



What To Do If Your Refund Has an IRS Code 810 Freeze

A Step-by-Step Guide for Taxpayers Who Need Answers — and Action — Now.

Your refund is frozen. The IRS placed a Code 810 on your transcript and now you're left waiting, wondering what it means and what you're supposed to do next. This guide cuts through the confusion. Inside, you'll find a clear, step-by-step breakdown of exactly what Code 810 means, what triggers it, and the specific actions you need to take — in the right order — to get your refund moving again.

W2G Group Tax Services has helped taxpayers across the country navigate IRS freezes, resolve account holds, and recover refunds they were owed. This guide is built on that experience. Whether your freeze just appeared or it's been sitting for months, the steps in this guide apply to your situation. Read every section. Take action. And if you need backup, we're here.

Understanding IRS Code 810

FOUNDATION

Code 810 on your IRS transcript means the IRS has placed a freeze on your refund while they conduct a review of your return. It is a hold – not a denial, not an audit notice, and not a final determination. But make no mistake: it does require your immediate attention. Leaving a Code 810 unaddressed is one of the most common reasons taxpayers wait months – sometimes over a year – without receiving a refund they're legally owed.

The freeze can be triggered by a variety of circumstances. Some are administrative and resolve on their own. Others require you to take specific action before the IRS will release your funds. The only way to know which situation you're in is to check your full transcript, understand the codes present, and follow through on any outstanding requirements. This guide walks you through that process start to finish.

Identity Verification Required

The IRS has flagged your return and needs to confirm you – not someone else – filed it. This is increasingly common due to tax-related identity theft.

Return Selected for Additional Review

Your return was pulled for a closer look. This doesn't mean you did anything wrong – it means the IRS wants to verify the numbers before releasing funds.

Credit Verification Needed

Refundable credits like the Earned Income Tax Credit or Child Tax Credit are common triggers. The IRS may need to verify eligibility before paying out.

Discrepancy Flagged

Something on your return doesn't match what the IRS has on file – from an employer, a bank, or a prior year return. The IRS wants reconciliation before releasing your refund.

None of these situations are automatically catastrophic. But all of them require a response. The faster you act, the faster this gets resolved.

Step 1: Check Your IRS Transcript for Additional Codes

STEP 1 OF 4

Before you do anything else, pull your full IRS Account Transcript at IRS.gov. Log in, navigate to "Get Transcript," and download the transcript for the tax year in question. You're not just looking for the 810 code – you need to see the full picture of what's happening on your account. Additional codes appear alongside the 810 and tell you exactly what type of review is underway and what the IRS expects from you.

Pay close attention to the dates listed next to each code. Those dates tell you when the IRS took action, which helps you calculate how long the freeze has been active and whether you're approaching the point where escalation becomes necessary. Document everything you see. Screenshot your transcript or save a PDF. This is your evidence trail going forward.

Code 971

A notice has been issued. Watch your mail immediately – this notice will contain instructions, deadlines, and what the IRS is asking for. Do not miss it.

Code 570

An additional account hold is present alongside your freeze. This typically indicates the review is more involved and may require documentation or manual processing.

Code 768

Earned Income Credit has been claimed and is currently under review. The IRS may require proof of qualifying children, income, or residency before releasing this credit.

📌 Always note the cycle dates next to each code – they show precisely when the IRS took action and help you track how long each stage of the review has been active.

Step 2: Verify Your Identity If Requested

STEP 2 OF 4

Why Identity Verification Happens

The IRS processes over 160 million individual returns each year. To protect taxpayers from fraud and identity theft, the agency flags returns that match certain risk criteria for identity verification before releasing any funds. If you've been selected, it doesn't mean you did anything wrong — it means the IRS needs to confirm the return was filed by the actual taxpayer.

The verification process is straightforward when handled promptly. Delays only happen when taxpayers miss the notice, ignore it, or wait too long to respond. Once the IRS receives your verification, processing typically resumes — though it can still take several weeks to reflect on your transcript.

What You Need to Do

- Watch your mail carefully — IRS identity verification notices typically arrive within 60 days of the freeze being placed
- You may be directed to verify online at **IRS.gov/idverify** — this is the fastest path to resolution
- Have your prior year tax return readily available before you begin verification
- Gather a government-issued photo ID and all relevant tax documents for the year in question
- If online verification fails, call the number on your notice or visit a local IRS office
- Never ignore an identity verification request — doing so guarantees a longer freeze

Step 3: Respond to Any IRS Notices Promptly

STEP 3 OF 4

If the IRS has sent you a notice – and Code 971 on your transcript confirms one has been issued – that notice contains specific instructions, a response deadline, and a list of what the agency needs from you. Missing that deadline is not a minor inconvenience. It can reset the clock on your entire review and significantly extend the time before your refund is released. Open every piece of mail from the IRS immediately. If you're unsure whether a letter is legitimate, verify it at IRS.gov before discarding it.

Your response to the IRS must be complete, organized, and sent in a way that creates a documented paper trail. Faxing is acceptable when a fax number is provided on the notice, but certified mail with return receipt is the gold standard. It gives you a timestamped record of delivery that can be invaluable if the IRS later claims they didn't receive your response – a situation that happens more often than it should.

01

Read the Notice in Full

Identify the notice number (top right corner), the tax year in question, the deadline for response, and the specific information or documents being requested.

02

Gather Supporting Documentation

Collect W-2s, 1099s, receipts, bank statements, or any documents that verify the income, credits, or deductions the IRS is questioning. Don't guess – be thorough.

03

Write a Clear Response Letter

Include your name, Social Security number, the tax year, and the notice number. Be direct and factual. Attach all supporting documents in an organized order.

04

Send via Certified Mail

Use USPS Certified Mail with Return Receipt Requested. Keep the tracking number and the signed green card when it comes back. This is your proof of delivery.

05

Keep Copies of Everything

Photocopy or scan every document you send. Store them securely. If the IRS follows up or escalates, you'll need this record to respond quickly and accurately.

Step 4: Monitor Your Account and Seek Help If Needed

STEP 4 OF 4

Once you've responded to any notices and completed identity verification, the waiting begins — but that doesn't mean you go passive. Check your IRS transcript at least once a week. New codes will appear as the IRS processes your case, and those codes tell you exactly where things stand. A new Code 846 — Refund Issued — means your money is on the way. Other new codes may indicate additional holds or requests, which require another round of action on your part.


Processing times for a Code 810 review vary widely. Straightforward identity verification cases can resolve in as little as three to four weeks after you complete the process. More complex reviews involving credit verification or discrepancies can take 60 to 120 days or longer. If you're past the 60-day mark with no movement and no communication from the IRS, it is time to escalate. You have options — and you don't have to navigate them alone.

What to Watch For on Your Transcript

- New codes appearing — especially 811 (freeze removed), 846 (refund issued), or additional 971 notices
- Changes in cycle dates indicating the IRS has taken action
- Any new balance amounts or adjustments to your return
- A completely static transcript after 60+ days may indicate a stalled review

Escalation Options Available to You

- Request a Taxpayer Advocate Service (TAS) case if you are experiencing hardship due to the freeze
- A tax resolution specialist can file **Form 911** on your behalf to open a TAS case with more authority
- Call the IRS Taxpayer Protection Program line if identity theft is suspected
- A professional can contact the IRS Practitioner Priority Service directly on your behalf

 The Taxpayer Advocate Service is an independent organization within the IRS designed to help taxpayers resolve problems. You have the legal right to request their assistance — and W2G Group can help you do it the right way.

When To Get Professional Help

KNOW YOUR THRESHOLD

There is a point in every Code 810 situation where doing it yourself stops being the most efficient path forward. The IRS is a large bureaucracy with specific rules, timelines, and internal processes that aren't always transparent to the average taxpayer. When you reach that threshold, professional representation isn't just helpful — it's the fastest and most reliable way to get your refund released. The question isn't whether to get help. It's recognizing when you've crossed the line where help makes the most sense.

W2G Group works with taxpayers across the country — entirely virtually — to investigate frozen refund cases, communicate directly with the IRS, and push cases forward when the standard process has stalled. If any of the following situations apply to you, it's time to make the call.



Frozen Over 60 Days

Your refund has been frozen for more than 60 days and you have received no communication from the IRS explaining why or what's next. This is a clear signal to escalate.



Notice You Don't Understand

You received an IRS notice but aren't sure what it's asking for, whether it applies to you, or how to respond correctly. Responding incorrectly can make your situation worse.



Documentation You Can't Provide

The IRS is requesting records, verifications, or documentation that you don't have readily available or don't know how to obtain and format for submission.



Complex Tax Situation

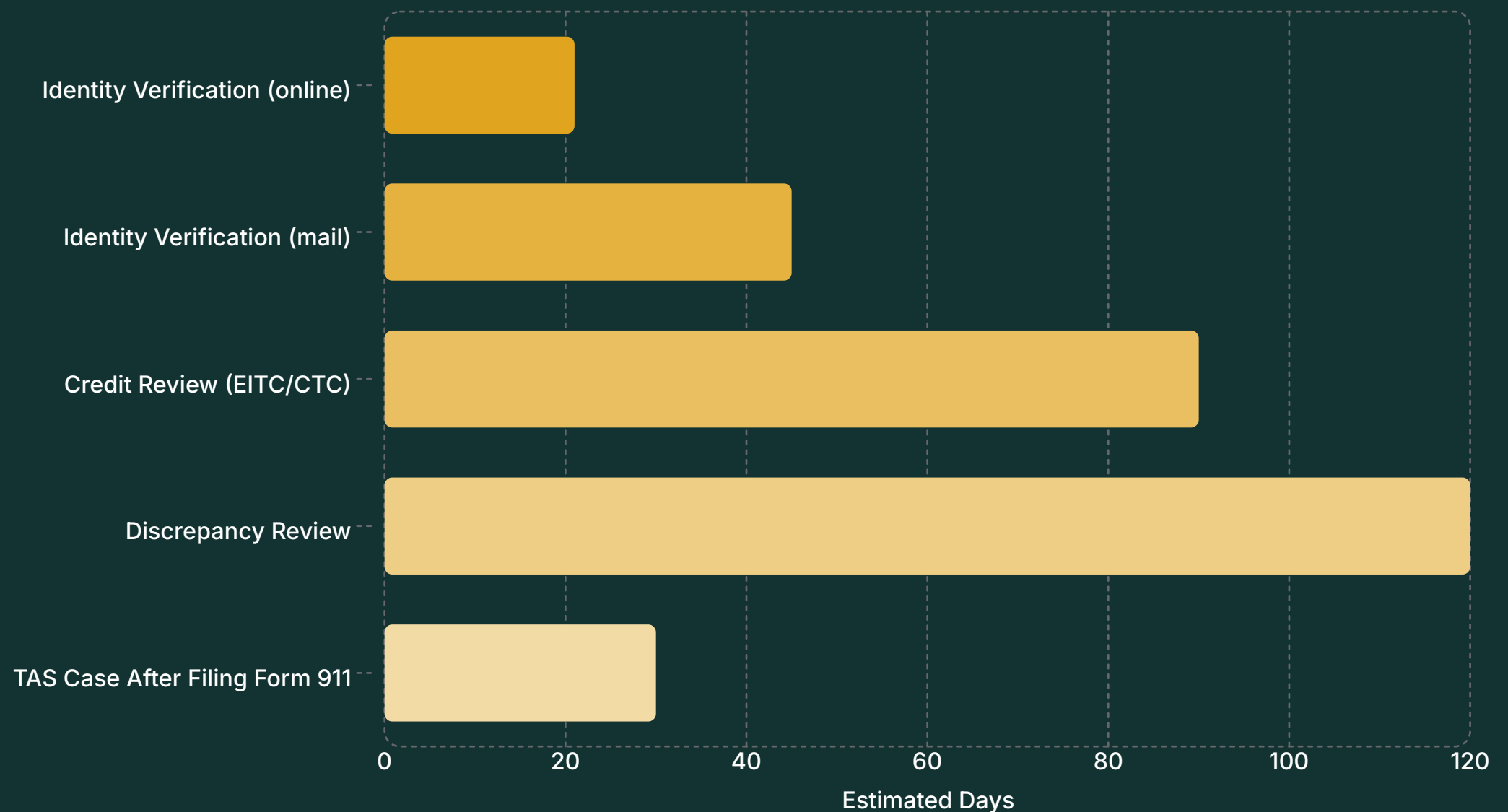
You have multiple years of returns involved, prior IRS debt, amended returns, business income, or any other factor that adds layers of complexity to your case.

Processing Timelines: What to Realistically Expect

KNOW THE TIMELINE

One of the most common questions taxpayers ask after discovering a Code 810 freeze is simply: how long is this going to take? The honest answer is that it varies — but there are general benchmarks you can use to evaluate whether your case is progressing normally or whether something is stalled and needs attention. Understanding these timelines helps you stay calm when things are moving normally, and act decisively when they're not.

Stage



These are estimates based on typical IRS processing patterns — not guarantees. If your situation falls outside these windows, or if you've completed required verification steps and still see no movement, that is your cue to escalate. A tax resolution specialist can assess your specific transcript, determine whether normal processing is occurring, and take targeted action to move your case forward when the IRS has stalled.

Your Refund Resolution Checklist

QUICK REFERENCE

Use this checklist to make sure you've taken every step available to you. If you've completed all of these and your refund is still frozen, you need professional representation. Don't continue to wait passively — escalation is your right as a taxpayer, and W2G Group is ready to exercise it on your behalf.

→ Pull Your IRS Account Transcript

Log in at [IRS.gov](https://www.irs.gov), download the transcript for the affected tax year, and document every code and date you see.

→ Identify All Codes Alongside the 810

Look specifically for codes 971, 570, and 768. Note the dates. These codes define the type of freeze and what action is required.

→ Complete Identity Verification Immediately

If requested, verify online at [IRS.gov/idverify](https://www.irs.gov/idverify) using your photo ID and prior year return. Don't delay — every day counts.

→ Respond to All IRS Notices Before the Deadline

Send complete, documented responses via certified mail. Keep copies of everything. Never ignore a notice, even if you disagree with it.

→ Check Your Transcript Weekly

Monitor for new codes, updated dates, and status changes. Document every change you observe.

→ Escalate at the 60-Day Mark

If no movement after 60 days, request a Taxpayer Advocate or contact W2G Group to file Form 911 and open a formal TAS case.

Ready To Get Your Refund Moving?

TAKE ACTION NOW

You don't have to figure this out alone. W2G Group Tax Services is a team of tax resolution specialists who work exclusively on cases like yours – frozen refunds, IRS holds, identity verification complications, and stalled reviews. We operate entirely virtually and serve taxpayers nationwide. You never have to step into an office. You just need to make one call – or fill out one form – and we take it from there.

When you work with W2G Group, we pull your transcript, analyze every code, identify what's causing the freeze, and communicate directly with the IRS on your behalf. We know how the system works. We know which levers to pull, which forms accelerate resolution, and how to escalate cases when the IRS has gone silent. Our goal is simple: get your refund released as fast as legally possible.

Book Your Consultation

Schedule a one-on-one session with a W2G tax resolution specialist. We review your transcript and give you a clear action plan – no guesswork, no runaround.

Complete Your Intake Form

Start your case by filling out our secure intake form online. It takes less than five minutes and gives our team everything we need to begin investigating your freeze immediately.

W2G Group Tax Services | Tax Resolution Specialists

Virtual Services Available Nationwide

resolution.w2ggroup.com

Your refund is frozen – but this situation is solvable. Every day you wait is another day your money sits locked in the IRS system. Take the first step now. W2G Group is ready to fight for your resolution.

[Book Your Consultation](#)

[Complete Intake Form](#)