



DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

34056060100624200601

October 27, 2006

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JOHN Q & MARY Q SAMPLE  
SAMPLE ADDRESS 1  
SAMPLE ADDRESS 2  
SAMPLE ADDRESS 3  
SAMPLE ADDRESS 4  
SAMPLE ADDRESS 5  
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have worked with an assigned collection agent to resolve a tax issue.

In a few days, you will receive a questionnaire asking your opinions about the contact you had with an assigned IRS collection agent. Please direct it to the person in your household who had the most contact with the IRS on this matter. The questionnaire should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation on customer satisfaction with IRS service.

To keep all replies **anonymous**, we have asked an independent research company to administer the survey. The survey processing center employees will process the questionnaires and report only statistical totals to us.

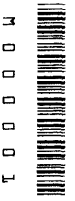
I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the questionnaire as soon as possible. If you do not receive a questionnaire, please contact our Survey Processing Center at 1-866-377-8208.

Sincerely yours,

David Alito  
Director, Collection Division

# Survey Processing Center

PO Box 344  
Claysburg, PA 16625 USA



December 20, 2006

13257D 0000001 \*\*\*\*\*MIXED AADC 166  
JOHN Q & MARY Q SAMPLE  
SAMPLE ADDRESS 1  
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SAMPLE ADDRESS 3  
SAMPLE ADDRESS 4  
SAMPLE ADDRESS 5  
ANYTOWN, US 12345-6789



Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from David Alito, Director, Collection Division, asking for your help with an important research project.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about your recent correspondence audit conducted by the IRS. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such audits. All responses are **anonymous**, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call the Survey Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

Dr. Peter Webb  
Project Director



# IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY COLLECTION

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . Your responses will be kept completely anonymous, and no one at the IRS will see your completed questionnaire. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

We want to ask you very specifically about the contacts you had with a Collection revenue officer—not about all of your contacts with the IRS.

**1** The questions that follow ask your opinion regarding your experience working with the revenue officer assigned to your case from our local IRS office. For each question, *regardless of whether you agree or disagree with the final case outcome*, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

Again, focusing on your experience working with the revenue officer assigned to your case from the local IRS office, how satisfied are you with:

	Very Dissatisfied				Very Satisfied
	1	2	3	4	5
	▼	▼	▼	▼	▼
a. Ease of understanding correspondence from your assigned revenue officer. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of contacting your assigned revenue officer. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Amount of time your revenue officer took to respond to you. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Courtesy and professionalism of your assigned revenue officer. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Explanation of the collection process by your revenue officer. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Explanation of what would happen if you did not comply. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Acknowledging receipt of the information you submitted. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Consideration given to the information you submitted. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Explanation of payment options that may be available to you. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Flexibility of your revenue officer in resolving the issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Keeping you up-to-date on your field collection process. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Notifying you of case closure. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Amount of time you had to spend on this collection issue. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Fairness of treatment by your revenue officer. ....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2** Regardless of whether you agree or disagree with the final case outcome, how would you rate your overall satisfaction with your experience working with the revenue officer assigned to your case from the local IRS office?.....

	Very Dissatisfied				Very Satisfied
	1	2	3	4	5
	▼	▼	▼	▼	▼
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3** How many IRS revenue officers contacted you regarding this case?

\_\_\_\_\_ Officers

**4** Are you... ?

- The taxpayer
- A tax professional who represented the taxpayer (Skip to box after Question 7)
- Someone else who represented the taxpayer (Skip to box after Question 7)



**5** If you are the taxpayer, did you use a tax professional to assist you in handling your Collection case with the IRS?

- Yes
- No
- Don't recall

**6** Whom did you rely on most for information regarding the status of your Collection case?

- Your tax professional -----
- Your IRS revenue officer (Skip to box after Question 7)
- Other (Skip to box after Question 7)

	Very Dissatisfied								Very Satisfied
	1	2	3	4	5				
	▼	▼	▼	▼	▼				
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

**7** How satisfied are you with your tax professional keeping you up-to-date on your field collection process?

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number, best time of day to call, and your email address (if available). This information will not be shared with the IRS and will be used only for the purpose of survey research.

Telephone #: \_\_\_\_\_ Best time to call: \_\_\_\_\_  
 Email address: \_\_\_\_\_

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.

**8** Use this space for comments or suggestions for improvement.

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

**Thank you for completing the survey.  
Please return the questionnaire by mail using the enclosed business return envelope.**

## Do We Have Your Input Yet?

Recently, you received a questionnaire asking your opinions about the service you received from the IRS in a recent contact. If you have already completed and returned the questionnaire, please accept our sincere thanks. If not, please take a few minutes to complete it and return it today. We want to be sure we have your opinions and suggestions.

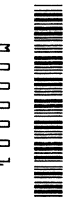
If you did not receive the questionnaire, or it got misplaced, please call 1-866-377-8208.

Dr. Peter H. Webb  
Project Director

# Survey Processing Center

PO Box 344  
Claysburg, PA 16625 USA

January 15, 2007



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Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a survey from David Alito, Director, Collection Division, asking for your help with an important research project. If you have already completed the survey, thank you. If you have not already done so, please take a few minutes to fill in your responses.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the process of resolving a tax issue with an assigned collection agent. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have had such discrepancies. All responses are **anonymous**, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions or concerns, please feel free to call the Survey Helpline at 1-866-377-8208.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb  
Project Director