



CTEA President Elected to National Advisory Panel

Jackie Rollins, CTEA member and 2011 Board President, was recently elected to serve as the 2012 National Vice Chair of the Taxpayer Advocacy Panel (TAP), an independent Federal Advisory committee established under the authority of the Treasury Department. Panel members are a diverse group of citizen volunteers representing the entire nation who listen to taxpayers, identify issues and make suggestions for improving IRS service and customer satisfaction.

Jackie is one of 84 volunteers currently serving a 3-year term on the panel. She represents local taxpayers as well as works on national issues. As Vice Chair, and in her third and final year on the panel, she will be heavily involved in overseeing outreach initiatives that focus on identifying “grassroots” tax and systemic issues from individual taxpayers, small business owners and the tax professionals who help them navigate the complexities of the tax code, in order to make recommendations to the IRS.

TAP primarily concentrates on Wage and Investment and Small Business/Self Employed issues. The panel does not consider legislative issues nor do they assist with individual tax problems. TAP members devote 300 – 500 hours yearly to the panel and as many as 700 hours yearly in a leadership role such as Jackie’s.

If you have suggestions for improving IRS publications, forms, procedures or customer service, Jackie is the one to contact at (512) 940-5745 or JackieRollins02@aol.com. You can also visit TAP’s website at www.improveirs.org or call 1-888-912-1227 for more information.