



DEPARTMENT OF THE TREASURY

INTERNAL REVENUE SERVICE  
Washington, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

Dear Sir or Madam:

Your help is needed for an important initiative we are undertaking to improve service to America's taxpayers. To accomplish this, we need feedback from tax professionals like you who play a key role in filing tax returns and handling clients' tax business with IRS. You were randomly selected from a Dun & Bradstreet list of tax professionals across the country.

In a few days, you will receive a phone call from **Pacific Market Research**, an independent firm that will be conducting a telephone survey for the Internal Revenue Service. They will be asking you questions about your experience with the process of filing and paying taxes for your individual and small business clients as well as with resolving client issues after filing. ***They absolutely will not ask for any of your or your clients' personal information***, including TINs or credit card information. Please help us by doing everything you can to direct the interviewer to the person who works most frequently with your small business clients, including individuals who file Form 1040 with Schedule C, Schedule E, or Schedule F, corporations, or partnerships. If you yourself work with small business clients, please agree to be interviewed. We are vitally interested in your own thoughts about your experience in dealing with us.

We engaged **Pacific Market Research**, an independent research company, to administer the survey and combine your response with those of other tax professionals. This company will conduct the interviews and tabulate the results. The interview should take about 18 to 20 minutes to complete. Only summary information and nothing specific about you or your company will be reported to the Internal Revenue Service. This survey has been approved by the Office of Management and Budget (Control Number 1545-1432). If you have any questions about the validity of this survey, please contact Dorian Shawcross, IRS Policy Analyst, at (202) 283-2809.

The IRS is committed to improving service to every taxpayer. Although your participation in this survey is completely voluntary and will not affect your or your clients tax situations in any way, your help is critical to this effort, so please agree to let your voice be heard by participating in the interview. Thank you for your cooperation.

Sincerely,

Chris Wagner