

Survey –4310-C Refund Crime Letter Customer Satisfaction

Please answer each question below by completely filling in the bubble “O” next to your selection. For questions with a Yes or No answer, please select only one answer. If a question has multiple choices, you may select as many answers that apply. If you would like to provide any specific comments or suggestions on how to improve Letter 4310-C, use Question 12.

1. In 2008, the IRS sent you a 4310-C, Refund Crime Letter. Did you read this letter?

- Yes – Go to question 2
- No- Why not?
 - I did not receive the letter
 - I took the letter to my tax preparer/ tax professional
 - I did not think the letter applied to me
 - The letter repeated information I already knew
 - Other _____

2. Do you understand why the IRS sent you this notice?

- Yes
- No

Please rate the notice on the following items. Circle the dot that represents how you would rate each item. Please circle the dots, not the words.

3. Language of the notice

- a Very friendly • • • • • • • • • • • Very unfriendly
- b Appropriate • • • • • • • • • • • Not appropriate
- c Too technical • • • • • • • • • • • Not technical enough

4. Layout of the Notice

- a Too long • • • • • • • • • • • Too short
- b Easy to follow • • • • • • • • • • • Difficult to follow
- c Print size too big • • • • • • • • • • • Print size too small

5. Overall Content of the Notice

- a Easy to understand • • • • • • • • • • • Difficult to understand
- b Contained too much information • • • • • • • • • • • Did not contain enough information

6. Overall, how satisfied were you with the letter?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

7. Please check if you took or plan to take any of the following actions as a direct result of the letter and the information it contained. If you did take that action, please select the choice on the right that explains your reason for doing so.

Action	Did you take or do you plan to take this action?	Wanted to be sure my personal information was safe	Noticed suspicious activity	Didn't understand the letter	Wanted more information about my tax account	Other reason
A. Called the IRS	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B. Visited the IRS website	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
C. Visited a walk-in IRS office	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D. Monitored activity on my financial statements	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E. Contacted my financial institution(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F. Contacted the fraud department of one or more credit bureaus	<input type="checkbox"/> Yes <input type="checkbox"/> <input type="checkbox"/> No	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
G. Contacted the local police	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
H. Filed a complaint with the Federal Trade Commission	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I. Contacted the Taxpayer Advocate Service	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Were you the victim of identity theft, or not?
 Yes
 No

9. Please enter any comments or suggestions you have for improving the letter below.

The IRS thanks you for your time. Please return the survey in the enclosed envelope.

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 1545-1349. 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