

## **EIP Helpline Canned Response Options**

Below are all the canned response options available for EIP Helpline volunteers to use in Freshdesk. You can access these within Freshdesk for easy use when replying to client inquiries. We will update this page as additional canned responses become available. If you would like us to create any additional canned responses, please send us an email at [eipsupport@goladderup.org](mailto:eipsupport@goladderup.org)!

### **Disclaimer - We are not the IRS**

Thank you for contacting us.

First, let me share that this help desk is not run by the Internal Revenue Service (IRS). It is operated by volunteers and staff members of the Get My Payment IL Coalition.

### **EIP eligibility guidelines**

Here is an overview of who is eligible for the stimulus payments (known as the economic impact payments):

U.S. citizens or resident aliens who:

- Have a valid Social Security Number,
- Cannot be claimed as a dependent of another taxpayer, and
- Have an adjusted gross income under:
  - \$75,000 for individuals
  - \$112,500 for individuals who file taxes as head of household
  - \$150,000 for married couples filing joint tax returns.

Taxpayers will receive a reduced payment if their adjusted gross income is between:

- \$75,000 and \$99,000 if their filing status was single or married filing separately
- \$112,500 and \$136,500 for individuals who filed as head of household
- \$150,000 and \$198,000 for married couples who filed jointly

The amount of the reduced payment will be based upon the taxpayer's specific adjusted gross income.

Those who do not make enough money to file a tax return are also eligible. This includes people receiving Social Security retirement, disability (SSDI), survivors benefits, Supplemental Security Income (SSI), veterans benefits, or Railroad Retirement benefits.

Unfortunately, if one spouse does not have a Social Security Number, the other is not eligible for the economic impact payment.

You can also find [full eligibility information](#) on the IRS Economic Impact Payments website.

## Check status of payment using Get My Payment app

You can check the status of your payment using the [IRS Get My Payment](#) app.

When you use the Get My Payment app, it will show you one of three statuses:

### 1. Payment Status - either:

- A payment has been processed, a payment date is available, and payment is to be sent either by direct deposit or mail.
- You are eligible, but a payment has not been processed and a payment date is not available.

### 2. Need More Information

- You are eligible for a payment, but we do not have your direct deposit information. You will be given the opportunity to provide your bank information once you have properly verified your identity. Direct Deposit is the fastest way to get your EIP.

### 3. Payment Status Not Available

- We cannot determine your eligibility for a payment at this time. For example, you didn't file either a 2018 or 2019 tax return, or you recently filed and the return has not been fully processed.
- You can see more details on why you are getting this status in the [IRS answer to what "Payment Status Not Available" means](#).

If payment date is not provided, updates to your payment status are not made more than once a day.

## No action needed - you will get the EIP automatically

You do not need to take any action - you will receive the stimulus payment (also known as the economic impact payment or EIP) automatically.

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If payment date is not provided, updates to your payment status are not made more than once a day.

### **Info for Social Security recipients**

Per the IRS and Social Security Administration, if you started receiving Social Security benefits (retirement, disability, survivors) before January 1, 2020, you should receive your stimulus payment automatically in the same way you receive your Social Security benefits.

The [Social Security Administration posted more information about the stimulus payments](#) that you can also reference.

Per the IRS, Social Security recipients should be able to check the status of their stimulus payment by using the [IRS Get My Payment](#) site after verifying their identity by answering the required security questions.

### **Not eligible for EIP - ITIN holder**

Unfortunately, you are not eligible for the stimulus payment (also known as the economic impact payment) because you do not have a valid Social Security Number.

You can reference the Illinois Coalition for Immigrant and Refugee Rights' ["Resources for Immigrants During COVID-19 Crisis"](#) resource guide.

Also, you can find [full eligibility information](#) on the IRS Economic Impact Payments website.

### **Not eligible - ITIN holder in the family**

Unfortunately, you are not eligible for the stimulus payment (also known as the economic impact payment) because anytime there is at least one person in a family who has an ITIN, no one in the family, not even the members with valid Social Security Numbers, are eligible for the payment.

You can reference the Illinois Coalition for Immigrant and Refugee Rights' ["Resources for Immigrants During COVID-19 Crisis"](#) resource guide.

Also, you can find [full eligibility information](#) on the IRS Economic Impact Payments website.

### **Not eligible for EIP – dependent**

Unfortunately, you are not eligible for the stimulus payment (also known as the economic impact payment) at this time because you were the dependent of someone else.

If in 2020, you can't be claimed as the dependent of anyone else, you may be eligible to claim a \$1,200 credit on your 2020 tax return when you file it next year.

You can find [full eligibility information](#) on the IRS Economic Impact Payments website.

### What does Status in Get My Payment app mean?

When you use the [IRS Get My Payment](#) app to check the status of your stimulus payment (also known as the economic impact payment), you will see one of three statuses:

#### 1. Payment Status - either:

- A payment has been processed, a payment date is available, and payment is to be sent either by direct deposit or mail.
- You are eligible, but a payment has not been processed and a payment date is not available.

#### 2. Need More Information

- You are eligible for a payment, but we do not have your direct deposit information. You will be given the opportunity to provide your bank information once you have properly verified your identity. Direct Deposit is the fastest way to get your EIP.

#### 3. Payment Status Not Available

- We cannot determine your eligibility for a payment at this time. For example, you didn't file either a 2018 or 2019 tax return, or you recently filed and the return has not been fully processed.
- You can see more details on why you are getting this status in the [IRS answer to what "Payment Status Not Available" means](#).

If payment date is not provided, updates to your payment status are not made more than once a day.

### What does "Payment Status Not Available" mean?

When you use the [IRS Get My Payment](#) app and you receive a "Payment Status Not Available" message, this is what the IRS says that message means:

*The Get My Payment application will return "Payment Status Not Available" for several reasons, including:*

- *You are required to file a tax return, but:*
  - *We haven't finished processing your 2019 return*
  - *The application doesn't yet have your data; we're working on adding more data to allow more people to use it.*
- *You don't usually file a return, and you used Non-Filers: Enter Payment Info Here but we haven't processed your entry yet*
- *You're not eligible for a payment ([see Eligibility](#)).*

*If you receive “Payment Status Not Available”, you will not be able to provide direct deposit information at this time. We’re working on updates to allow more people to use this feature.*

*We update Get My Payment data once per day, overnight so there is no need to check more often. If you are eligible for a payment and have provided your information either through a recent tax return or the Non-Filers: Enter Payment Info Here application, please check back for updates.*

### **Get My Payment status says “Please Try Again Later”**

[According to the IRS](#), the reason you are locked out for 24 hours is:

- Information you entered does not match our records – for security reasons we limit each user to three failed attempts per 24-hour period; or
- You have already accessed the system the maximum number of times within 24 hours – we limit each user to five logins per day to manage system capacity.

You will be able to access the application after 24 hours have passed. Do not contact the IRS for assistance with a lockout. The lockout will only release when the 24 hours.

### **How to possibly track your paper check**

You can attempt to track your stimulus check using the [USPS Informed Delivery tool](#), which has worked for some people. Steps include:

- a. Sign up online for [Informed Delivery](#) through the United States Postal Service
- b. Provide your exact street address to make sure you're eligible for the service
- c. Create a USPS account
- d. Verify your identity
- e. Go to the Informed Delivery dashboard to track your mail

### **I don’t recognize bank account EIP was deposited to**

If the bank account that the IRS is depositing the stimulus payment into is now closed, the bank will reject the deposit. The IRS will then mail a paper check to the address it has on file for you.

If you have moved since you last filed a return with the IRS, you'll need to make sure the United States Postal Service (USPS) forwards your mail to the right address: [Change Your Address with USPS](#) to make sure you get your stimulus check at the right address.

Also, you can attempt to track your stimulus check using the [USPS Informed Delivery tool](#).

Related to what bank account the IRS is using, [according to the IRS](#):

Your bank account information for your Economic Impact Payment is usually captured from:

- the most recently filed tax return if you received a refund by direct deposit in 2018 or 2019, or
- the bank information you provided on our [Get My Payment](#) application, or
- the bank information you provided on the [Non-Filers: Enter Payment Info Here](#) tool.
- If you elected to split your refund between several accounts, you cannot use Get My Payment to indicate which account to use for your Payment. We will deposit the Payment to the first bank account that you listed on Form 8888, Allocation of Refund. If your direct deposit is rejected, your payment will be mailed to the address we have on file for you.

If [Get My Payment](#) indicates your payment is pending or has been processed, you cannot change your bank account information.

Some other information IRS shared that might be helpful:

When some taxpayers file their tax return, they may choose an option where they create a new bank account or a new prepaid debit card to help pay their fees or get their refund more quickly. In these situations, taxpayers may:

- Use a banking product to help them complete the tax filing transaction, sometimes referred to as a Refund Anticipation Loan (RAL) or a Refund Anticipation Check (RAC).
- Choose to have their tax refund loaded onto a debit card provided by a variety of groups in the tax and financial communities.

In some cases, your Economic Impact Payment may have been directed to the bank account associated with a product identified above. In these cases, the Economic Impact Payment may have been sent to the prepaid debit card, sent to you as a check, processed directly to your bank account identified for your refund amount or, in the event a payment was sent in error returned to the IRS for reprocessing. Continue to check the [Get My Payment](#) tool for updated information.

### **Update your mailing address**

If you have moved since you last filed a return with the IRS, you'll need to make sure the United States Postal Service (USPS) forwards your mail to help make sure you receive your stimulus check at your current address: [Change Your Address with USPS](#)

You can attempt to track your stimulus check using the [USPS Informed Delivery tool](#), which has worked for some people. Steps include:

- a. Sign up online for [Informed Delivery](#) through the United States Postal Service
- b. Provide your exact street address to make sure you're eligible for the service
- c. Create a USPS account
- d. Verify your identity
- e. Go to the Informed Delivery dashboard to track your mail

## Using Free File to file your return

You may be able to use the IRS Free File program to file your taxes online for free:

If you earn less than \$69,000 a year, you are eligible to use online tax software at no cost through [Free File on the IRS website](#). You can use the [Free File Online Lookup Tool](#) to help find the software that works best for your situation.

## You might be eligible for tax help from Ladder Up

You may be eligible to have your taxes prepared by Ladder Up, an Illinois nonprofit organization, for free. Ladder Up is currently working to ramp up a free, completely remote tax preparation service for full-year Illinois residents to limit in-person contact.

- Learn if you are [eligible](#)
- [Sign up here](#) for communications from Ladder Up to be notified when online services become available
- Ladder Up also has additional information about service offerings posted on its [COVID-19 Response page](#)

## IP PIN error on non-filer site

An Identity Protection PIN (IP PIN) is a 6-digit number assigned to you by the IRS. The IP PIN would have been mailed to you by the IRS.

If you can't find the letter the IRS mailed to you that contains your IP PIN, try to [retrieve your IP PIN online on the IRS website](#). You will need to enter your IP PIN if you were issued one in order to successfully submit your information on the [IRS non-filer site](#).

## What is the definition of a "Qualifying Child"

The IRS has more information on its website about [the definition of a "Qualifying Child" for the stimulus payment](#).