

Mary Jones  
123 Main Street  
Flint, MI 98765

Dear Mary Jones:

We are sending the enclosed DVD to you because our records show [FOR TAXPAYER: your tax account/FOR POA: one of your clients' accounts] is in a delinquent status. Your [FOR POA: client's] account has been assigned to a revenue officer who will contact you soon.

This DVD provides general information about the IRS collection process, what you can expect from the revenue officer, how long it normally takes to resolve delinquent accounts, and what you should do to resolve your account quickly.

We are testing the use of this DVD to help [FOR TAXPAYER: taxpayers/FOR POA: representatives] like you in resolving their delinquent accounts.

Please watch the DVD - we are interested in your feedback.

**After watching the DVD, please complete the enclosed survey within the next seven days and return the survey in the enclosed postage-paid envelope.** All responses are confidential, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person. The survey should take less than five minutes to complete.

Your response is very important to us and will help us improve service to taxpayers [FOR POA: and representatives].

Thank you for your participation.

Sincerely,

David Alito  
Director, Collection