

Private Debt Collection Agency Customer Satisfaction Survey

(For Private Debt Collection Agency (PCA) Customer Service Representative)

Please enter your six-digit site code.

Please identify if this was in an inbound or outbound call

- *Press one if the taxpayer is calling in response to a letter*
- *Press two if the taxpayer is returning a phone call*
- *Press three if this contact was made through an outbound phone call*

Please identify if this is an initial or follow up phone call

- *Press one if this is the first live contact your agency has had with this taxpayer over the phone.*
- *Press two if this is not the first live phone contact your agency has had with this taxpayer.*

Now transfer call to taxpayer/tax professional.

(For Taxpayer/Tax Professional Respondent)

Press the star key when you are ready to take the survey

Quality of Service Section

Caller hears: Thank you for participating in this voluntary survey. This survey allows taxpayers to provide anonymous and confidential information to assist the IRS and the Private Collection Agencies to improve their services. The survey will take seven minutes to complete. During this survey, you will be asked to rate the service you received from the collection agency during this call.

Press the star key to repeat the question

You may press the pound key to go back to the previous question and change your answer if necessary.

1. Have you received any letters from a private collection agency regarding your tax bill?

[Programming note: If yes, include questions 2 and 3. If no, start with q4.]

If yes, press 1. If no, press 2.

Please rate the next questions using the following scale:

If you were very satisfied, press 5

For somewhat satisfied, press 4

For neither satisfied nor dissatisfied, press 3

For somewhat dissatisfied, press 2

For very dissatisfied, press 1

2. Please rate your satisfaction with being able to understand the meaning of letters you received from the Private Collection Agency.

3. Please rate your satisfaction with the tone of the letters.

4. Now thinking about your call today, please rate your satisfaction with the length of time it took to complete your call

If you were very satisfied press 5

For somewhat satisfied, press 4

For neither satisfied nor dissatisfied, press 3

For somewhat dissatisfied, press 2

For very dissatisfied, press 1

[Programming note: if you rated 1 or 2, continue with question 5. If rated a 3, 4, or 5, skip to question 6]

5. If you think the contact was too short, press 1. If you think it took longer than necessary, press 2.

The following questions have to do with the Private Collection Agency representative with whom you spoke. If you spoke with more than one representative, please consider the one with whom you spent the most time on the phone. You may enter your response as soon as you know your answer. [Programming note: Scale will repeat after every question]

6. Please rate your satisfaction with how courteous the representative was.

7. Rate your satisfaction with the representative's willingness to help you with your issues.

8. Rate your satisfaction with the fairness with which you were treated.

9. Rate your satisfaction with the knowledge of the representative.

10. Rate your satisfaction with getting all the information you needed during the call.

11. Rate your satisfaction with the representative's description of what was expected of you.

13. Rate your satisfaction with the representative taking your circumstances into consideration.

There are just a few more questions left about your experience with the collection agency overall.

14. Rate your satisfaction with the collection agency keeping you informed of the status of your case.

15. Rate your satisfaction with the explanation from the collection agency of your payment options.

16. Were you requested to follow-up on this issue at a later date? If yes press 1. If no, press 2. If you are not sure, press 3. [programming note: if yes, continue to q 17. If no, skip to q 18]

17. Rate your satisfaction with the amount of time you were given today to follow-up with the collection agency on this issue.

18. Everything considered, whether you agree or disagree with the final outcome, rate your **overall satisfaction** with the service you received during this call.

19. How many minutes did you spend on this call, including time you spent on hold, but not including time you spent on this survey?

- If less than 10 minutes, press 1
- If 10 to 20 minutes, press 2
- If 21 to 30 minutes, press 3
- If 31 minutes or longer, press 4

24) If you called today regarding your own tax matter, press 1.
Or as a tax practitioner representing a client, press 2.

End Section

Caller hears That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.

Question 25 Would you like the address to mail your comments?

- If yes, press 1
- If no, press 2

If yes, the caller hears:
Mail your comments to:
Internal Revenue Service
Private Debt Collection Program Office, Room C9-436

1111 Constitution Ave, NW
Washington DC 20224

To repeat this address, press 1.
Otherwise, press 2.

Question 26 If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.

If 1, the caller hears:
The toll-free Taxpayer Advocate phone number is 1-877-777-4778.

To repeat this telephone number, press 1.
Otherwise, press 2.

Thank you for participating in this survey. Your information will help improve our services. Thank you. Goodbye.

Survey End