

## Where's My Refund?

As early as 24 hours after e-filing, or 4 weeks after your mailed return, the IRS provides a tool online to track the status of your refund *for the current tax year and 2 prior years*

What you will need:

- Social Security Number (SSN) or Individual Taxpayer ID Number (ITIN)
- Your filing status
- Your **exact** federal refund amount

To confirm your filing status, you can find that information at the top of the first page of your 1040 tax return.

To confirm the **exact** amount of your federal refund, you can find the amount on page 2 of your 1040 tax return, line 34.

The screenshot shows the IRS.gov 'Where's My Refund?' tool. At the top is the IRS.gov logo and navigation tabs: Home, Get Refund Status (selected), and Refund Help. Below the tabs is the 'Refund Status' heading. The main section is titled 'Get Refund Status' with a link to 'Obtener Estado de Reembolso'. A note asks for the Social Security Number, Filing Status, and Refund Amount. The form has three sections: 1. 'Social Security Number' with a prompt to enter the SSN or ITIN and a three-part input field. 2. 'Filing Status' with a prompt to select the status and five radio button options: Single, Married-Filing Joint Return, Married-Filing Separate Return, Head of Household, and Qualifying Widow(er). 3. 'Refund Amount' with a prompt to enter the exact dollar amount and a single input field. A 'Submit' button is at the bottom right. A note at the bottom states: 'Note: For security reasons, we recommend that you close your browser after you have finished accessing your refund status.'

For the IRS Where's My Refund tool, visit [www.irs.gov/refunds](https://www.irs.gov/refunds)

Similarly, you can visit [www.ncdor.gov/refund](https://www.ncdor.gov/refund) to use the NC Dept of Revenue Where's My Refund tool

(see back of page for guidance on when to call the IRS regarding a delay of your tax refund)

## When Should You Call the IRS?

You should call us only if:

- It's been 21 days or more since you e-filed
- Where's My Refund tells you to contact us

We'll contact you by mail if we need more information to process your return.

Expect delays if you mailed a paper return or responded to an IRS inquiry about your return.

Some tax returns take longer to process than others, including when a return:



- Needs a correction to the [Recovery Rebate Credit](#) amount
- Needs a correction to the [Child Tax Credit](#) amount
- Is incomplete
- Is affected by [identity theft](#) or fraud
- Includes a claim filed for an [Earned Income Tax Credit](#) or an [Additional Child Tax Credit](#) using 2019 income.
- Includes a [Form 8379, Injured Spouse Allocation](#) [PDF](#), which could take up to 14 weeks to process
- Needs further review in general

It's taking us more than 21 days (and up to 90 to 120 days) to issue refunds for tax returns with the Recovery Rebate Credit, Earned Income Tax Credit and Additional Child Tax Credit.

**Don't file a second tax return.** If you're due a refund from your tax return, you should wait to get it before filing [Form 1040-X](#) to [amend](#) your original tax return.

*Still have questions? Please contact Pisgah Legal Services' Health and Economic Opportunity Program directly by calling 828-210-3404, press 2 for taxes!*