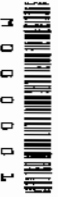




# Survey Processing Center

PO Box 344  
Claysburg, PA 16625 USA



September 13, 2004

13257B 0000001 \*\*\*\*\*SNGLP  
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 letter from K. Steven Burgess, Director, Examination Division, asking for your help with an important research project.

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 IRS Audit process. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have gone through an examination of a recent tax return. 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 any one person.

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 Processing Center Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A 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 this improvement.

Sincerely,

Dr. Peter Webb  
Project Director

# Survey Processing Center

PO Box 344  
Claysburg, PA 16625 USA

September 17, 2004

13257B 0000001 \*\*\*\*\*SNGLP  
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 K. Steven Burgess, Director, Examination Division, asking for your help with an important research project. If you have already completed the survey, thank you. 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 IRS Audit process. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have gone through an examination of a recent tax return, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

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 Processing Center Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A 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 this improvement.

Thank you in advance for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Peter Webb".

Dr. Peter Webb  
Project Director



# IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COLLECTION

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. When completing this survey, 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 . Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

**1** The questions that follow ask your opinion regarding how the IRS handled your most recent contact with an IRS field collection employee. 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."

|  | Very Dissatisfied<br>1   | 2                        | 3                        | 4                        | Very Satisfied<br>5      | Don't know/Not applicable |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| a. Ease of understanding the collection notices you received in the mail. ....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| b. Ease of establishing contact with your assigned collection agent. ....        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| c. Courtesy of IRS representatives, other than your field collection agent. .... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| d. Time your collection agent took to respond to you. ....                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| e. Courtesy of your assigned collection agent. ....                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| f. Your collection agent treating you with respect. ....                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| g. Explanation of the collection process by your assigned collection agent. .... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| h. Explanation of what would happen if you did not comply. ....                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| i. Acknowledging receipt of the information you submitted. ....                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| j. Consideration given to the information you submitted. ....                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| k. Understanding that you have payment options. ....                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| l. Flexibility in resolving the issue. ....                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| m. Keeping you up-to-date on your field collection process. ....                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| n. Notifying you of case closure. ....   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| o. Amount of time you had to spend on this collection issue. ....                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |
| p. Fairness of treatment by the IRS. ....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

**2** Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your field collection was handled?.....

| Very Dissatisfied<br>1   | 2                        | 3                        | 4                        | Very Satisfied<br>5      | Don't know/Not applicable |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>  |

**3** Are you...?

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer



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.

**4 Use this space for comments, or suggestions for improvement.**

Blank lined area for providing comments or suggestions for improvement.

*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.**