

**IRS LETTERHEAD**  
**Draft Pre Note Solicitation**

FROM: Robert L. Trujillo  
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SUBJECT: Customer Satisfaction Survey Initiative

The Internal Revenue Service (IRS) Restructuring and Reform Act of 1998 (RRA'98) established several mandates for the IRS to fulfill. One of those mandates was to survey our customers to determine their level of satisfaction with the IRS's overall job performance, and to solicit ideas for the improvement of our services.

The Large and Mid-Size Business Division (LMSB) of the IRS has begun polling taxpayers to obtain feedback on overall performance with recently closed examinations. LMSB is not contacting taxpayers directly but is utilizing the contractual services of Newspaper Printing Company (NPC). This company is acting on behalf of LMSB and all information conveyed will be confidential. They will be contacting via mail to ask your participation in a 10 minute survey. Included will be a paper survey and a postage paid return envelope. Please take the time to participate in this study and use this opportunity to be candid about our performance.

If you have any questions about the objectives of this study please contact Jim Morton, Program Analyst at 404-338-7127 or [jim.morton@irs.gov](mailto:jim.morton@irs.gov). He will be more than happy to discuss the process with you. Thank you in advance for your interest in improving our services.