Appendix A: Offer in Compromise Customer Satisfaction Survey

IRS
Department of the Treasury
Internal Revenue Service
www.irs.gov

Internal Revenue Service

OMB #1545-1432

Small Business/Self-Employed Customer Satisfaction Survey on

Offer in Compromise (OIC)

The IRS is trying to improve its service to the public. You can help in this important mission by answering this voluntary survey about the OIC program. The responses you provide will help us understand your opinion regarding how the IRS handled your recent application for an offer. This voluntary survey takes less than three minutes to complete and your responses will be kept completely confidential.

Instructions

Use a blue or black ink pen only.
Do not make any stray marks on this form.
All responses must be fully marked by filling in the circles.

Shade circles like this: ● **Not like this:**

Please indicate how satisfied you were with the following aspects of the OIC program.
The response choices are numbered from 1 to 5, where **1 means "Very Dissatisfied"** and **5 means "Very Satisfied."**
Please provide your opinion on the process, ***regardless of whether you agreed or disagreed with the final outcome of the offer.***

	Very Dissatisfied 1	2	3	4	Very Satisfied 5	Not Applicable N/A
1. Clarity of the instructions in IRS Form 656 ("Offer in Compromise")	○	○	○	○	○	○
2. Timeliness of IRS acknowledgement of my offer application	○	○	○	○	○	○
3. Clarity of explanations from the assigned offer examiner on the offer process	○	○	○	○	○	○
4. Courtesy shown to me by the assigned offer examiner	○	○	○	○	○	○
5. Knowledge of the assigned offer examiner on the offer process	○	○	○	○	○	○
6. IRS updates to me about the status of my offer	○	○	○	○	○	○
7. Clarity of letters from the IRS about my offer	○	○	○	○	○	○
8. Opportunity to discuss the analysis and proposed disposition of my offer with the assigned offer examiner	○	○	○	○	○	○
9. Opportunity for me to provide additional information based on discussions with the assigned offer examiner	○	○	○	○	○	○
10. Timeliness of IRS acknowledgement of my submission of additional documents requested from me	○	○	○	○	○	○
11. Flexibility of the IRS in resolving disagreements with me about my offer	○	○	○	○	○	○
12. Timeliness of IRS notification on the closure of my case	○	○	○	○	○	○
13. Reasonableness of the amount of time I spent on the offer process	○	○	○	○	○	○
14. Regardless of whether you agreed or disagreed with the final outcome, how would you rate your overall satisfaction with the way your OIC was handled?	○	○	○	○	○	

15. Use this space for additional comments or suggestions on improvements for the OIC program. If your response to any of statements 1-14 was "dissatisfied" or "very dissatisfied," please provide additional information to help us improve the future processing of offer in compromise cases.

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The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this survey is 1545-1432. We estimate the time required to fill out this questionnaire will average 3 minutes. 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, 1111Constitution Ave. NW, Washington, DC 20224

3	4	5	6	7

Thank you for completing the survey!

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Appendix B: Survey Pre-notification Letter

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

*******AUTO**3-DIGIT 300 ## 1
N1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX 1
Attention: N2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
ALPHARETTA GA 30004-4316

Dear Taxpayer or Tax Professional: November 21, 2005

We are very interested in your opinion about the Offer in Compromise (OIC) Program. Within the next few days, the Internal Revenue Service will send you a questionnaire about the OIC Program. The purpose of this questionnaire is to gather opinions from taxpayers and tax professionals on their experience with submitting an offer in compromise, and on what the IRS can do to enhance this program.

We encourage you to respond to this voluntary questionnaire, so that we can use your feedback to improve our service. Your feedback will be confidential. You were randomly selected to participate in this survey. The questionnaire should take about three minutes to complete. The information you provide will only be used for the purposes of evaluating and improving this program.

We appreciate your participation, and we thank you in advance for your assistance in giving us your assessment of the OIC Program. Your feedback will allow us to identify ways to improve this program.

Sincerely,

Michael McDermitt,
National Program Manager for
Offer in Compromise,
Small Business/Self-Employed Operating Division

L1OIC Form 13714 (11-2005) Catalog Number 43857B Department of the Treasury-**Internal Revenue Service**
12345

Appendix C: Survey Cover Letter

Internal Revenue Service
SB/SE Research (OIC)
7850 SW 6th Court - Room 239
Plantation, FL 33324

1
1

*******AUTO**3-DIGIT 300
N1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Attention: N2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
CONYERS GA 30013-2941

Dear Taxpayer or Tax Professional:

October 28, 2005

We are very interested in your opinion about the Offer in Compromise (OIC) Program. This questionnaire is directed to individuals and practitioners who have submitted an offer to the Internal Revenue Service. Please have this questionnaire completed by the person who was responsible for completing Form 656 (Offer in Compromise).

You were randomly selected to participate in this survey. The enclosed questionnaire should take about three minutes to complete, and your participation is voluntary. The information you provide will only be used for the purposes of evaluating and improving this program.

For your convenience, an envelope is enclosed. Please return the completed questionnaire within five business days to ensure that your opinions are included in this study. If the return envelope is missing or lost, please return the questionnaire to the above address.

We appreciate your participation, and we thank you in advance for your assistance in giving us your assessment of the OIC Program. Your personal feedback will allow us to identify ways to evaluate and improve this program.

Sincerely,

Michael McDermitt,
National Program Manager for
Offer in Compromise,
Small Business/Self-Employed Operating Division

Enclosures
Survey
Return Envelope

L2OIC Form 13714 (11-2005) Catalog Number 43857B Department of the Treasury-**Internal Revenue Service**
34567

Appendix D: Survey Follow-up Notice

Dear Taxpayer or Tax Professional:

Recently, the Internal Revenue Service sent you a questionnaire regarding your opinion about the Offer in Compromise Program.

If you have already returned the questionnaire, thank you for your participation. If you have not yet completed the questionnaire, please take approximately three minutes to do so now. We encourage you to respond so that we can use your feedback to improve our service.

If you have misplaced the questionnaire or return envelope, you may call us at (954) 423-7273 to receive a replacement.

Your feedback is confidential and will allow IRS to improve our progam for you.

PC-OIC Form 13714(11-2005) Catalog Number 43857B Department of the Treasury-Internal Revenue Service

INTERNAL REVENUE SERVICE
SB/SE RESEARCH (OIC)
7850 SW 6TH COURT - Room 239
PLANTATION, FL 33324

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12345 ## 1
*******AUTO**3-DIGIT 300 1
N1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
N2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A1XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
A2XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
ALPHARETTA, GA 30004-4316