



**If you receive an email from SVOG indicating that your tax transcript was returned with “No Record Found,” follow these instructions.**

## **Step 1:**

Verify with the Internal Revenue Service (IRS) that your 2019 Federal Tax Return has been received and processed.

The IRS provides a few toll-free numbers to assist you, depending on your circumstance:

For applicants who filed a Form 1040, call 800-829-1040, from 7 a.m. to 7 p.m. local time;

For applicants who filed Form 1065, 1120, or 1120-S, call 800-829-4933, from 7 a.m. to 7 p.m. local time; or

For applicants who filed Form 990 or 990-EZ, call 877-829-5500, from 8 a.m. to 5 p.m. local time.

## **Step 2:**

If the IRS tells you that your tax return has been received and processed, please follow the instructions to fill out another 4506-T and ensure that all information is correct.

If the IRS indicates that your tax return has been received but not processed, proceed to step 3.

## **Step 3:**

Contact the Taxpayer Advocate Service (TAS). The TAS is an independent organization within the IRS designed to help if you have tax problems that you cannot resolve on your own ([Home - Taxpayer Advocate Service \(irs.gov\)](#)). In the interest of helping your tax return get processed, please contact the TAS to inquire if their services can assist you. Additionally, you can directly request assistance at [Submit a request for assistance - Taxpayer Advocate Service \(irs.gov\)](#).