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Charles Rettig, former IRS commissioner: taxpayer-focused service

Former IRS Commissioner and Shareholder Chuck Rettig Discusses His IRS Legacy, US-Mexico Relations with the College of Public Accountants of Mexico
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In an interview with Veritas, publication of the College of Public Accountants of Mexico, former IRS Commissioner and Shareholder Chuck Rettig discussed his tenure at the IRS, including the agency's shift towards a more taxpayer-focused service approach, as well as US-Mexico tax treaties, and the IRS' collaboration with Mexico's Tax Administration Service (SAT).

Rettig shared that, "[the IRS'] current service priorities include modernizing systems to improve online self-service options. The main enforcement [efforts] focus on large corporations, complex returns from transparent entities, and returns from high-income individuals, high net worth individuals, and their related entities."

Rettig also emphasized the importance of building trust with the public through transparency, efficiency, and improved communication, ensuring that everyone can meet their tax obligations efficiently and securely.

"As IRS Commissioner, I focused on improving the taxpayer experience, whether in person or digitally. We shifted from a dependency-centered approach to one focused on the taxpayer and their experience when interacting with us," he said. "Federal agencies must continually earn the trust and respect of the people they serve."

Discussing the US-Mexico relationship, Rettig noted that tax treaty provisions to avoid double taxation were critical to promote important economic activities and support supply chains with other countries, including nearshoring. He noted that the IRS collaborates closely with Mexico's Tax Administration Service to detect inconsistencies and identify potential cases of tax evasion.

To review the full article, [click here](#).