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Cancellation, Errors, and Questions

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Once your return is accepted, information pertaining to your payment, such as account information, payment date or amount, cannot be changed. If changes are needed, the only option is to contact the Government agency.

In the event your financial institution is unable to process your payment request, you will be responsible for making other payment arrangements, and for any penalties and interest incurred.

For federal payment requests, call IRS e-file Payment Services at 1-888-353-4537 to inquire about or cancel a payment, or to report problems such as bank closures, lost or stolen bank account numbers, closed bank accounts, or unauthorized transactions. If calling to inquire about your payment, the IRS recommends that you wait 7 to 10 days after your return was accepted before calling.

Cancellation requests must be received no later than 11:59 PM ET two business days prior to the scheduled payment date.

If a payment is returned by your financial institution (e.g., due to insufficient funds, incorrect account information, closed account, etc.) the IRS will mail a notification letter to the address we have on file for you, explaining why the payment could not be processed, and providing alternate payment options. For questions regarding the letter, please call 1-888-353-4537.

Contact the IRS immediately at 1-800-829-1040 if there is an error in the amount withdrawn.

In the event Treasury causes an incorrect amount of funds to be withdrawn from a bank account, Treasury will return any improperly transferred funds.

For state payment issues, please contact your state revenue agency.