H.R. 7971, *Taxpayer Experience Improvement Act*
Rep. David Schweikert (R-AZ), Rep. Don Beyer (D-VA)

Background:
- The IRS has struggled to modernize the taxpayer experience under previous administrations, instead relying on old and outdated systems to try and meet modern taxpayer needs.
  - In 2023, GAO found that **about 33% of IRS information technology (IT) applications and 23% of IRS IT software ranged from 25 to 64 years old**.
- President Trump has prioritized taxpayer services and IT modernization at the IRS, aiming to provide American taxpayers with a more efficient, high-quality experience by upgrading IT systems to improve customer service and combat fraud.
  - The Trump administration is **partnering with leading technology providers to modernize taxpayer-facing services and improve individual and business online accounts**.

H.R. 7971, *Taxpayer Experience Improvement Act*:
- **Requires the IRS to establish a user-friendly real-time dashboard** on IRS.gov to provide taxpayers with information on call volume, backlogs, wait times, and the availability of callbacks.
- **Requires upgrades to the IRS's "Where's my Refund?" tool, "Where's my Amended Return?" tool, and individual's online accounts**.
  - These upgrades provide more individualized information to taxpayers about the status of their refunds, reducing taxpayer questions and confusion.
- Clarifies that by 2028 the **IRS should provide taxpayers the option to receive a callback** when calls are not answered within 5 minutes.
- **Expands online accounts** so taxpayers can view their balance due, tax transcript, and certain returns.
  - Taxpayers can also make payments and see whether certain notices were issued.