



Office of the Chief  
Records Officer for the  
U.S. Government

***Sent Via Email. No Hard Copy to Follow.***

June 2, 2022

Tracee Taylor  
Department of the Treasury  
Internal Revenue Service  
Records & Information Management  
1111 Constitution Avenue, NW  
Washington, DC 20224

Dear Tracee Taylor,

The National Archives and Records Administration received your report dated May 20, 2022 informing us of the unauthorized disposition involving Direct Debit Installment Agreement (DDIA) records. According to your report, on March 1, 2022, the operations site manager at the IRS/Automated Collection System (ACS) found 10 unmarked boxes containing PII near a desk. The manager moved the boxes to make way for a Facilities Management Security Services (FMSS) project and subsequently emptied the boxes into a shred bin and the records were destroyed.

IRS records management officials were notified of the destruction on March 17, 2022, after the ACS site employee responsible for the records discovered that they were no longer by her desk and determined that they were never sent to the Lenexa Federal Records Center. These boxes consisted of original hard copy DDIA documents for 500 taxpayers, scheduled under the IRS Records Control Schedule 29, item 65 (5), *Direct Debit Installment Agreements and Related Documents* that are eligible for disposal after 12 years (from 2017 (3 boxes), 2018 (3 boxes), 2019 (2 boxes), 2020 (1 box), and 2021 (1 box)).

NARA understands that these records cannot be recreated and that the employee responsible for the boxes has been re-trained by the records specialist on the procedure for identifying and safeguarding records boxed for shipping.

Based on the information provided, the reporting requirements of 36 CFR 1230.14(a) have been met and NARA considers this matter resolved. Thank you for your attention to this important matter. If you have any questions or wish to discuss further, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Sincerely,

A handwritten signature in blue ink that reads "Laurence V. Brewer". The signature is written in a cursive style with a large initial 'L' and a distinct 'V'.

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government