

Acknowledgment Letters to Participants

Dear **[Participant]**:

Thank you for agreeing to participate in the research being conducted by **[company name]**. Below is the date, time, and location that we have reserved for you. We are also attaching directions for you. Please remember to bring your glasses or contacts if you use them to read. You will be talking with staff from **[company name]** and other **[insert language]**-speaking taxpayers. You will receive **[insert amount]** at the end of the study. You are scheduled for the following:

[insert date, time, and location]

If you cannot keep this appointment, please call us at **[insert local number]**.

We look forward to meeting you and having your valuable insights for this important research.

Sincerely,

[insert]

Participant Reminder Telephone Script

1. Hello, my name is **[first and last name]**. May I speak to **[name from confirmed participant list]**?

Speaking to respondent; respondent comes to the phone > skip to Q3

If someone other than the respondent asks why you are calling, say: I'm calling regarding an important study to improve communications between IRS and those who speak **[Korean/Mandarin/Vietnamese/Russian]** as a first language that **[name from confirmed participant list]** is participating in. Is **[name from confirmed participant list]** in?

2. If no, ask, may I leave a message for him or her? > go to Q3

3. My name is **[first and last name]**, and I'm calling from **[Marketing Company's Name]** for Kleimann Communication Group to confirm **[name from confirmed participant list]**'s participation on **[date and time]** for the **[Korean/Mandarin/Vietnamese/Russian]** Language Needs Assessment Project. Will you still be able to make it? Please remember to bring your glasses or contacts if you use them to read.

If leaving a message say, will you please give **[name from confirmed participant list]** this message and have **[name from confirmed participant list]** call me at **[telephone number]** if **[he or she]** will not be able to make it.

Thank participant or person taking message.

The Paperwork Reduction Act requires that the IRS provide an OMB control number for all public information requests. The OMB Control Number for this study is 1545-1349. 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 at: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave., NW, IR-6406, Washington, DC 20224.