

IRS Private Debt Collection Program Score Card



The IRS Private Debt Collection (PDC) Program has been successfully up and running for two full years. This public/private partnership provides taxpayers, who are aware they have underpaid their taxes, with manageable, purely voluntary payment plans to help them pay down their tax obligations.

The PDC program focuses exclusively on conducting outreach to taxpayers with uncontested tax underpayments – a particular segment of tax debt that the IRS hasn’t collected in the past due to a lack of internal resources.

To date, revenue generated by the PDC Program has exceeded all program expenses, including 2016 and 2017 upfront capital investments, demonstrated that it can pay for itself while generating much needed revenue for the U.S. Treasury and resources to strengthen the effectiveness of the Internal Revenue Service (IRS).

Projections show revenue generated by the PDC Program will continue to grow exponentially with the current IRS expansion of the program.

As of September 30, 2019

Quantitative Metrics	Revenue Generated for the U.S. Treasury		\$301.7 Million		
	Revenue Generated for the IRS Special Compliance Personnel Program Fund		\$61.5 Million		
	Number of New Installment Agreements Generated		44,875		
	Customer Service Satisfaction Score		93%		
Quality Scores	Customer Accuracy	Professionalism	Timeliness	Regulatory Accuracy	Procedural Accuracy
	99.7%	99.9%	99.8%	98.5%	97.2%

The **IRS Private Debt Collection (PDC) Program** is a successful public-private partnership that returns vital funding to the U.S. Treasury, ensures fairness in the tax system and offers collaborative solutions that help Americans achieve a zero tax balance.

