

Pacific Consulting Group/Scantron

IRS Customer Survey
P.O. Box 64530
St. Paul, MN 55164-9610 USA

August 13, 2010

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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:

A few days ago, you received a letter from Jane Looney, Director, Accounts Management, Wage and Investment Division of the Internal Revenue Service, asking for your assistance with an important research project to help improve the service provided to taxpayers who file Injured Spouse claims.

We are administering a nationwide survey to a random sample of people who filed an Injured Spouse claim. We want to know your opinions about your experiences with the Injured Spouse process. Your responses are critical to the accuracy of this research and will help us to better improve our service.

All responses are anonymous to the IRS and your participation is voluntary. Your responses will be grouped with others, so that no single reply can be traced back to an individual. The questionnaire is quite brief and should take about 7 minutes to complete. Please use the postage-paid reply envelope to return your completed questionnaire. If you have any questions about this survey, please feel free to call the Survey Helpline at 1-866-960-7897.

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,



Peter Webb
Project Director