

May 22, 2025

The Honorable Scott Bessent
Secretary
Department of the Treasury
1500 Pennsylvania Avenue NW
Washington DC 20220

Dear Secretary Bessent:

The National Association of Enrolled Agents (NAEA) is reaching out to encourage the administration to keep taxpayer and tax professional service top of mind as you seek to revamp the Internal Revenue Service (IRS). While NAEA supports efforts to create new efficiencies at the IRS, we are also concerned about the dramatic workforce reductions that could have a direct impact on taxpayer services. There is a real need for change at the IRS, but it must be done strategically without undermining the agency's ability to operate.

NAEA represents the interests of more than 66,000 enrolled agents (EAs) worldwide. Enrolled agents serve millions of taxpayers in all 50 states and across 17 countries. We are the leading community for EAs who play a vital role in tax administration.

NAEA has long advocated for creating an efficient tax administration system that leverages tax professionals and improves services at the IRS. For years, the IRS has struggled with antiquated technology and subpar taxpayer service. The administration has an opportunity to create a more modern, efficient IRS and bring about thoughtful and positive changes to our tax administration system.

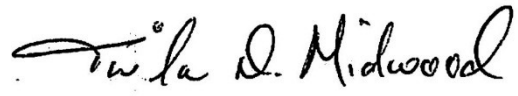
The IRS must be focused on modernization and becoming a taxpayer-friendly agency with robust digital tools for taxpayers and tax professionals. To achieve these goals, the IRS must be strategic in the changes that it makes and have the resources to invest in technology upgrades and customer service. It is also essential to have a well-trained workforce that can meet the agency's taxpayer service demands.

Earlier this year, you said you had "three priorities for the IRS: collections, privacy, and customer service. And we'll see what level is needed to prioritize all those."

NAEA strongly supports each of these priorities and believes EAs can be leveraged by the IRS to help achieve them. While the IRS had numerous pandemic-related processing issues, it is now past time for the agency to return its focus on ensuring taxpayer compliance. The IRS should implement practitioner-integrated tools that help taxpayers meet their obligations. Fair enforcement of the current law will help improve voluntary compliance. The administration must ensure that the IRS has the tools and metrics it needs to create a compliance-focused environment.

NAEA welcomes the opportunity to work with the administration on modernizing the IRS and improving our tax administration system. While we strongly support improving efficiencies throughout the IRS, we believe that a prompt, yet thoughtful and strategic approach must be taken to ensure that the agency has adequate staffing and funding to carry out its mission. Thank you for your consideration and we look forward to working more closely with you in the weeks and months ahead.

Sincerely,

A handwritten signature in black ink that reads "Twila D. Midwood". The signature is written in a cursive, flowing style.

Twila Midwood, EA
President