



# TAX PREPARER SALES AID

---

When presenting Protection Plus to your customer, simplify the discussion by identifying 3 specific ideas.

## FRIGHTENING

- Last year, the IRS sent out over 5 million automated audit inquiries.
- In 2014, 1 out of every 14 Americans had their identity stolen.
- These are frightening experiences and they can happen to you.

## PARTNERED

- We have partnered with Protection Plus to provide our customers with access to their experienced professionals to help our customers when they need it.

## RECOMMEND

- Many of our customers choose this benefit for the peace of mind it provides and we recommend you do the same.
- We recommend that you include Protection Plus with your return to be sure you have access to experienced professionals to help you in the event of an IRS Audit or Identity Theft Incident.

FOR TAX PREPARER USE ONLY

# LEARN THE FACTS

---

## IRS Audit Statistics

Reduced staffing and increased automated audits at the IRS (Now over 5 million annually) make anyone susceptible to receiving an inquiry or audit from the IRS (Treasury Inspector General Tax Administration, Ref #2015-30-037, May 8, 2015).

Only 37% of the calls made to IRS customer service between January 1 – April 18, 2015 were answered (IRS news release, July 15 2015).

The average wait time for those who got through was 23 minutes (IRS news release, July 15 2015). 8.8MM calls received a “courtesy disconnect” or better said, were automatically disconnected due to high call volume (IRS news release, July 15 2015).

## Identity Theft Statistics

17.6 Million US Residents experienced an Identity Theft incident in 2014 representing 1 out of every 14 adults or 7.2% of the adult population (National Crime Victimization Survey).

The most common form of reported Identity Theft is related to government documents fraud (including tax returns) making up 34% of all identity theft incidents reported (National Criminal Justice Reference Service).

In 2014, the IRS stopped 19 million suspicious tax returns and stopped more than \$63 billion in fraudulent refunds. \$5.8 billion in tax refunds were paid out to fraudulently filed returns. In 2012, the Treasury Inspector General for the Tax Administration projected that fraudulent filers would net \$26 billion into 2017 (Credit.com).

The IRS answered only 17% of the calls from those who had been notified that their return had been blocked due to suspicion of identity theft (IRS news release, July 15 2015). Hold times averaged 28 minutes for those who got through (IRS news release, July 15 2015).

It takes the average victim an estimated \$500 and 30 hours to resolve each identity theft crime (reported by Trans Union).