

TAX PRACTITIONER SURVEY QUESTIONS

1. Do you provide service to your customers in a language other than English?

YES NO

If YES, what languages do you service? (**select all that apply**)

Chinese _____
Vietnamese _____
Korean _____
Russian _____
Spanish _____
Other (specify) _____

2. Where is your office located?

City _____ State _____ Zip _____

3. What percentage of your customers do not speak and/or read English very well and could benefit from products in their native language?

0 – 10% 11 – 25% 26 – 50% 51 – 75% over 75%

4. Will a statement written in Spanish on an English document that directs taxpayers to call a toll-free number for help *in Spanish* meet the needs of Spanish taxpayers?

Yes

No (please explain below)

5. Which is the *best alternative* to having a Spanish statement and toll-free number on English documents (**select one**):

A. Have a document in Spanish language sent upon request (call a telephone number and have Spanish language document sent), or

B. Have Spanish language document sent directly to taxpayers who are pre-identified as Spanish, or

- C. Receive a Spanish/English (two-sided) document that is sent to all taxpayers.
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6. Have you used the IRS Over-the-Phone Interpreter Service with your limited-English clients?

If YES, please rate your satisfaction with the Over-the-Phone Interpreter service using the scale below. **Select one.**

1. very dissatisfied
 2. dissatisfied
 3. neither satisfied nor dissatisfied
 4. satisfied
 5. very satisfied
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7. IRS has a Spanish website. Would a Chinese, Korean, Russian, and Vietnamese IRS website be beneficial to your clients?

YES NO

If YES, which language(s)?

8. What percentage of your clients are small business taxpayers?

0 – 10% 11 – 25% 26 – 50% 51 – 75% Over 75%

9. To help your limited-English **small business** customers understand and meet their tax obligations, which products or services are needed from the IRS?

10. Which top 5 **TAX TOPICS** are of specific interest to your clients?

- i. _____
- ii. _____
- iii. _____
- iv. _____

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.

Thank you for your feedback.