

**IRS SMALL BUSINESS/SELF-EMPLOYED
CUSTOMER SATISFACTION SURVEY
COMPLIANCE CENTER EXAM**

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1. The questions that follow ask your opinion regarding how the IRS handled your most recent correspondence examination. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied				Very Satisfied
a. Explanation of why you were being examined.	1	2	3	4	5
b. Ease of understanding the initial notice.	1	2	3	4	5
c. Clarity of notices in explaining what records you needed to send in.	1	2	3	4	5
d. Reasonableness of the information you were asked to provide.	1	2	3	4	5
e. Time given you to respond to the IRS.	1	2	3	4	5
f. Time the IRS took to respond to you.	1	2	3	4	5
g. Length of time to get through to an IRS representative by phone.	1	2	3	4	5
h. Ease of getting through by phone to an IRS employee who can help you.	1	2	3	4	5
i. Courtesy and professionalism of IRS employees.			1	2	3 4 5
j. Tax knowledge of IRS employees.	1	2	3	4	5
k. Business knowledge of IRS employees.	1	2	3	4	5
l. Consideration given to the information you submitted.	1	2	3	4	5
m. Consistency of information received from the IRS.	1	2	3	4	5
n. Notifying you of case closure.	1	2	3	4	5
o. Length of the correspondence examination process, from start to finish.	1	2	3	4	5
p. Amount of time you had to spend on this correspondence examination.	1	2	3	4	5
q. Explanation of why adjustments were made.	1	2	3	4	5
r. Fairness of treatment by the IRS.	1	2	3	4	5

2. Did you contact the IRS Toll-Free Exam number listed on the letter you received?

- Yes
 No
 Don't recall

3. Approximately how many times did you contact the IRS (by mail or by phone) before your issue was resolved?

_____ Times

4. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your correspondence examination was handled? 1 2 3 4 5

5. Prior to the correspondence examination, what was your expectation of the length of time in months for the examination to be completed? (Write number of months)

_____ Months

6. Did you ...?

Use a tax professional to assist you with resolving this issue

Represent yourself in resolving this issue

Both

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number, best time of day to call, and your email address (if available). This information will not be shared with the IRS and will be used only for the purpose of survey research.

Telephone #: _____ Best time to call: _____

Email address: _____

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

7. Use this space for comments or suggestions for improvement.

Paperwork Reduction Act Notice

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 completing the survey.
Please return the questionnaire by mail using the enclosed business return envelope.**