

Highlights of Statements - 2006

Panel 1

National Society of Accountants

Primary Issues:

- IRS' number one priority should be staffing customer service with personable, knowledgeable and courteous agents
- An increasing number of NSA members use internet based services to receive tax information
- NSA believes taxpayers think that government's operating costs are "built into" the tax system. If IRS decides to charge a fee for providing what is already expected would serve as a deterrent to compliance, not enhance it
- Adding a taxpayer surcharge for access to tax information, even if only an increase in personal time and effort to comply, will not be viewed as a credible approach to improving the process
- Given the complexity of the tax code, the IRS must be a resource to which the taxpayer can turn in order to understand the maze of tax compliance requirements
- The IRS' development of electronic services and the expansion of electronic service options has been a significant, positive approach to the interactive process between tax practitioners and tax program administrators.
- The IRS can improve the tax system by increased emphasis on the human factor: placing greater emphasis on the need for tax law education, developing higher levels of personal interaction, and effective follow-through.