a difference).
  - b. Check Get My Refund Status: (<https://sa.www4.irs.gov/irfof/lang/en/irfofgetstatus.jsp>) for whether IRS has the return starting about two weeks after mailing. Once IRS has the return, if you haven't received a refund or a notice within 3 weeks, contact the IRS. ( If you can't get any information through Where's My Refund and it has been 6 weeks since the return was delivered to the IRS and there has been no refund or notice, call the IRS.) See step 4.
4. Call the IRS at 1-800-829-1040 to ask what is going on. Try to get a fax number for where you can send the ID verification documents. Respond to any notices sent by the IRS.
5. If these efforts don't work, and there is financial hardship (can't pay an essential bill like the utilities or rent and taxpayer is being threatened with a shut off or eviction) file 911 via fax, <https://www.irs.gov/pub/irs-pdf/f911.pdf> or call the Taxpayer Advocate (Find your local LTA here: <https://www.irs.gov/advocate/local-taxpayer-advocate>. For Ohio taxpayers, see below. Columbus is generally assigned to the Cincinnati TAS office.)

City	Address	Phone	Fax
Cincinnati	550 Main St., Rm 511 Cincinnati, OH 45202	513-263-3260	855-824-6407
Cleveland	1240 E. Ninth St., Rm 423 Cleveland, OH 44199	216-415-3460	855-824-6409