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AUR Phone Focus Groups Confirmation Letter
(Similar Letter for In-Person Focus Groups)

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April 1, 2009

Thank you for your willingness to participate in a one-hour phone focus group interview of taxpayers to better understand the service you received and your service needs. This is NOT a call about your specific case. This is your opportunity to have input and to tell the IRS what your experiences have been and to make recommendations for change.

Your participation with this research is voluntary, but your help on this project would be very much appreciated. As a token of our appreciation for your time, you will receive $75.

The focus group will be held via telephone on Monday, May 4 or Tuesday May 5, 2009 at 8:00 PM ET. All participants will call in to an 800 number to join the conference call. The discussion will last about one hour. You will be joined by a group of up to 8 people who, like you, have experience with the IRS' process. You will not be asked about your specific tax situation, only about your experience with this process.

We are delighted that you will participate in our group.

The dial in number is: 1-866-606-4717
The access code is: 4966282#

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, you may write to the IRS.

Send your comments and suggestions to:

Internal Revenue Service,
Tax Products Coordinating Committee,
Room #IR-6406
1111 Constitution Ave. NW,
Washington, DC 20224.

Thank you and have a nice day. We look forward to speaking with you on: Monday May 4 or Tuesday May 5, 2009 at 8:00PM.

Thanks,

Mike Nagai
Pacific Market Research
1.877.271.2300

AUR Reminder Call Script

May I please speak with _____.

Mr./Ms. _____. I am calling from Pacific Market Research to remind you about the telephone focus group/in-person focus group you agreed to participate in that is scheduled to take place on _____ at _____.

Did you receive the confirmation letter? (If not we gather their information and send it on right away, or if that is not possible, we read them the information and ask them to record it.)

We then confirm the focus group phone number and access code/focus group location and say we look forward to hearing from them.