



DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
ATLANTA, GA 30308

WAGE AND INVESTMENT DIVISION

361219999999999111122P

October 11, 2005

13423 0000001 *****SNGLP

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 taxpayers across the country. I want to get feedback from taxpayers like you who have been through the Innocent Spouse process at the Internal Revenue Service (IRS).

In a few days, you will receive a questionnaire asking for your opinions about working with the IRS during and after the processing of your claim. The questionnaire will take about 5 minutes to complete. Your answers will be combined with others to give us an evaluation on Customer Satisfaction with the service IRS provides. 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 so that we can make improvements.

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 within 5 to 7 business days, please contact our Survey Processing Center at 1-866-377-8208.**

Thank you in advance for your cooperation.

Sincerely,

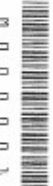
Jim Grimes
Director, Compliance
Wage and Investment Division

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA

October 11, 2005

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Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a survey from Jim Grimes - Director, Compliance, Wage and Investment Division of the Internal Revenue Service, asking for your help with an important research project. So far, we have not received your completed questionnaire. If you have not already done so, please take a few minutes to fill in your responses. The questionnaire is quite brief and should take about 5 minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire.

We are administering a nationwide survey among a random sample of people who filed an Innocent Spouse claim. We want to know your opinions about your experiences using the Innocent Spouse process. Your responses are critical to the accuracy of this research.

We have sent questionnaires to a random sample of taxpayers who used the Innocent spouse process. All responses are anonymous and your participation is voluntary. We will group your responses with others, so that no single reply can be traced back to an individual.

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

Thank you in advance for your cooperation.

Sincerely,

A handwritten signature in cursive script that reads "Peter Webb".

Peter Webb
Project Director



IRS WAGE AND INVESTMENT DIVISION CUSTOMER SATISFACTION SURVEY INNOCENT SPOUSE

Please provide the IRS with your feedback on the Innocent Spouse Claims Process so the IRS can provide better service in the future. Your participation is voluntary and your responses are strictly anonymous. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

1 The questions below ask your opinions regarding the Innocent Spouse Process. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your response 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. Ease of finding out about the Innocent Spouse Program.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Ease of understanding and completing the Form 8857, <i>Request for Innocent Spouse Relief (And Separation of Liability and Equitable Relief)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Ease of understanding the instructions on Form 8857.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Ease of understanding and completing the Form 12510, <i>Questionnaire for Requesting Spouse</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Getting through to the right IRS employee by phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. IRS employees' knowledge about the Innocent Spouse process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Courtesy and professionalism of IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Ease of collecting information requested by the IRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Consideration by the IRS of the information you sent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. 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"/>
k. Being kept informed of the status of your claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Ease of understanding the letter explaining the outcome of your claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Amount of time you spent on this claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Length of claim process, from start to finish.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
o. Fairness of treatment by the IRS employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you are dissatisfied with any of the above statements (gave a 1 or 2 rating), please explain why.

2 Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your claim 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 How did you find out about the possibility of obtaining Innocent Spouse Relief? (Check all that apply)

- IRS Agent/Revenue Officer
- IRS Customer Service Representative
- IRS Taxpayer Advocate Office
- IRS website
- Friend/colleague
- Lawyer or legal counsel
- Publicity in the news or advertisement
- Tax professional
- Other - specify _____

4 Where did you obtain the forms and instructions for filing your claim? (Check all that apply)

- IRS via telephone
- IRS office
- IRS website
- Lawyer or legal counsel
- Tax professional
- Other - specify _____

5 Which of the following methods did you use to contact the IRS throughout the Claim Process? (Check all that apply)

- IRS Toll-Free Customer Service number
- IRS number listed on the letter I received
- IRS website
- Local IRS office by phone
- Local IRS office in person
- Mail
- Through tax professional
- Other - specify _____

6 Which of the following methods do you prefer to use when contacting the IRS? (Check all that apply)

- IRS Toll-Free Customer Service number
- IRS number listed on the letter I received
- IRS website
- Local IRS office by phone
- Local IRS office in person
- Mail
- Through tax professional
- Other - specify _____

7 Who prepared your Form 8857 Request for Innocent Spouse Relief (And Separation of Liability and Equitable Relief)? (Check only one response)

- Self
- Paid Tax Professional
- Volunteer Income Tax Assistance (VITA)
- Friend/Relative
- IRS Office

8 Which of the following statements best describes you? (Check only one response)

- I am the taxpayer
- I am a tax professional who represented the taxpayer
- I am someone else who represented the taxpayer

9 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.

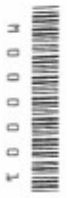
Please return the questionnaire by mail, using the enclosed business return envelope.

Survey Processing Center

PO Box 344
Claysburg, PA 16625 USA

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Project Director