



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20224

February xx, 2009

LARGE AND MID-SIZE
BUSINESS DIVISION

MEMORANDUM FOR LARGE AND MID-SIZE BUSINESS COMMUNITY

FROM: Robert Trujillo
Director, Planning, Quality, Analysis, and Support

SUBJECT: Customer Satisfaction Survey

The Large and Mid-Size Business Division (LMSB) of the IRS is polling taxpayers to obtain your perspective regarding tax planning and corporate tax compliance. Your responses will help the IRS discover ways to improve the level of service they provide to businesses such as yours. LMSB is not contacting taxpayers directly but is utilizing the contractual services of Pacific Consulting Corporation and their subcontractor Abt SRBI Inc. This company is acting on behalf of LMSB and all information conveyed will be confidential. They will be contacting you via phone and asking for your participation in a 10 minute survey. Please take the time to participate in this study and use this opportunity to be candid about our performance.

If you have any questions about the objectives of this study, please contact Jim Morton, LMSB Program Analyst, at 404-338-7127 or jim.morton@irs.gov. He will be more than happy to discuss the process with you. Thank you in advance for your interest in improving our services.