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Congress of the United States
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HEALTH, EMPLOYMENT, LABOR,
AND PENSIONS

WORKFORCE PROTECTIONS

July 14, 2020

The Honorable Charles P. Rettig
Commissioner
Internal Revenue Service
1111 Constitution Avenue NW
Washington, DC 20224

Dear Commissioner Rettig,

I am writing to you today to urge you to resolve several issues my constituents are facing with their Economic Impact Payments (EIP) and to bring to your attention the challenges my staff are facing with the Internal Revenue Service (IRS) when trying to assist constituents with their EIPs. I understand that individuals entitled to an EIP can, at a minimum, receive relief in 2021 when they file their 2020 tax returns. However, many of my constituents are counting on these funds now and are rightfully upset that they may not receive their payment until next year. Constituents in Georgia's Sixth Congressional District are facing evictions and layoffs due to this pandemic—the need for direct payments now is critical, particularly in light of the expiration of many eviction freezes at the end of June.

My office has heard from hundreds of constituents who have been unable to locate necessary information on the status of their EIPs. Constituents have reported technical problems across the IRS's platforms, including the IRS website, the various online portals, and the IRS's EIP phone line, as well as technical problems with their EIP cards and website. The following are common issues that constituents have brought to my office for which I would appreciate your response and resolution:

- Treasury assured that those who are Social Security Beneficiaries and Supplemental Security Income Recipients and are eligible for an EIP would receive their payments electronically or paper checks by mail. However, many have not received payments and were told to file their 2019 taxes in order to receive their payment. Despite this guidance, many have still yet to receive their payment.
- Language from the "Get My Payment" tool has given many constituents the impression that they are ineligible for an EIP, not that they are ineligible to receive the payment in advance of their 2020 tax filings. This is concerning, particularly for non-filers who may not otherwise file a tax return next year.
- Many constituents who have dependents received their EIPs without the additional five hundred dollars per dependent.

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- Constituents have logged onto the portal and received a notice that the IRS has deposited their EIPs. However, no such deposit is in their bank despite no change in their banking info.
- On May 18, 2020, members of Congress were notified of a new congressional email box which was designed to offer support in addressing constituent inquiries about their EIP. Since then, responses to inquiries have not received clarifying information beyond what is available on the IRS portal or have gone without a formal response within the provided 3-week timeline. This has left many of my constituents without any recourse to access their EIPs.

The ability to address my constituents' concerns should not be overlooked due to insufficient practices or responses, especially during a crisis where many Americans are struggling to provide for their own families. I ask that you open all lines of communication between congressional offices and the IRS in order to effectively assist constituents with their EIPs. Clear and effective communication during a time filled with uncertainty and anxiety will provide a much-needed measure of relief to families in my district and across America. I urge your agency to address and resolve the issues raised in this letter. I look forward to your response.

Sincerely,



Lucy McBath
Member of Congress