

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA



January 26, 2006

13257F 0000001 *****MIXED AADC 166
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a survey from Susan W. Carroll, Director, Accounts Management, asking for your help with an important research project. So far, we have not received your completed questionnaire. If you have not already done so, please take a few minutes to fill in your responses.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the process of corresponding with the IRS regarding your tax return or filing an amended return. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such issues. 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 an individual.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call the Survey Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. The first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about these changes

Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb
Project Director



IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY ACCOUNTS MANAGEMENT/ADJUSTMENTS

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. Your responses will be kept completely confidential. Please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . If you have questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

The questions that follow ask your opinion regarding recent correspondence or an amended return you have sent to the IRS regarding a tax matter. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your level of satisfaction by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied." If the question does not apply to your situation, mark the box labeled "Don't Know/Not Applicable."

Very Dissatisfied	1	2	3	4	5	Very Satisfied	Don't know/Not applicable
	▼	▼	▼	▼	▼		▼

1 How satisfied are you with the:

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a. Ease of understanding the information supplied by the IRS. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Appropriateness of the tone of IRS correspondence concerning your issue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Completeness of instructions you received for resolving your issue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Time given you to respond to the IRS. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Appropriateness of the information you had to provide. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Ease of getting more information about your issue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Keeping you informed about the status of your case. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If 1 or 2 rating: Why did you give this item a low rating?

- | | | | | | | |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| h. Explanation regarding the resolution of your issue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i. Length of time it took to resolve the issue. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

If 1 or 2 rating: Why did you give this item a low rating?

- | | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| j. Fairness of treatment by the IRS. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your issue was handled? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2 Did you write or send an amended return to the IRS because the IRS sent you a notice or a letter?

- Yes
- No

3 Have you contacted the IRS about this issue before?

- Yes
- No → *(If you have NOT contacted the IRS about this issue before, please SKIP TO QUESTION 6.)*

4 What method(s) did you use to contact the IRS about this issue? *(Please mark all that apply.)*

- E-mail
- In person
- Mail
- Other
- Toll-Free line

5 How would you rate the level of service received from this contact versus previous contacts?

- Better
- Worse
- The same



6 How many days elapsed between the time you submitted this correspondence or amended return and the time you received a reply?

- Less than 15 days
- 15-29 days
- 30-44 days
- 45-60 days
- Over 60 days
- Did not receive a reply

7 What is a reasonable time frame to wait for the IRS to respond to your issue?

- Less than 15 days
- 15-29 days
- 30-44 days
- 45-60 days
- Over 60 days

8 Was your issue with the IRS completely resolved?

Yes

In how many months?

No

Not sure (Skip to Question 9)

▶ How many months has it been in process?

8a If your issue was not resolved, why do you believe your issue has not been completely resolved?

9 Did you agree with the outcome of your issue?

- Yes
- No
- Not sure

10 Did you . . . ?

- Use a tax professional to assist you with resolving your issue
- Represent yourself
- Other

11 Please mark the topic that best describes your main issue.

- Status of refund
- Status of payment
- Penalty/Interest charges
- Earned income credit
- Exemptions/Dependents
- Name/Address changes
- Credits (child care, education)
- Other changes to original return
- Other

12 Use this space for comments, 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.