



TAX EXEMPT AND
GOVERNMENT ENTITIES
DIVISION

IRS Customer Satisfaction Exempt Organization Compliance Unit Compliance Check Contact

The IRS is trying to improve its service to the public. You can help this important mission by answering the questions below. This voluntary survey takes about three minutes to complete. Your responses will be confidential and only reported in the aggregate. Simply fill in the appropriate numbered square on the scale next to the response that best applies to you.

The questions that follow ask your opinion regarding your most recent IRS exempt organizations compliance contact. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your opinion by marking a number from 1 to 7, where 1 means "Very Dissatisfied" and 7 means "Very Satisfied".

<i>How would you rate your satisfaction with the following?</i>	Very Dissatisfied				Very Satisfied			Not Applicable
	1	2	3	4	5	6	7	
1. The ease of understanding the content of the letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The topic addressed in the letter applied to your organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The ease of finding an IRS contact telephone number	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. The person with whom you spoke was knowledgeable about of the topic of the letter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. The time given to you to respond to IRS's additional request(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. The amount of time you had to spend responding to the IRS's additional request(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. The timeliness of the IRS's response to any questions you had	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. The information you were asked to provide was reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. The consideration given to the information you provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The ease of using the toll-free number and/or the TEGE Exempt Organization e-mail address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Overall, how satisfied are you with the way your case was handled by the IRS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Overall, how satisfied are you with the length of time it took to complete the compliance check of your organization?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied are you with how well the IRS communicated with you throughout the compliance check process?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Overall, how satisfied are you with the IRS employee assigned to your case?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Will you modify the way you previously prepared your information return (Form 990 series) based on the information contained in the letter?							<input type="checkbox"/> Yes <input type="checkbox"/> No	
16. Please indicate your position with the organization. <input type="checkbox"/> Officer of the Organization <input type="checkbox"/> Authorized Representative <input type="checkbox"/> Neither of the above								
Additional Information								
17. How many paid employees work for your organization? <input type="checkbox"/> None <input type="checkbox"/> 1-9 <input type="checkbox"/> 10-99 <input type="checkbox"/> 100-499 <input type="checkbox"/> 500-999 <input type="checkbox"/> 1,000 or more					18. What are the estimated total assets of the organization? <input type="checkbox"/> Less than \$1,000,000 <input type="checkbox"/> \$1,000,000 - \$4,999,999 <input type="checkbox"/> \$5,000,000 - \$9,999,999 <input type="checkbox"/> \$10,000,000 or more			
19. Did you visit the IRS website for assistance? <input type="checkbox"/> Yes <input type="checkbox"/> No					<i>If you have any suggestions for how the IRS can improve its service, or any comments, please provide them on a separate sheet.</i>			

Please mail your response to:

**DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
M/S 1112
PO Box 12307
Ogden, UT 84412**

If you wish to send the information by fax, our fax number is 801-620-2132.

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, 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

PC