



Established 1973

4 rue de Chevreuse  
75006 Paris, France  
Tel: +33 (0)1 4720 2415  
Website: [www.aaro.org](http://www.aaro.org)  
Email: [aaro@aaro.org](mailto:aaro@aaro.org)

To: The Honorable Nina E. Olson, National Taxpayer Advocate  
The Honorable Peter Roskam, Chairman, House Ways and Means Subcommittee on IRS Oversight  
Date: March 4, 2016  
Re: Public Forum on Taxpayer Service Needs and Preferences, March 9, 2016  
***The special situation of overseas Americans***

Dear Ms Olson and Representative Roskam,

On behalf of the Association of Americans Resident Overseas (AARO) and the 8.7 million overseas Americans that our association and its partners represent, I am writing to ask you to consider the special plight of Americans living and working abroad in your March 9 discussion of the “Future State” plan for the IRS.

As stated in a position paper (attached) recently taken to Washington by AARO and FAWCO (Federation of American Women’s Clubs Overseas), and as I wrote in a letter to Commissioner Koskinen on February 2, 2015 (attached), we deeply regret the loss of IRS service to overseas Americans in recent months. The last overseas IRS offices were closed at the end of last year and the international helpline was suspended. Americans abroad, whether they live in London or Paris or in Dakar or Bujumbura, must now wait on international phone lines along with the thousands of Americans in the United States to receive help from IRS experts – fortunately (given the cost), or unfortunately (given the need), those lines are most often to “courtesy disconnects”, making it completely impossible to speak to someone.

We feel that, in light of the general cutback in service to which the IRS is subject at the moment, the best solution for our population would be to **establish local Taxpayer Advocate offices in a number of countries overseas**. While not eliminating the problem, this would go a long way toward alleviating the stress on overseas Americans and providing them with much needed advice as they try to comply with the many and complex laws that apply to them abroad.

Thank you most sincerely for considering this large population (equal to the 12<sup>th</sup> state in terms of numbers) as you review any “Future State” plan for the IRS.

Lucy Stensland Laederich, AARO President  
48 bis rue Saint Remi, F-33000 Bordeaux, France  
Tel : +335 5644 0363