

IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COLLECTION – CASE RESOLUTION LETTER

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey please mark your responses with an ‘x’ using a blue or black pen. Your responses will be kept completely confidential.

1) The questions that follow ask your opinion regarding how the IRS handled your most recent contact(s) with an IRS field collection employee. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your opinion by choosing a number from 1 to 5, where 1 means “Very Dissatisfied” and 5 means “Very Satisfied.”

	Very Dissatisfied		Very Satisfied	Don't Know/Not applicable	
a. Ease of understanding the “Notice of Case Resolution” letter you received in the mail.....	[1]	[2]	[3]	[4] [5]	[]
b. Ease of establishing contact with your assigned collection agent.....	[1]	[2]	[3]	[4] [5]	[]
c. Courtesy of IRS representatives, other than your field collection agent....	[1]	[2]	[3]	[4] [5]	[]
d. Time your collection agent took to respond to you.....	[1]	[2]	[3]	[4] [5]	[]
e. Courtesy of your assigned collection agent.....	[1]	[2]	[3]	[4] [5]	[]
f. Your collection agent treating you with respect.....	[1]	[2]	[3]	[4] [5]	[]
g. Explanation of the collection process by your assigned collection agent...	[1]	[2]	[3]	[4] [5]	[]
h. Explanation of what would happen if you did not comply.....	[1]	[2]	[3]	[4] [5]	[]
i. Acknowledging receipt of the information you submitted.....	[1]	[2]	[3]	[4] [5]	[]
j. Consideration given to the information you submitted.....	[1]	[2]	[3]	[4] [5]	[]
k. Understanding that you have payment options.....	[1]	[2]	[3]	[4] [5]	[]
l. Flexibility in resolving your case.....	[1]	[2]	[3]	[4] [5]	[]
m. Keeping you up-to-date on your field collection case.....	[1]	[2]	[3]	[4] [5]	[]
n. Notifying you of case closure.....	[1]	[2]	[3]	[4] [5]	[]
o. Amount of time you had to spend on this collection issue.....	[1]	[2]	[3]	[4] [5]	[]
p. Fairness of treatment by the IRS.....	[1]	[2]	[3]	[4] [5]	[]

2) Regardless of whether you agree or disagree with the outcome of your case, how would you rate your overall satisfaction with the way your collection agent handled your case?

	Very Dissatisfied		Very Satisfied	Don't Know/Not applicable	
.....	[1]	[2]	[3]	[4] [5]	[]

3) How well do you understand the enclosed letter regarding resolution of your account?

- Understand completely
- Understand mostly
- Understand only a little
- Do not understand at all

Please continue on back →

4) **If you did not completely understand the letter, please tell us what you did not understand?**

5) **Who is handling this case?**

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

6) **Are you...?**

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

7) **Do you have any additional comments about the letter or suggestions for improvement?**

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE: W:CAR:MP: T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

**Thank you for completing the survey.
Please return the questionnaire by mail using the enclosed business return envelope.**