

## Appendix 1

### IRS Correspondence Survey

The IRS believes that you expect and deserve our correspondence to be clear and useful. In order to lessen your burden, conserve resources and improve efficiency, we would like your help evaluating the notice package you just received.

Please take a few moments to answer the following questions and place this postage-paid card in the mailbox. Your participation is voluntary and your responses will remain anonymous.

1. Please indicate the reason you received this notice.
  - a. Account in zero balance
  - b. Owed the IRS less than \$5
  - c. Had a credit of less than \$1
  
2. Which of the following actions did you perform prior to receiving this notice? (Please select all that apply.)
  - a. Filed an amended return requesting a change to tax
  - b. Wrote to the IRS requesting a change to tax
  - c. Responded to a notice that changed the tax amount owed
  - d. Returned a response form agreeing to a proposed tax increase
  - e. Updated information (i.e., Filing status, Dependents) resulting in no tax change
  
3. When you took the above action, what did you expect to receive from the IRS?
  - a. Nothing
  - b. A notice or letter
  - c. Other communication regarding my account
  
4. Should you need to perform this action again in the future, what would you like to receive from the IRS?
  - a. Nothing
  - b. A notice or letter
  - c. Other communication regarding my account
  
5. If you had not received this notice, which if any of the following actions would you have taken? (Please select all that apply.)
  - a. Called the IRS
  - b. Written the IRS
  - c. Visited an IRS walk-in site
  - d. Checked the "Where is my refund?" section on IRS.gov
  - e. Contacted the Taxpayer Advocate Service
  - f. None of the above
  
6. Did you find the additional material included with this notice helpful?
  - a. Yes
  - b. No
  - c. I didn't review the enclosed material

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, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.