

What to do if you have questions regarding your ERC credit status

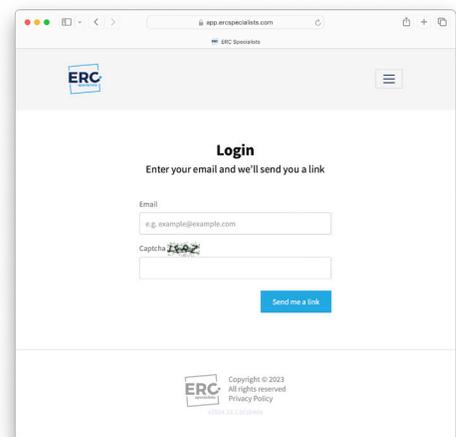
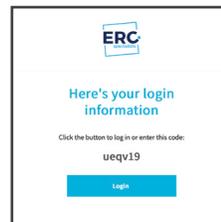


How to get ERC support from ERC Specialists or the IRS

1 Go to <https://app.ercspecialists.com/login>

A Go to your **ERCS customer portal** and log in using the email on file from your ERC application. Once you enter your email and fill in the captcha code, click the blue "Send me a link" button.

B Please check the email you received and either click the blue "Login" button to automatically login or copy and paste the code into your browser's "Login Code" box.



2 Customer support

ERC Status: Once logged in, you have the power to check the status of your application. Choose "Check the status of your application," and you can see the latest status ERCS has for your ERC in the "Progress" section.

Support Ticket: If you have an urgent request, submit a support ticket to the ERC Specialists support team. Fill out the "Support Ticket Request" form and submit it. Please be specific and provide all the details necessary to resolve your support request to ensure ERCS understands your issue fully.

3 Wait for ERCS to contact you

ERC Specialists (ERCS) will contact you about your support ticket within two business days.

4 If needed, call ERCS support at 385-707-0170

If your matter is urgent, call the ERC Specialists support team directly at **385-707-0170**. You can also email ERCS at support@ERCSpecialists.com (though using their Support Ticket system will yield the best results).

5 If needed, call the IRS directly at 1-800-829-4933

When you, the ERC applicant, call the IRS, you must press "1" for English and "3" for **payroll tax questions**. Only the ERC applicant may contact the IRS for their ERC claim. **Note:** Expect to be on hold for a lengthy amount of time.