



DEPARTMENT OF THE TREASURY

INTERNAL REVENUE SERVICE
Washington, D.C. 20224

COMMISSIONER
SMALL BUSINESS/SELF-EMPLOYED DIVISION

Dear Sir or Madam:

Your help is needed for an important initiative we are undertaking to improve service to America's taxpayers. To accomplish this, we need feedback from small business and individual taxpayers like you. You were randomly selected from an IRS list of small business and individual taxpayers across the country.

In a few days, you will receive a phone call from ***Pacific Market Research***, an independent firm that will conduct a telephone survey for the Internal Revenue Service. They will be asking you questions about your experience with the process of filing and paying your taxes and with resolving any issues you might have after filing. ***They absolutely will not ask for any of your personal information***, including TINs, SSNs, or credit card information. If you are a business taxpayer, please help us by doing everything you can to direct the interviewer to the person in your business who is most familiar with your business return or who works most closely with your tax preparer. In most cases, this will be the person who signs your tax returns. If you are an individual taxpayer or the person in the business who knows the most about your own tax matters, please agree to be interviewed. Even if your tax returns are prepared by a professional, we are interested in your own thoughts about your experience in dealing with us.

To keep all replies confidential, we engaged ***Pacific Market Research*** to administer the survey. This company will conduct the interviews and tabulate the results. The interview should take 15 to 18 minutes to complete. Only summary information and nothing specific about you or your company will be reported to the Internal Revenue Service. This survey has been approved by the Office of Management and Budget (Control Number 1545-1432.) If you have any questions about the validity of this survey, please contact Dorian Shawcross, IRS Policy Analyst, at (202) 283-2809.

The IRS is committed to improving service to every taxpayer. Although your participation in this survey is completely voluntary and will not affect your tax situation in any way, your help is critical to this effort, so please agree to let your voice be heard by participating in the interview. Thank you for your cooperation.

Sincerely,

Kathy Petronchak