

**IRS Wage and Investment
Automated Collection System Correspondence Support (ACS Support)
Customer Satisfaction Survey**

Sample elements:

AREA_CODE AND TELEPHONE NUMBER:

DATE AND TIME OF INTERVIEW:

SITE CODES:

Introduction:

Hello, this is _____, calling from Pacific Market Research on behalf of the Internal Revenue Service. We are contacting taxpayers who have recently received mail correspondence from the Automated Collection System Correspondence Support (ACS Support) of the IRS Wage and Investment Division.

- 1 Continue
- 2 Callback
- 3 Refused

S1. May I please speak with (name on the list)?

- 1 Yes, respondent available - **(Continue)**
- 2 No such person - **(Thank and terminate, save case ID)**
- 3 Respondent not available/Not a good time - **(Set time to call back)**
- 4 Soft refusal - **(Set time to call back)**
- 5. Hard refusal - **(Thank and terminate)**

I would like to confirm that you have recently received mail correspondence from the Automated Collection System Correspondence Support (ACS Support) of the IRS Wage and Investment Division, is that correct?

- 1. Yes - **(Continue)**
- 2. No, never had a case with ACS Support - **(Terminate)**
- 3. Soft Refusal - **(Call back)**
- 4. Hard refusal - **(Thank and Terminate Refusal)**

S2. Can you verify that you are the person who contacted ACS Support through mail correspondence?

- 1 Yes - **(Skip to S3)**
- 2 No - **(Ask for appropriate respondent)**
- 3 (DK)
- 4 (Refused) - **(Thank and terminate)**

(INTERVIEWER NOTE: If person referred to is at a different phone number, record the following information). Terminate call and call phone number of person who interacted with ACS Support.

NAME:

RELATIONSHIP TO TAXPAYER:

PHONE NUMBER:

R1. **(For referrals only)** May I please speak with (name of the person referred)?

- 1 Yes, respondent available - **(Continue)**
- 2 No such person - **(Thank and terminate, save case ID)**
- 3 Respondent not available/Not a good time - **(Set time to call back)**
- 4 Soft refusal - **(Set time to call back)**
- 5. Hard refusal - **(Thank and terminate)**

R2. This is _____, calling from Pacific Market Research, on behalf of the Internal Revenue Service. We are contacting taxpayers who have recently received mail correspondence from the Automated Collection System Correspondence Support (ACS Support) of the IRS Wage and Investment Division. You have been referred to us by (name of the taxpayer) as the person who handled his/her mail correspondence with ACS Support of the IRS Wage and Investment Division. Is that correct?

- 1 Yes - **(Skip to S3)**
- 2 No - **(Ask for appropriate respondent)**
- 3 (DK)
- 4 Refused) - **(Thank and terminate)**

S3. The IRS is surveying taxpayers who have recently contacted the ACS Support function through mail correspondence. Your opinion is very important to the IRS and will help the IRS improve its service to the public. The survey will take approximately 5 minutes to complete. Your response will be kept strictly confidential. Would you like to participate?

- 1. Yes **(Proceed to survey)**
- 2. No **(Set time to call back)**
- 3. (DK) **(Set time to call back)**
- 4. (Refused) **(Thank and terminate)**

I'm going to read a list of items about your the questions that follow ask your opinion regarding how the IRS handled your written correspondence regarding a proposed balance due or an unfilled return. 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." If a question does not apply to you, please state so. Again, please consider only the **written** responses you receive from ACS Support which stands for "Automated Collection System Correspondence Support".

How satisfied are you with:

Q1a How satisfied are you with the ease of understanding the correspondence you received?

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied, OR
- 1 Very dissatisfied
- 0 Not Applicable

Q1b. The tone of the correspondence you received?

Q1c. The ease of obtaining the information you needed from ACS Support?

Q1d. How satisfied are you with the accuracy of the information provided by the IRS in response to your written inquiry?

Q1e. How satisfied are you with the time you were given to respond to ACS Support?

Q1f. How satisfied are you with the explanation of what records you needed to send?

Q1g. How satisfied are you with the ease of resolving this matter through written correspondence?

Q1h. How satisfied are you with the consistency of the information that you received via correspondence?

Q1i. How satisfied are you with the consideration given to your tax issues that you sent to ACS Support?

(If code "1" or "2" in Q1i, continue. Otherwise, skip to Q1j.)

Q1i. In what way are you not satisfied with the consideration given to your tax issues that you sent to ACS Support?

_____ (Open ended)

Q1j. How satisfied are you with ACS Support about keeping you informed of the status of your case?

Q1k. How satisfied are you with the time ACS Support took to respond to your written inquiry?

Q1l.a How satisfied are you with the completion of actions promised by ACS Support?

Q1l.b In what way are you not satisfied with the completion of actions promised by ACS Support?

_____(Open ended)

Q1m. How satisfied are you with the understanding that you have payment options?

Q1n. The fairness of treatment by ACS Support related to this issue?

Q1o. How satisfied are you with ACS Support notifying you of how your case will be resolved?

Q1p. How satisfied are you with the length of the resolution of your case, from the time you made your inquiry in writing to ACS Support and received a written response?

Q2. Regardless of whether you agree or disagree with the final outcome, on the same scale, please rate your overall satisfaction with the way your tax issue was handled by ACS Support. **(If necessary, repeat scale)**

- 5 Very satisfied
- 4 Somewhat satisfied
- 3 Neither satisfied nor dissatisfied
- 2 Somewhat dissatisfied
- 1 Very dissatisfied
- 0 Not applicable

Q3. Which of the following statements best describes you? **(Read list, and select one.)**

- 1 I am the taxpayer.
- 2 I am a tax professional who represented the taxpayer.
- 3 I am someone else who represented the taxpayer.

Q4 Do you have any suggestions or comments you would like to make to ACS Support?

_____(Open ended)

CLOSING COMMENTS

That completes the survey. We are required by law to report to you the OMB (Office of Management and Budget) Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time estimate to complete the survey or ways to improve the survey, you may write to the IRS. Would you like the address?

(IF YES, ADDRESS IS...)

Internal Revenue Service
Tax Product Coordinating Committee
1111 Constitution Avenue, NW
Washington, DC 20224

**(VALIDATE PHONE NUMBER AND
THANK RESPONDENT BY SAYING:)**

Again, this is _____, with Pacific Market Research on behalf of the IRS ACS
Support function. Thank you for your time.