

**Congress of the United States**  
**Washington, DC 20515**

July 15, 2020

The Honorable Steven T. Mnuchin  
Secretary  
Department of the Treasury  
1500 Pennsylvania Avenue Northwest  
Washington, DC 20220

The Honorable Charles P. Rettig  
Commissioner  
Internal Revenue Service  
1111 Constitution Avenue Northwest  
Washington, DC 20224

Dear Secretary Mnuchin and Commissioner Rettig,

Thank you for your hard work responding to the COVID-19 pandemic. The Treasury Department and the Internal Revenue Service (IRS) have facilitated economic relief for over one hundred million Americans in accordance with the authority Congress provided through the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

The rapid deployment of Economic Impact Payments (EIPs) has been largely successful. However, many of our constituents experience difficulty in receiving and utilizing this relief. These challenges include technical issues, like the IRS portal not letting individuals update their information; delays in processing tax returns to facilitate EIP issuance; and filing issues, including when seniors are mischaracterized as dependents on another tax return and thus rendered ineligible for EIPs. Compounding their frustrations is the lack of adequate response and service: multiple calls to the various designated EIP-related phone lines go unanswered while emails receive no response. Many then turn to our offices, where caseworkers have repeatedly reached out and also received no response.

Scaling and successfully deploying such a large program is challenging, even more so during a global pandemic. But these issues require prompt solutions. Accordingly, we would appreciate responses to the following questions:

1. When do you anticipate completing the disbursement of EIPs to all those eligible in 2020?
2. Now that the IRS has resumed operations, what are the barriers to improving response rates to constituent inquiries regarding the status of their Economic Impact Payment?
3. Does your agency require additional assistance, instruction, employees, or other changes from Congress to facilitate these responses and assistance?
4. What immediate steps can your agency take to increase their response rates?
5. Much of the guidance your agency has issued suggests that errors in the processing of these payments will not be able to be fixed until tax filing season next year. This denies the necessary assistance for many Americans for far too long. What is necessary to expedite the corrections and allow for payment this year?

These are common issues and frustrations our constituents are experiencing. EIPs have been a success for millions of Americans, and we believe it is critical that we ensure that remains true for all who qualify. Please do not hesitate to contact me through my office ([Chris.Bowman@mail.house.gov](mailto:Chris.Bowman@mail.house.gov)) or 202-225-2301 if we can provide any additional details.

Sincerely,



Conor Lamb  
Member of Congress



Mike Doyle  
Member of Congress



Matt Cartwright  
Member of Congress



Madeleine Dean  
Member of Congress



Susan Wild  
Member of Congress



Mary Gay Scanlon  
Member of Congress



Brendan F. Boyle  
Member of Congress