

Macro International/ScanTron

IRS Customer Survey
P.O. Box 64529
St. Paul, MN 55164-9614

[DATE]

Name1
Name2
Name3
Name4
Address
City, State, Zip

RE: ORGANIZATION NAME

Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from IRS, Tax-Exempt and Government Entities Commissioner Sarah Ingram asking for your help with an important research project. The Internal Revenue Service (IRS) is committed to improving its performance and service to the American public. As part of this process, we are administering a nationwide survey to gather reliable information from those who have had contact with IRS employees and services.

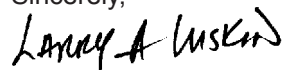
Your name was selected through a scientific random sampling process to receive this survey because IRS recently completed a determination of the tax-exempt status for your client. We want to know your opinions regarding that experience and the service you received from IRS. Your responses are critical to the accuracy of this evaluation of the IRS's service. If another person was primarily responsible for dealing with the IRS on this matter, please pass this survey on to them and encourage them to respond.

Your participation is voluntary. An independent research company will keep your responses confidential. Your responses will be grouped with others, so that no individual reply can be traced back to a person or case number. No identifying information will be associated with your responses.

This brief survey should take less than 8 minutes to complete. Use the postage-paid reply envelope to return your completed survey. If you have any questions or concerns, please feel free to call Macro International toll free at 1-888-260-0052 or e-mail us at EODSurvey@mmail.macrointernational.com.

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in service for all tax-exempt organizations.

Sincerely,



Larry Luskin
Project Director
Macro International Inc.

L2_12184-B_ POA

Internal Revenue Service (IRS) Customer Satisfaction Survey Exempt Organization Determination Letter Request

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than 8 minutes to complete.

Your responses will be held confidential by the survey processing center and only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS employee plan determination request. *Regardless of whether you agree or disagree with the final outcome*, please mark the appropriate box on the scale (where 1 means "Very Dissatisfied" and 7 means "Very Satisfied") or next to the response that best applies to you.

Overall Satisfaction

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
1. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your case was handled by the IRS?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Overall, how satisfied are you with the length of the process, from submission of your application through final determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Overall, how satisfied are you with how well the IRS communicated with you throughout the process (whether in writing or by telephone)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How satisfied are you with...

4. The ease of locating the correct application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The ease of understanding the application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The ease of completing the application form?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The amount of time you had to spend completing your application?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Acknowledgement Letter (Confirming Receipt of Application)

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
8. How quickly you received your acknowledgement letter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How clearly the acknowledgement letter communicated the expected timeframe until the IRS would contact you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Did the IRS contact you within the timeframe stated in the acknowledgement letter?								
<input type="radio"/> Yes, I received a letter or telephone call within the stated timeframe.								
<input type="radio"/> No, I did not receive a letter or telephone call within the stated timeframe.								
<input type="radio"/> I initiated contact before the stated timeframe elapsed.								
11. How satisfied are you with the amount of time it took for the IRS to contact you (following your acknowledgement letter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE COMPLETE THIS SECTION IF THE IRS CONTACTED YOU IN WRITING OR BY TELEPHONE REGARDING YOUR DETERMINATION APPLICATION OR TO ASK FOR MORE INFORMATION.

Additional Information Request (After Receipt Of Acknowledgement Letter)

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
12. Overall, how satisfied are you with the IRS agent assigned to your case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How satisfied are you with...								
13. The courtesy of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The knowledge of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. How well the IRS agent listened to your concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How thoroughly the IRS agent answered your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Communications about the status of your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. The consideration given to the information you presented in the original application or submission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The description of the additional information the IRS needed to complete your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The explanation of why additional information was requested?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The time given you to respond to additional IRS request(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The amount of time you had to spend responding to IRS requests for additional information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The timeliness of the IRS agent in responding to your inquiries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Final Determination

How satisfied are you with...	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
24. The ease of understanding the determination letter you received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other Information

25. How many paid employees work for the organization for which this determination was sought?

- None
- 1-9
- 10-99
- 100-499
- 500-999
- 1,000 or more

26. What are the estimated total assets of the organization for which this determination was sought?

- Less than \$1,000,000
- \$1,000,000 to \$4,999,999
- \$5,000,000 to \$9,999,999
- \$10,000,000 or more

27. For this determination, were you . . .
- An employee/officer of the organization [skip to Question 29]?
 - A designated third-party representative/power of attorney (POA)?

ANSWER ONLY IF YOU ARE A DESIGNATED THIRD-PARTY REPRESENTATIVE/POWER OF ATTORNEY (POA)

How satisfied are you with...

28. If you are a designated third-party representative/power of attorney, how consistent was the IRS in its handling of this application compared with other applications you have completed in the past year?

Very Inconsistent	1	2	3	4	5	6	7	Very Consistent	Don't Know Not Applicable
	▼	▼	▼	▼	▼	▼	▼		▼
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>		<input type="radio"/>


29. Did you visit the IRS website (www.irs.gov/eo) for assistance or information during the determination process?

- Yes
- No

Comments

30. If you have any suggestions for how the IRS can improve its service, or any other comments, please provide them below.

If you have any questions about this survey, please contact the survey processing center at 1-888-260-0052 or EODSurvey@mmail.macointernational.com.

 If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

Thank you for completing the survey.

Paperwork Reduction Act Notice

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