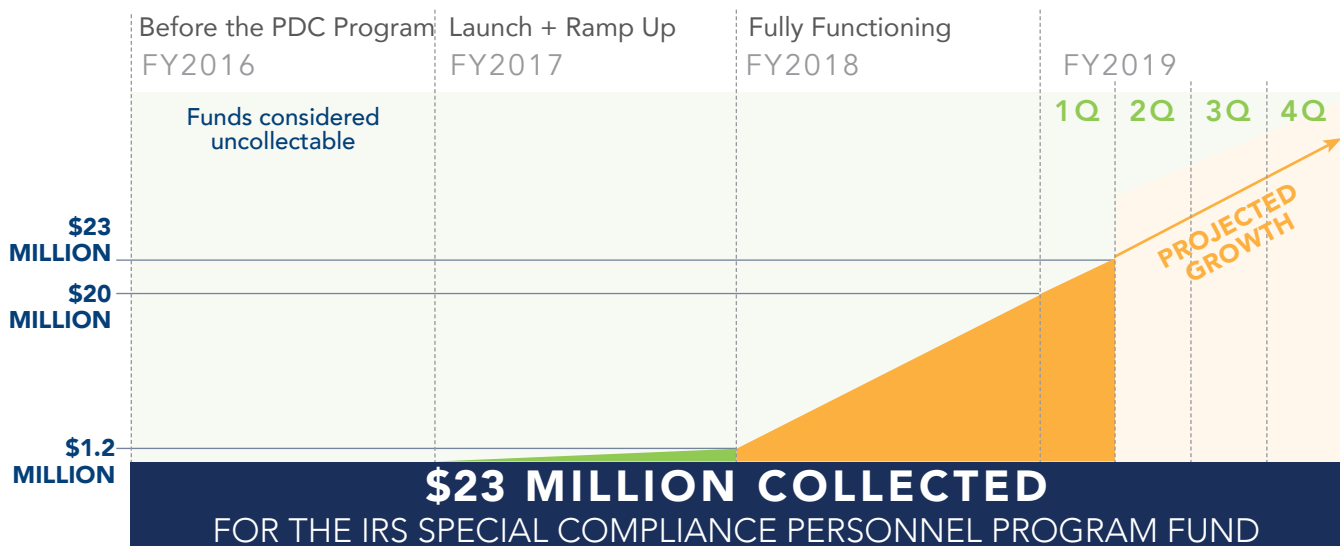
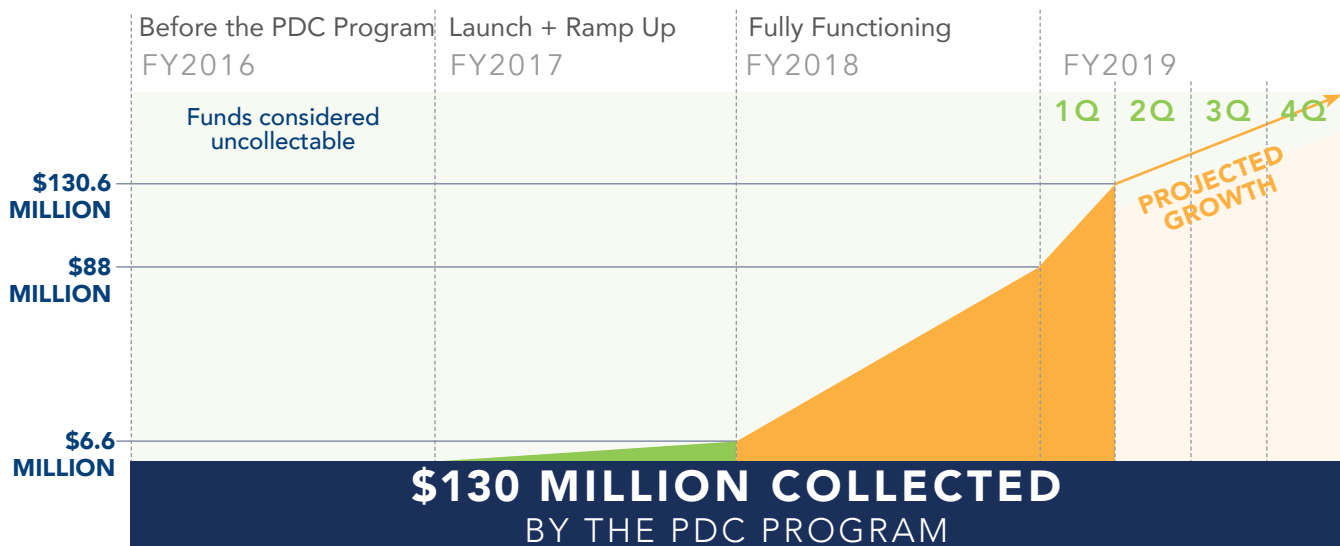


FAST FACTS: The IRS Private Debt Collection Program



The Internal Revenue Service (IRS) Private Debt Collection (PDC) Program is an innovative public/private partnership that provides a segment of taxpayers, who are aware they have underpaid their taxes, with a variety of voluntary options to help them pay down their tax obligations. Tax underpayments – a significant portion of our nation’s tax gap – had previously been deemed uncollectible by the IRS due to many years of resource and staffing shortages within the agency. Now, the IRS can clear tens of thousands of tax underpayment accounts from their books each year, and add billions in tax revenue back into the federal budget.

PDC Program contractors conduct telephone outreach to offer past due taxpayers the opportunity to arrange an installment agreement tailored specifically to fit their personal financial situation. **By offering Americans manageable solutions to address their tax debt, the PDC Program is successfully helping boost the federal budget, reduce the tax gap and strengthen the effectiveness of the IRS.** As of December, 2018.



NUMBER OF INSTALLMENT AGREEMENTS IN PROCESS:
27,298

CUSTOMER SERVICE SATISFACTION SCORE:
93%

PDC PROGRAM QUALITY SCORES*:

- Customer Accuracy **99.7%**
- Professionalism **99.9%**
- Timeliness **99.8%**
- Regulatory Accuracy **98.5%**
- Procedural Accuracy **97.2%**

*as provided by TIGTA on September 5th

