







**Internal Revenue Service  
Small Business/Self-Employed  
Business Operating Division**

OMB# 1545-1432

**Centralized Liens Processing (CLP)-----County Recorders Satisfaction Survey**

**INSTRUCTIONS**  
 - USE A BLUE OR BLACK INK PEN ONLY.  
 - DO NOT MAKE ANY STRAY MARKS ON THE FORM.  
 - ALL RESPONSES MUST BE FULLY MARKED BY FILLING IN CIRCLES.

Shade circles like this -->   
 Not like this ----->   

**Centralized Liens Processing (CLP) Operation's Practices**

1. Has CLP submitted documents to your office for recordation within the past six months?  
 Yes       No

*If you answered "No" to Question 1, please skip to question 10.*

2. You were able to understand requirements for processing the Billing Support Vouchers.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

3. The voucher amounts submitted by CLP were correct.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

4. All documents submitted by CLP matched their respective vouchers.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

5. CLP printed the documents clearly.  
 Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

6. If any of your responses were "Strongly Disagree" or "Disagree" for questions 2 through 5, please explain why. \_\_\_\_\_

7. Did you return documents submitted by CLP without recording them?  
 Never       Seldom       Sometimes       Often       Always

8. If you returned any documents submitted by CLP without recording them, what was the reason?  
**(Check all that apply.)**  
 Incorrect fee  
 Incorrect payment  
 Incorrect court/county  
 Incorrect/Missing data on a release of federal lien  
 Incorrect document  
 Other - Please Specify. --> \_\_\_\_\_

*The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this survey is 1545-1432. We estimate the time required to fill out this questionnaire will average 10 to 15 minutes. 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*



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9. Was your office provided a copy of Publication 1468, "Guidelines for Notice of Federal Tax Liens and Centralized Processing?"

Yes  No

## Interactions with Centralized Liens Processing

10. Have you interacted (e.g., by phone, by email, in person) with a CLP operation employee(s) in the last six months?

Yes  No  Don't know

11. What were your methods of interaction? (Check all that apply.)

Email

U.S. Postal Mail

Express Mail

FAX

Telephone (toll-free)

Other - Please Specify. --> \_\_\_\_\_

12. Please indicate your preferred method of interaction? (Check only one.)

Email

U.S. Postal Mail

Express Mail

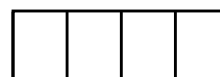
FAX

Telephone (toll-free)

Other - Please Specify. --> \_\_\_\_\_

13. Please explain why you prefer the choice you indicated in question 12.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



# Centralized Liens Processing (CLP)-----County Recorders Satisfaction Survey

Please indicate how satisfied you were with telephone interactions. If you did not interact with a CLP employee(s) via telephone, please skip to Question 22.

14. How satisfied were you with the courtesy of the CLP employee(s)?

Very Dissatisfied  Dissatisfied  Neutral  Satisfied  Very Satisfied

15. How satisfied were you with the information provided by the CLP employee(s)?

Very Dissatisfied  Dissatisfied  Neutral  Satisfied  Very Satisfied

16. How satisfied were you with the clarity of information provided by the CLP employee(s)?

Very Dissatisfied  Dissatisfied  Neutral  Satisfied  Very Satisfied

17. If your responses were "Very Dissatisfied" or "Dissatisfied" for questions 14, 15, or 16, please explain why

\_\_\_\_\_

18. The CLP employee(s) was able to answer your question(s) on the first phone call.

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

19. If your question(s) was not answered on the first phone call, how many phone calls did it take for your question(s) to be answered?

1-2  3-4  5-6  6+  Never got an answer  Do not remember

20. The CLP employee(s) was able to refer you to the appropriate contact(s) if he/she did not know the answer to your question(s).

Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree

21. If placed on hold during your phone call(s), ideally what do you believe is an acceptable hold time?

1-2 minutes  3-4 minutes  5-6 minutes  7+ minutes  Do not know

## Quality of Recording Payment and Services Rendered

The next set of questions pertains to payment(s) provided by CLP operations. Please base your responses on the payment received in the last six months.

22. What determines your payment practices?

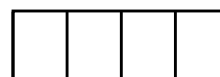
State Law

County Law or Policy

Discretion of the County Recorder

Other - Please explain. --> \_\_\_\_\_

If you answered "Discretion of County Recorder" for Question 22, please answer Questions 23 and 24. Otherwise, please skip to Question 25.



# Centralized Liens Processing (CLP)-----County Recorders Satisfaction Survey

## Quality of Recording Payment and Services Rendered *continued*

23. Would you prefer to bill the IRS for services rather than getting paid at the time of filing?

Yes     No

24. If you require payment at the time of filing, would you prefer to be paid by:

Check

Direct Deposit to Bank Account

Direct Credit to Card Account

25. Do you know who to contact if you have a lien fee change?

Yes     No

26. How many payment problems have you had with CLP in the past six months?

None     1 - 5     6 - 10     11 - 15     16 or more

27. If you had payment issues, were you able to resolve them by telephone?

Strongly Disagree     Disagree     Neutral     Agree     Strongly Agree

28. How satisfied are you with CLP's billing procedures?

Very Dissatisfied     Dissatisfied     Neutral     Satisfied     Very Satisfied

29. If you answered "Very Dissatisfied" or "Dissatisfied" as your satisfaction level in question 28, please explain why:

\_\_\_\_\_

\_\_\_\_\_

## Overall Satisfaction with Centralized Liens Processing Operations

30. Overall, please indicate how satisfied you are with the services provided by CLP operations.

Very Dissatisfied     Dissatisfied     Neutral     Satisfied     Very Satisfied

31. Please provide any suggestions you may have for CLP to better serve you. Please be specific in the feedback you offer.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# Thank you very much for completing the survey!

