
Confirmation Telephone Call for TE/GE Customer Focus Groups

Hello my name is _____. I'm calling from ICF Macro to confirm your participation in the upcoming telephone focus group regarding your experience during the IRS [INSERT FUNCTION] examination...

[if taxpayer] ...of your organization.

[if Power of Attorney] ...of a client organization's.

The focus group will be held on [INSERT DATE AND TIME]. The discussion will last approximately 1 hour.

Q1. Did you receive the email with the instructions for calling in?

- Yes -> skip to Confirmation
- No -> continue

Q2. I'm sorry you didn't receive them. May I give them to you over the phone right now?

- Yes -> continue
- No -> skip to Q3

[Instructions for calling in]

Please call this toll-free number: 1-866-642-1665

When prompted, enter this passcode using your telephone keypad: 464849

[Skip to Confirmation]

Q3. May I email them to you again?

- Yes -> continue
- No -> terminate [Thank the person for his/her time.]

Q4. Would you be willing to give me your email address once again to make sure we have it correctly?

- Yes -> Record e-mail address. Verbally confirm email and continue.
- No -> terminate [Thank the person for his/her time.]

Confirmation

Great. We look forward to your participation. The IRS greatly appreciates your feedback to help them improve the examination process. Again, please call in at [INSERT DATE AND TIME].

Thank you.

TE/GE Customer Focus Group Confirmation Email