



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
ATLANTA, GA 30308

WAGE AND INVESTMENT DIVISION

SAMPLE DATE

##13423 0000001 *****3-DIGIT I66
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789

Dear JOHN Q & MARY Q SAMPLE:

I need your help with an important initiative I am undertaking to improve our service to taxpayers across the country. I want to get feedback from taxpayers like you who have been through the Injured Spouse process at the Internal Revenue Service (IRS).

In a few days, you will receive a questionnaire asking for your opinions about working with the IRS during and after the processing of your claim. The questionnaire will take less than 7 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

To keep all replies anonymous to the IRS, we have asked an independent research company to administer the survey. Pacific Consulting Group/Scantron employees will process the questionnaires and report only statistical totals to us so that we can make improvements.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the questionnaire as soon as possible. If you do not receive a questionnaire, please contact the Survey Helpline at 1-866-960-7897.

Thank you in advance for your cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read "Jane Looney".

Jane Looney
Director, Accounts Management
Wage and Investment Division