

Pacific Consulting Group/Scantron

IRS Customer Survey
P.O. Box 64530
St. Paul, MN 55164-9610 USA

August 13, 2008

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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:

A few days ago, you received a survey from Jane Looney, Director Accounts Management, Wage and Investment Division of the Internal Revenue Service, asking for your help with an important research project. So far, we have not received your completed questionnaire. If you have not already done so, please take a few minutes to fill in your responses. The questionnaire is quite brief and should take about 7 minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire.

We are administering a nationwide survey of a random sample of people who filed an Injured Spouse claim. We want to know your opinions about your experiences with the Injured Spouse process. Your responses are critical to the accuracy of this research.

We have sent questionnaires to a random sample of taxpayers who used the Injured Spouse process. All responses are anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no single reply can be traced back to an individual. If you have any questions about this survey, please feel free to call the Survey Helpline at 1-866-960-7897.

The IRS is committed to improving its performance and service to the public. An important step in this process is to gather reliable information from those who have had contact with our services and employees. Your honest opinions will help bring about these improvements.

Thank you in advance for your cooperation.

Sincerely,



Peter Webb
Project Director