

## IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COLLECTION POSTCARD

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.

The following questions are about the red postcard that you received in the past few months from your assigned IRS Collection agent. Please only answer these questions if you received this postcard.

**1) Did you return the postcard to your collection agent with the information they requested?**

- Yes
- No → → **SKIP TO Question 4**
- Do not recall → **SKIP TO Question 4**

**2) If you returned the postcard, did you receive it back, signed from the IRS as confirmation that they received all of your information?**

- Yes
- No
- Do not recall

**3) If you received the postcard back from the IRS, about how long did it take from the day you sent it to the IRS until the day you received it back?**

- Less than 1 week
- 1 to 2 weeks
- 3 to 5 weeks
- 6 weeks or more
- Do not recall

**4) If you did not return the postcard, please tell us the main reason why not (check only one):**

- Did not think it was necessary/Did not want the confirmation
- Too much trouble
- Did not understand the purpose of the postcard
- Do not recall getting the postcard
- Other, please specify \_\_\_\_\_

**5) Please answer the following questions about how the IRS is handling your most recent contact with an IRS field collection employee. For each question, please indicate your satisfaction on a scale of 1 to 5 where 1 means "Very Dissatisfied" and 5 means "Very Satisfied":**

	Very Dissatisfied		Very Satisfied	Don't Know/Not applicable	
a. Acknowledging receipt of the information you submitted.....	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ] [ 5 ]	[ ]
b. Keeping you up-to-date on your field collection process.....	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ] [ 5 ]	[ ]
c. Overall satisfaction with the way your field collection account is being handled.....	[ 1 ]	[ 2 ]	[ 3 ]	[ 4 ] [ 5 ]	[ ]

**Please continue on back →**

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

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

**7) Are you...?**

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

**8) Do you have any additional comments or suggestions about the red postcard?**

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*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.**