
Confirmation Email for TE/GE Customer Focus Groups

Subject: IRS Examination Focus Group

Dear [NAME],

Thank you for your willingness to take part in the upcoming telephone focus group with IRS [INSERT FUNCTION] customers who have been through an examination of their organization or on behalf of a client's organization. ICF Macro is an independent consulting firm selected by the IRS to conduct the focus group. We will be talking with customers like yourself to discuss your experiences with the examination process.

The IRS will use your feedback to help them improve the examination process. We will not reveal the identity of anyone who participates to the IRS, nor attribute any of the feedback we receive to any individual.

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

Instructions for calling in:

- Please call this toll-free number: **1-866-642-1665**
- When prompted, enter this passcode using your telephone keypad: **464849**

We are only inviting a few people, so it is very important that you notify us as soon as possible if for some reason you are unable to attend. Please call [NAME] at [TELEPHONE NUMBER] if this should happen.

We look forward to speaking to you on [DATE] at [TIME]. We will give you a quick reminder call a day or so ahead of the focus group.

[NAME]
ICF Macro