

## Lost or Missing IP PINs

If a taxpayer was assigned an IP PIN and lost it or didn't receive the CP01A Notice with their new IP PIN, they can retrieve it or have it reissued. IP PIN holders must include the IP PIN on their return in order to e-file.

### How to retrieve an IP PIN:

They may use the IRS [Get an IP PIN](#) online tool to retrieve their current IP PIN.

- If they previously registered for an IRS account, log in to their account with their username and password. Follow the prompts to retrieve the IP PIN.
- If they do not have an IRS account, they should create one and verify their identity. Then, they will follow the prompts to retrieve the IP PIN.

### How to get an IP PIN reissued:

If they are unable to retrieve an IP PIN online, they should call the IRS at 800-908-4490 for specialized assistance, Monday - Friday, 7 a.m. - 7 p.m. local time (Alaska & Hawaii follow Pacific Time), to have the IP PIN reissued. An assistor will verify their identity and mail the IP PIN to your address of record within 21 days.

### Exceptions:

If you've moved since January 1 of the current year, or  
It is after October 14 and the taxpayer hasn't filed for the current or prior year.

If they are not able to retrieve their IP PIN using the online tool and fall under one of the exceptions, **they must file their tax return as a PAPER return that is mailed to the IRS without the IP PIN**. This may delay any refund they are due as the IRS will perform additional screening of the return to validate identity.