

## Attachment A

# IRS LARGE AND MID-SIZE BUSINESS CUSTOMER SATISFACTION SURVEY

## INTERNATIONAL FOREIGN RESIDENT COMPLIANCE

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 10 minutes to complete. Your responses will be kept completely anonymous to the IRS. If you have any questions about this survey, you may call Aureo Nieves at the IRS at 732-777-7195 or [aureo.nieves@irs.gov](mailto:aureo.nieves@irs.gov).

The questions that follow ask your opinion regarding how the IRS handled your most recent examination.

For each question, please indicate your answer by checking the box that best represents your opinion.

Very Dissatisfied  
Somewhat Dissatisfied  
Neither Satisfied Nor Dissatisfied  
Somewhat Satisfied  
Very Satisfied  
Don't Know/Not

### How would you rate the ... Applicable

- a. Explanation of why you were being examined?
- b. Explanation of the exam process?
- c. Ease of understanding the notice regarding your initial appointment?
- d. Time given you to provide requested information to the IRS?
- e. Time the IRS took to respond to you?
- f. Flexibility of auditor in scheduling meetings?
- g. Reasonableness of the information you were asked to provide?
- h. Explanation of why records were required after initial appointment?
- i. Business knowledge of your auditor?
- j. Tax knowledge of your auditor?
- k. Courtesy of your auditor?
- l. Consideration given to the information you submitted?
- m. Length of exam process from start to finish?
- n. Amount of time you had to spend on the examination?
- o. Understanding that you have payment options?
- p. Explanation of why adjustments were made?
- q. Fairness of treatment by the IRS?

Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your examination was handled?

Very Dissatisfied  
Somewhat Dissatisfied  
Neither Satisfied Nor Dissatisfied  
Somewhat Satisfied

**Very Satisfied**  
**Don't Know/Not Applicable**

**Are you ...?**

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

***Please continue on back***

OMB # 1545-1432

Form **13917** (Rev. 2-2009) Cat. No. 50886W Department of the Treasury – **Internal Revenue Service**  
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.

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

**Thank you for completing the survey.**

**Please return the questionnaire to P.O. Box 64530, St. Paul, MN 55164-9610 USA.**

***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.*

Form **13917** (Rev. 2-2009) Cat. No. 50886W Department of the Treasury – **Internal Revenue Service**

## **Attachment B**

### **IRS LETTERHEAD**

#### **Draft Pre Note Solicitation**

**FROM:** Robert L. Trujillo  
Director, Performance Management, Quality Assurance, and Audit Assistance

**SUBJECT:** Customer Satisfaction Survey Initiative

The Internal Revenue Service (IRS) Restructuring and Reform Act of 1998 (RRA'98) established several mandates for the IRS to fulfill. One of those mandates was to survey our customers to determine their level of satisfaction with the IRS's overall job performance, and to solicit ideas for the improvement of our services.

The Large and Mid-Size Business Division (LMSB) of the IRS has begun polling taxpayers to obtain feedback on overall performance with recently closed examinations. LMSB is not contacting taxpayers directly but is utilizing the contractual services of Newspaper Printing Company (NPC). This company is acting on behalf of LMSB and all information conveyed will be anonymous. They will be contacting via mail to ask your participation in a 10 minute survey. Included will be a paper survey and a postage paid return envelope. Please take the time to participate in this study and use this opportunity to be candid about our performance.

If you have any questions about the objectives of this study please contact Jim Morton, Program Analyst at 404-338-7127 or jim.morton@irs.gov. He will be more than happy to discuss the process with you. Thank you in advance for your interest in improving our services.

## Attachment C

### LETTERHEAD OF DATA COLLECTION CONTRACTOR

Date:

Addressee  
Address

Dear John Q Sample:

A few days ago you received a letter from Robert L. Trujillo, Director, Planning, Quality, Analysis and Support, Large & Mid Size Business Division of Internal Revenue Service (IRS), United States of America, asking your help with an important research project.

We are administering a world wide survey among people who have had contact with the IRS. We want to know your opinions about the audit process you went through which began with a notice of examination and ended with a final examination letter. Your responses are critical to the accuracy of this research.

We are sending the questionnaires to a random sample of taxpayers who have gone through the international examination process on a recent tax return. All responses are anonymous, and your participation is voluntary. Only summary of responses will be reported to IRS so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take about ten 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 Hotline at 1-000-000-0000.

The IRS is committed to improving its performance and service to the American and International 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,

Joe Smith  
Project Director

## **Attachment D**

Do We Have Your Input Yet?

Recently, you received a questionnaire asking your opinions about the service you received from the Internal Revenue Service (IRS), United States of America 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 our opinions and suggestions.

If you did not receive the questionnaire, or it got misplaced, please call 1-000-000-0000.

Joe Smith  
Project Director

## Attachment E

### LETTERHEAD OF DATA COLLECTION CONTRACTOR

Date:

Addressee

Address

Dear John Q Sample:

A few days ago you received a survey from Robert L. Trujillo, Director, Planning, Quality, Analysis and Support, Large & Mid Size Business Division of Internal Revenue Service (IRS), United States of America, asking for your help with an important research project. If you have already completed the survey, thank you. If not, please take a few minutes to fill in your responses.

We are administering a world wide survey among people who have had contact with the IRS. We want to know your opinions about the audit process you went through which began with a notice of examination and ended with a final examination letter. Your responses are critical to the accuracy of this research.

We are sending questionnaires to a random sample of taxpayers who have gone through the international examination process on a recent tax return. All responses are anonymous, and your participation is voluntary. Only summary of responses will be reported to IRS so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take only ten 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 Hotline at 1-000-000-0000.

The IRS is committed to improving its performance and service to the American and International 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,

Joe Smith  
Project Director