

Private Debt Collection



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Private Collection Agencies

- CBE Group
- Conserve
- Performant
- Pioneer



Private Collection Agencies

- Assign initial cases to agencies in the spring of 2017.
- Covers tax debts owed that are currently not being worked by the IRS.
- Agencies will work with the taxpayer and the representative to resolve the unpaid account.



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Taxpayer Rights

- Taxpayers working with agencies will have same rights as taxpayers working with IRS.
- Agencies will be able to identify themselves as contractors of the IRS collecting taxes.
- Private debt collectors will be expected to be courteous and respect taxpayers' rights.



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Efforts to Mitigate Scams

- IRS will send taxpayer and rep written notice that it's transferring their accounts.
- Agency will send separate letter to taxpayer and rep confirming transfer.
- Agency employees must follow Fair Debt Collection Practices Act.
- Visit IRS.gov, "Tax Scams and Consumer Alerts" page



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Scams (cont.) - Payments

- Agencies won't ask for payment on prepaid debit card.
- Electronic payment options are on IRS.gov, Pay Your Tax Bill.
- Checks payable to U.S. Treasury and sent directly to IRS, not private collection agency.



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More Information

- Percentage of amount collected for program to hire/train IRS collection personnel
- Revenue collected will be in addition to revenue coming in through IRS operations
- Search "private debt collection" on IRS.gov



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Contact information

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