

Step 1: Call the IRS e-file help desk at 866-255-0654 to confirm rejection and how to proceed.

Step 2: The taxpayer or professional should immediately contact the IRS at the Identity Protection Specialized Unit, toll-free at 1-800-908-4490. You will need to fill out the IRS Identity Theft Affidavit, Form 14039. Taxpayers caught in this mess are forced to prove their identity to the IRS. Most taxpayers said they had to provide evidence to show the IRS that they are who they say they are. Some cases have taken up to 18 months to resolve.

- Mail Form 14039 to the IRS with a copy of the Social Security card and driver's license. If you don't have a driver's license, you can substitute a U.S. Passport, military ID or other government-issued identification card.
- If you received an IRS notice concerning the fraudulent return, include a copy of the notice. Mail the form and documents to the address shown in your notice.

If you did not receive an IRS notice, mail the documents to:
Internal Revenue Service
P.O. Box 9039
Andover, MA 01810-0939

Step 3: File the correct return via regular mail to the previous address in Andover.

- Include Form 8948 and check Box 4 to indicate it was a non-resolvable e-file rejection, with code.
- Attach Form 14039 Identity theft affidavit and have it signed by the taxpayer(s).
- Do equivalent steps for required state filings
- The IRS should provide the taxpayer with an identity protection personal identification number, or PIN, that must be used for all future e-filing.

Step 4: File an identity theft report with local police and get copies to file with insurance companies,

Step 5: File a complaint with the Federal Trade Commission at www.identitytheft.gov or the FTC Identity Theft Hotline at 1-877-438-4338 or TTY 1-866-653-4261.

Step 6: Contact one of the three major credit bureaus to place a 'fraud alert' on your credit records:

- a. Equifax, www.Equifax.com , 1-800-766-0008
- b. Experian, www.Experian.com , 1-888-397-3742
- c. TransUnion, www.TransUnion.com , 1-800-680-7289

Step 7: Contact your financial institutions, and close any accounts opened without your permission or tampered with.

Step 8: Check your Social Security Administration earnings statement annually. You can create an account online at www.ssa.gov .

