

**IRS W&I CCE Toll-Free
Phone Focus Group Recruiting Guide**

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.

Hello, I'm _____ and I'm calling from _____. I'm contacting you about your interaction with IRS **Compliance Center Exam Toll-Free line**. We are setting up a one-hour phone focus group interview of taxpayers to better understand the service you received and your service needs. This is NOT a call about your specific case. This is your opportunity to have input and to tell the IRS what your experiences have been and to make recommendations for change.

Your participation with this research is voluntary, but your help on this project would be very much appreciated. As a token of our appreciation for your time, you will receive \$50. Are you interested in participating? *[If no, thank taxpayer for their time, and hang up]*

The focus group will be held via telephone on (INSERT DATES). All participants will call in to an 800 number to join the conference call. The discussion will last about one hour. You will be joined by a group of about six people who, like you, have experience with the IRS' **Compliance Center Exam Toll-Free** telephone process. You will not be asked about your specific tax situation, only about your experience with this process. Would you be able to participate? *[If no, thank them and terminate the call].*

1. Are you or is anyone in your immediate family an employee of the IRS?

_____ Yes *[explain, thank, and terminate the call]*

_____ No

2. We have the following dates and times available. Please let us know what works for you *[Recruiter: recruit 9 for each group, mix males and females]*

INSERT DATE AND TIME 1

INSERT DATE AND TIME 2

INSERT DATE AND TIME 3

3. *[Recruiter: note male or female]*

_____ Male

_____ Female

We are delighted that you will participate in our group.

The dial in number is: 1.866.687.8719

The access code is: 3777137#

Do you have any questions? We would like some contact information to confirm the meeting and to mail out the token of appreciation for your participation.

Respondent Name _____

Respondent Address _____

We would also like to give you a reminder call on the day of the group. Would we reach you at this number or another? [record number _____]

The Paperwork Reduction Act requires that IRS provide an OMB Control Number on all approved public information requests. That number is OMB 1545-1432. Also, if you like, I can give you an address where you can send comments and questions regarding this process or suggestions for making it simpler.

READ ONLY IF RESPONDENT ASKS FOR ADDRESS: Send your comments and suggestions to:

IRS Tax Products Coordinating Committee,
SE:W:CAR:MP:T:T:SP,
1111 Constitution Ave. NW,
Washington, DC 20224

Thank you and have a nice day. We look forward to speaking with you on: