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Nina E. Olson  
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1111 Constitution Ave NW, Room 3031  
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**“GET A TRANSCRIPT” ONLINE FACILITY—ADVERSE EFFECTS ON THE ELDERLY, THE POOR, AND THE OVERSEAS TAXPAYER**

Dear Mrs. Olson:

Earlier today I participated in a IRS webinar: “Get Transcript Secure Access” (presenter: Jody Stamback, Sr. Stakeholder Liaison).

As the various features and improved security requirements were discussed, various issues came to mind, which I would like to share with you (Note: I attempted to bring some via the online question feature, but they were not taken by the presenter).

- Validation code sent to cell phone by text message: Only US phones with a verifiable name or address match to the taxpayer are acceptable. This means that taxpayers with a prepaid phone, or a phone without text capabilities, or a “virtual” phone (Skype, Google voice, etc.) cannot be validated. The same goes for non-US phones. This deprives many 1) elderly; 2) indigent and 3) overseas taxpayers of this service.
- Financial data verification: One of the alternative requirements is a valid credit card. Debit cards specifically do not satisfy the requirement. While the presenter did not discuss foreign (non US bank issued) credit cards, I am equally concerned these would be useless to provide financial verification.

The same goes for other alternative items: account numbers of mortgages or other accounts. Doubtful that foreign financial data would provide verification.

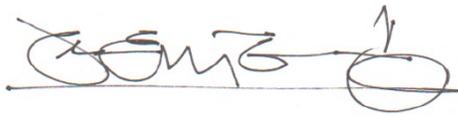
- Verification of address of most recently filed return—I know from personal experience the system has rejected a foreign address, even if entered exactly as was provided on the return.

While I applaud the Service on its efforts to improve IT security in its platforms, I am afraid that many meaningful categories of taxpayers are being excluded and affected by well meaning efforts.

The presenter pointed out that an alternative is a paper request—a process that is very time consuming, even without taking into account mail delivery to a foreign country, for instance, which makes the paper route a virtually practical impossibility.

I trust this feedback will be useful to your office in highlighting perspectives other Service officials may do not yet have. They try to craft a solution that leaves many, with no voice, in the lurch.

Sincerely,

A handwritten signature in black ink, appearing to read "Orlando Gotay", written over a horizontal line. The signature is stylized and includes a small upward-pointing arrow above the final letter.

Orlando Gotay