



IRS WAGE AND INVESTMENT CUSTOMER SATISFACTION SURVEY COMPLIANCE CENTER EXAM

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 the 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. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions that follow ask your opinion regarding how the IRS handled your most recent audit. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."

	Very Dissatisfied				Very Satisfied	Don't know/Not applicable
	1	2	3	4	5	
a. Explanation of why your tax return was being audited.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Explanation of what records you needed to send in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of understanding the letter you received with the examination report.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ease of understanding the examination report you received.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ease of understanding the request for information from the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Ease of collecting the information requested by the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Ease of using the automated phone system to get help.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. How long you had to wait to talk to an IRS representative by phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Getting through to the right employee by phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Courtesy and professionalism of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Knowledge of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Time you were given to respond to the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Consideration given to the information you sent to the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Keeping you informed of the status of your case.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Length of the audit process, from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. Amount of time you had to spend on this audit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. Explanation of why adjustments were made.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. Fairness of treatment by the IRS.	<input type="checkbox"/>	<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 outcome, how would you rate your overall satisfaction with the way your audit was handled?

Very Dissatisfied				Very Satisfied	Don't know/Not applicable
1	2	3	4	5	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3 Which of the following methods did you use to contact the IRS throughout the Examination Process? (Mark all that apply)

- None
- Calling the IRS Toll-Free Customer Service number
- Calling the IRS Toll-Free Exam number listed on the letter you received
- Calling a local IRS office
- Visiting a local IRS office
- Visiting the IRS website
- Mailing information to the IRS
- Using a taxpayer representative
- Other (specify) _____



4 Which of the following methods do you *SUHL*to use when contacting the IRS? (Mark all that apply)

- Calling the IRS Toll-Free Customer Service number
- Calling the IRS Toll-Free Exam number listed on the letter you received
- Calling a local IRS office
- Visiting a local IRS office
- Visiting the IRS website
- Mailing information to the IRS
- Using a taxpayer representative
- Other (specify) _____

5 Prior to the examination, what was your expectation of the length of time in months for the examination to be completed? (Write number of months)

_____ Months

6 Who was the main person who prepared your taxes? (Mark *ROO* one)

- You (yourself)
- Professional tax preparer
- Friend or relative
- IRS Taxpayer Assistance Center (TAC) employee
- Volunteer at VITA or TCE sites
- Other

Occasionally, we conduct additional in-depth research. Research participants may receive a small monetary incentive to participate depending on the survey. 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 be confidential and 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.

7 Use this space for comments, or suggestions for improvement.

Paperwork Reduction Act Notice

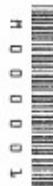
The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, 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.

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA



March 15, 2006

13257 000001 *****MIXED AADC 166
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:

A few days ago you received a survey from Jim Grimes, Director, Compliance, Wage and Investment 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 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



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
ATLANTA, GA 30308

WAGE AND INVESTMENT DIVISION

34051060127898200601

March 22, 2006

13257 0000001 *****MIXED AADC 166

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 had a recent correspondence audit conducted by the Internal Revenue Service.

In a few days, you will receive a questionnaire asking your opinions about working with the IRS to resolve the issues raised in your audit. 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,

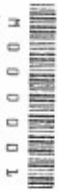
Jim Grimes
Director, Compliance
Wage and Investment Division

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA

April 3, 2006

13257 0000001 *****MIXED AADC 166
JOHN Q & MARY Q SAMPLE
SAMPLE ADDRESS 1
SAMPLE ADDRESS 2
SAMPLE ADDRESS 3
SAMPLE ADDRESS 4
SAMPLE ADDRESS 5
ANYTOWN, US 12345-6789



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Sincerely,

A handwritten signature in black ink that reads "Peter Webb".

Dr. Peter Webb
Project Director