



July 22, 2026

Frank Bisignano
Chief Executive Officer
Internal Revenue Service
1111 Constitution Avenue NW
Washington, DC 20224

Dear Mr. Bisignano:

We write regarding recent reports that after cutting 27 percent of its staff in 2025, the Internal Revenue Service (IRS) is now scrambling to hire thousands of new staff.¹ These reports raise questions about whether you misled Congress and the public about the Trump administration's reckless cuts at the agency.

Earlier this year, you stated that the IRS had no additional staffing needs, despite the fact that the Trump Administration spent its first year in office firing or pushing out nearly 30,000 workers.² You defended the staff cuts on numerous occasions, telling a Congressional committee in March of this year that you “fe[lt] good about the number of employees [the IRS has] right now.”³ You indicated in April 2026 that there was “no staffing shortage” at the IRS, and you told Fox News that the IRS was “driving customer service to the best season we’ve ever had.”⁴ You reiterated that claim in front of the Senate Finance Committee and reportedly in a May Capitol Hill meeting, saying that you had “zero staffing concerns.”⁵ In June, Treasury Secretary Scott Bessent, who is currently performing the duties of the IRS Commissioner, called concerns about a staffing shortage at the agency “a complete fallacy.”⁶

¹ NOTUS, “The IRS Cut Staff. Now It’s Rushing to Hire Thousands,” Eric Katz, June 10, 2026, <https://www.notus.org/policy/irs-staff-cuts-hiring>.

² Fox Business, “IRS CEO addresses staffing concerns, says refunds are ‘faster’ and ‘larger’ than ever,” Taylor Penley, April 13, 2026, <https://www.foxbusiness.com/media/irs-ceo-addresses-staffing-concerns-says-refunds-faster-larger-than-ever>.

³ U.S. House of Representatives Committee on Ways and Means, Full Committee Hearing with Internal Revenue Service Chief Executive Officer, Frank J. Bisignano, March 4, 2026, 3:45:00 <https://waysandmeans.house.gov/event/full-committee-hearing-with-internal-revenue-service-chief-executive-officer-frank-j-bisignano/>.

⁴ Fox Business, “IRS CEO addresses staffing concerns, says refunds are ‘faster’ and ‘larger’ than ever,” Taylor Penley, April 13, 2026, <https://www.foxbusiness.com/media/irs-ceo-addresses-staffing-concerns-says-refunds-faster-larger-than-ever>.

⁵ FedScoop, “IRS chief tells receptive Republicans, doubting Democrats that tech spurred ‘most successful filing season’ ever,” Matt Bracken, April 15, 2026, <https://fedscoop.com/irs-ceo-frank-bisignano-tax-day-report-senate/>; Tax Notes, “Bisignano Has ‘Zero Concerns’ About IRS Staffing Levels,” Ben Valdez, May 6, 2026, <https://www.taxnotes.com/tax-notes-today-federal/tax-system-administration/bisignano-has-zero-concerns-about-irs-staffing-levels/2026/05/06/7vsq3>.

⁶ NOTUS, “The IRS Cut Staff. Now It’s Rushing to Hire Thousands,” Eric Katz, June 10, 2026, <https://www.notus.org/policy/irs-staff-cuts-hiring>.

But independent reports were telling a different story. In January, the Treasury Inspector General for Tax Administration warned that staffing shortages were serious and could impact customer service at the IRS.⁷ Press reports described internal IRS communications explaining that the agency was struggling and noted that the agency was “assigning employees with no relevant experience to process tax returns.”⁸ And contrary to your claims about improved customer service, an independent watchdog found that, during this filing season, time on hold for taxpayers more than doubled while IRS customer service representatives answered 20% fewer phone calls.⁹ According to the National Taxpayer Advocate, “taxpayers who required assistance from the IRS often struggled to get it,” whether with getting refunds or answers to their questions.¹⁰ The National Taxpayer Advocate further described the IRS’s level of telephone service on some lines as “unacceptably low”¹¹ and noted that many taxpayers were unable to reach a human customer service representative after repeated calls.¹²

New reporting suggests that the IRS understood the need for more agency staff, despite your public assertions to the contrary. As reported, in February 2026, the agency’s chief human capital officer identified “processing of tax returns, return information, balance due, delinquent returns, and correspondence for taxpayers and practitioners” as operations significantly affected by insufficient staffing.¹³ The memo also reportedly warned that the backlog of tax forms and taxpayer communications to be processed remained an issue without enough staff to review them.¹⁴ Subsequently, “[t]he IRS ultimately requested, and received, special authority to hire 8,000 employees on an expedited basis.”¹⁵

This memo was sent well before your appearances before the House Ways and Means Committee in March and the Senate Finance Committee in April. Yet when addressing Members of Congress, you did not mention the “ongoing staffing shortages [that] put the 2026 Filing Season at risk” that IRS officials identified in the memo—instead, you repeatedly denied the existence of a staffing shortage.¹⁶

This discrepancy requires an explanation. Under federal law, persons who “knowingly and willfully ... make any materially false, fictitious, or fraudulent statement or representation” to Congress may be subject to penalties.¹⁷ Therefore, to better understand whether you

⁷ Treasury Inspector General for Tax Administration, “The Internal Revenue Service’s Readiness for the 2026 Filing Season,” memorandum, January 26, 2026, p. 1, <https://www.tigta.gov/sites/default/files/reports/2026-01/2026400002-Readiness-Memo.pdf>.

⁸ NOTUS, “The IRS Cut Staff. Now It’s Rushing to Hire Thousands,” Eric Katz, June 10, 2026, <https://www.notus.org/policy/irs-staff-cuts-hiring>.

⁹ National Taxpayer Advocate, “Objectives Report to Congress, Fiscal Year 2027,” p.2, p.13, https://www.taxpayeradvocate.irs.gov/wp-content/uploads/2026/06/JRC27_FullReport.pdf.

¹⁰ *Id.*, p. iii.

¹¹ *Id.*, p. 10.

¹² *Id.*, p. v.

¹³ NOTUS, “The IRS Cut Staff. Now It’s Rushing to Hire Thousands,” Eric Katz, June 10, 2026, <https://www.notus.org/policy/irs-staff-cuts-hiring>.

¹⁴ *Id.*

¹⁵ *Id.*

¹⁶ *Id.*

¹⁷ 18 U.S.C. 1001; This law applies to statements and representations to Congress irrespective of whether provided in sworn testimony.

misrepresented the IRS's staffing shortage to Congress and the public, we request that you answer the following questions by August 5, 2026:

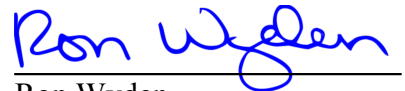
1. Are the reports that the IRS requested and received special authority to hire new employees on an expedited basis accurate? If so:
 - a. What authority was used for this hiring?
 - b. When did the IRS request this authority?
 - c. When was this authority granted?
 - d. How many employees have been hired under this authority to date?
 - e. Where have these employees been assigned?
2. Were you aware of the internal memo sent in February by Chief Human Capital Officer Alex Kweskin? If so, when did you become aware? If not, why not?
3. Had you read the memo prior to your appearances in front of the Congressional tax writing committees? If not, why not?
4. What was your basis for telling Congress and the public that there was "no staffing shortage"¹⁸ at the IRS while at the same time seeking hiring authority due to a "critical hiring need"¹⁹?

Thank you for your attention to this important matter.

Sincerely,



Elizabeth Warren
United States Senator



Ron Wyden
United States Senator
Ranking Member, Committee
on Finance

¹⁸ Fox Business, "IRS CEO addresses staffing concerns, says refunds are 'faster' and 'larger' than ever," Taylor Penley, April 13, 2026, <https://www.foxbusiness.com/media/irs-ceo-addresses-staffing-concerns-says-refunds-faster-larger-than-ever>; Tax Notes, "Bisignano Has 'Zero Concerns' About IRS Staffing Levels," Ben Valdez, May 6, 2026, <https://www.taxnotes.com/tax-notes-today-federal/tax-system-administration/bisignano-has-zero-concerns-about-irs-staffing-levels/2026/05/06/7vsq3>.

¹⁹ NOTUS, "The IRS Cut Staff. Now It's Rushing to Hire Thousands," Eric Katz, June 10, 2026, <https://www.notus.org/policy/irs-staff-cuts-hiring>.



Mazie K. Hirono
United States Senator



Jeanne Shaheen
United States Senator



Richard Blumenthal
United States Senator



Tim Kaine
United States Senator



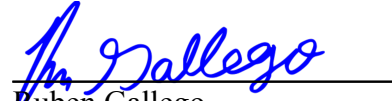
Chris Van Hollen
United States Senator



Sheldon Whitehouse
United States Senator



Angela D. Alsobrooks
United States Senator



Ruben Gallego
United States Senator



Cory A. Booker
United States Senator



John Hickenlooper
United States Senator



Peter Welch
United States Senator



Raphael Warnock
United States Senator

CC: The Honorable Scott Bessent, Secretary of the Treasury, performing the duties of the IRS Commissioner