

How it works!

SAFESEND KNOWLEDGE-BASED AUTHENTICATION (KBA) EXPLAINED



SafeSend requires tax payers to verify their identity before granting access to sensitive information. These questions come from LexisNexis, a global provider of legal analytics.



The data used to generate those questions comes from over 400 different public record sources.



Important note: we do not control which sources Lexisnexus uses, nor can we change any questions or answers.



The taxpayer will be asked a series of 5 questions. 3 out of 5 need to be answered correctly. The taxpayer will have a total of 3 chances to answer at least 3 questions correctly. If they fail all 3 series, SafeSend will mandate the taxpayer to download and manually sign forms - per IRS guidelines.