

## VI. Attachments

### Attachment A: TAS Mail Omnibus Survey Instrument

#### IRS/TAS - Q2 Mail Omnibus Questions

(Note: US Mail Omnibus is in English and 18+)

Dear Survey Participant,

Your participation in this survey is voluntary, and we estimate that it will take you approximately 20 minutes to complete the survey. Your responses will remain anonymous. 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. 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.

- 1.** Did you file Federal income taxes **in 2011** for the **tax year 2010?** (X ONE box)  
 Yes       No (**SKIP to Q.XX**) **Note<sup>1</sup>:** will skip to end of survey; appropriate question numbering to be determined by survey programmer

**The next section is about possible problems that you may be facing in your inability to pay the IRS. Your responses will remain anonymous and will not be shared with anyone, including the IRS.**

- 4.** To the best of your current knowledge, are you aware that there is a specific division or department of the IRS, besides customer service, which handles taxpayer problems? (X ONE box)  
 Yes     No     Not sure

- 3.** If the IRS has/had a division or department other than customer service specifically responsible for taxpayer problems, what should it be named?  
 Taxpayer Assistance Center                       Problem Resolution Center  
 Taxpayer Advocate Service                         Office of Taxpayer Solutions

**Next we would like to ask about your attitudes towards filing taxes in general.**

- 4.** Please indicate how strongly you agree or disagree with the following statements about the IRS. (X ONE box for each)

**Strongly Disagree** ←→ **Strongly Agree**

I generally trust the IRS and how it would handle a tax problem.....1  2  3  4  5

I generally trust the IRS, but worry about how it would handle a tax problem..1  2  3  4  5

I generally do not trust the IRS or how it would handle a tax problem.....1      2    3    4   5

5. Have you ever received a notice from the IRS? **(X ONE box)**

Yes  No **(SKIP to Q.8)**

6. What action did you take first when you received the notice from the IRS? **(X ONE box)**

- Called the IRS’s toll-free customer service line  Put the notice aside or ignored  Other
- Called the phone number on the notice  Contacted my tax preparer
- Corresponded with the IRS using the notice’s address  Contacted a family member/friend

7. How long did it take to resolve this issue? **(X ONE box)**

- Less than one month  4 to 6 months  1 to 2 years  Still needs to be resolved
- 1 to 3 months  7 to 11 months  More than 2 years  Don’t know

8. Please indicate if you are currently experiencing or have recently experienced any of the following: **(X ALL that apply)**

- Experiencing economic harm or about to suffer economic harm
- Facing an immediate threat of adverse action
- Incurring significant costs if relief is not granted (including professional representation fees)
- Suffering irreparable injury or long term adverse impact if relief is not granted
- Experiencing a delay of more than 30 days to solve a tax account problem
- Not receiving a response or resolution to an IRS problem by the date promised
- A system or procedure at the IRS either failed to operate as intended, or failed to resolve your problem or dispute within the IRS
- The manner in which tax laws are administered raised considerations of equity, or impaired or will impair your rights as a taxpayer
- The National Taxpayer Advocate determined that compelling public policy warranted assistance to you as an individual or a part of a group of taxpayers

**The Taxpayer Advocate Service (TAS) is *Your Voice at the IRS*. Our job is to ensure that every taxpayer is treated equally and fairly, and that you know and understand your rights. We offer free help to guide you through the often-confusing process of resolving your tax problems that you have not been able to solve on your own.**

9. Have you ever used the Taxpayer Advocate Service? **(X ONE box)**

Yes, I’m currently using this service  Yes, I have used this service in the past  No, I have never used this service

**10.** Based on the description above about TAS, how likely would you say you would be to use it? **(X ONE box)**

Very Likely Somewhat Likely Neither Likely Nor Unlikely Not Very Likely Not At All Likely

**11.** For classification purposes only, have you, or any member of your household, ever encountered or are currently encountering any problem with the IRS related to filing and payment of Federal income taxes? **(X ONE box)**

Yes  No **(SKIP to Q.14)**

**12.** Have you contacted or has a professional ever helped you contact the IRS for help with this problem? **(X ONE box)**

Yes  No **(SKIP to Q.14)**

**13.** About how long ago did the most recent problem you had with the IRS (related to filing and payment of taxes) occur, was it...? **(X ONE box)**

Within the past year 2 to less than 5 years ago 10 years ago or longer

1 to less than 2 years ago 5 to less than 10 years ago Don't know

**14.** As a taxpayer, do you believe you have rights before the IRS? **(X ONE box)**

Yes No Not sure

**15.** Do you know what your rights are as a taxpayer when dealing with the IRS? **(X ONE box)**

Yes No Not sure

**16.** Have you ever heard of Publication 1, which defines your rights as a taxpayer? **(X ONE box)**

Yes No Not sure

**Next we would like to ask you about preparing and filing your taxes.**

**17.** Who prepared your Federal Tax Return last year? **(X ONE box)**

Did not file **(SKIP to Q.XX) see Note<sup>1</sup> above**

An attorney, a CPA or enrolled agent

Online or computer software

A paid tax return preparer

A free tax preparation service by a trained volunteer (e.g., VITA)

You, a friend, or family member **(SKIP TO Q.21)**

IRS Free File program

Other

**18.** When you use a tax preparer, do you usually hand over all of the documents to the preparer and let him/her handle everything, including questions from the IRS, or do you work with your preparer on your taxes and answer questions from the IRS yourself? **(X ONE box)**

Let preparer deal with everything Work with preparer Not sure

19. Did your paid tax preparer sign your tax return? (X ONE box)

- Yes            No            Not sure

20. Paid tax return preparers are required to give their tax preparer identification number (PTIN) when signing your tax return. Did your paid tax preparer provide this? (X ONE box)

- Yes            No            Not sure

21. Why did you choose the tax preparer that you used for your Federal Tax Return last year? (X ALL that apply)

- It's the same tax preparer I've used before
- They were referred to me by a friend/family member
- They charged the least to prepare my taxes
- They promised to get my refund quicker
- They promised to get me a larger refund
- They were an attorney, CPA or enrolled agent
- Other

22. Which filing status did you use for your last tax return? (X ONE box)

- Single
- Married- filing jointly
- Head of household
- Surviving spouse (qualifying widow/widower)
- Married- filing separately
- Prefer not to say

23. Please indicate if you are currently experiencing or have recently experienced any of the following: (X ALL that apply)

- A problem with the IRS is causing financial difficulties for me, my family or my business (e.g., eviction, foreclosure, wages garnished)
- I am facing, or my business is facing immediate threat of adverse action (e.g., a levy against your bank account, seizure of your property)
- I have tried repeatedly to contact the IRS, but no one has responded
- I have contacted the IRS, but no one has responded by the date promised
- I have not been able to resolve my dispute within the IRS
- A system, procedure, or process of the IRS is not meeting my needs or is not working
- The ways in which tax laws are carried out are not fair to my situation
- I am facing significant costs if I don't get help
- Without relief, I am facing a permanent negative impact on my life

24. a. In column A, please indicate if you have **ever heard of** the government services, programs, and agencies listed.

b. In column B, please indicate if you have **ever used it**.

	<b>Col. A</b> <b>Ever Heard Of</b>	<b>Col. B</b>
	<b>Ever Used</b>	
EITC - the Earned Income Tax Credit.....	<input type="checkbox"/> 1	<input type="checkbox"/> 1
Section 8 Housing Program.....	<input type="checkbox"/> 2	<input type="checkbox"/> 2
The Roth IRA.....	<input type="checkbox"/> 3	
<input type="checkbox"/> 3		

- Head Start.....4 4
- Food Stamps.....5 5
- The W.I.C. (“wick”) Program.....6 6
- Pell Grants.....7
- The Welfare-to-Work Program.....8 8
- Small Business Administration Loans/SBA Loans.....9 9
- Low Income Taxpayer Clinic Program.....10
- 10

**25. Are you currently experiencing, or have you ever experienced, any of the following major life events? (X ALL that apply)**

- Marriage to your spouse
- The loss of a job or business
- Illness -- you or a family member
- The marriage of a child
- The birth of a child
- experiencing a long hospital stay
- The loss of a spouse
- The birth of a grandchild
- Large losses in investments
- The loss of some other loved one
- The loss of major personal property due to natural disaster or fire
- Retirement
- Inheriting money or property
- Identity theft
- Divorce
- Other
- None **(SKIP to Q.27)**

**26. Did this major life event(s) in any way lead to any of the following types of situations for you personally? (X ALL that apply)**

- Not being able to afford housing
- Not being able to pay taxes
- Not being able to afford medical insurance
- Loss of financial resources
- Not being able to afford car payments
- Other
- Not being able to afford day care
- Prefer not to say
- Not being able to afford food for you or your family
- None

**27. Do you own or operate your own business? (X ONE box)**

- Yes No **(SKIP TO Q.XX) see Note<sup>1</sup> above**

**28. How many employees (including yourself) does your business have? (X ONE box)**

- 1-5 employees  6-10 employees  11-49 employees  50 or more employees

**29. If you own a business, over the next year, do you expect your business to...? (X ONE box)**

- Become larger Become smaller Stay about the same size Cease operation
- Don't know

## **Attachment B: Survey Cover Letter and Sweepstakes Rules**

**Dear MySurvey Member,**

Please give this questionnaire to the person whose age and sex is indicated at the top of the enclosed questionnaire (this may be you).

### **TO THE HOUSEHOLD MEMBER HELPING WITH THIS STUDY:**

Enclosed is an important survey about your experience with technology and various activities in your daily life. Although this survey seems lengthy, **YOU MAY NOT NEED TO COMPLETE EACH SECTION. Please follow the directions carefully.** Depending on your answers to certain questions, you will be directed ONLY to specific sections of the questionnaire.

If you participate in our survey, you will automatically be entered in a sweepstakes. **20 people will win one of the following prizes:**

- ◆ One (1) Grand Prize of \$500
- ◆ Four (4) First Place prizes valued \$250 each
- ◆ Five (5) Second Place prizes of \$100 each
- ◆ Ten (10) Third Place prizes of \$50 each

Again, thank you for taking the time to complete this survey and return it in the enclosed postage-paid envelope. We would like to receive all surveys by June 14, 2010. Remember, you're SHAPING THE FUTURE WITH YOUR OPINIONS.

As always, we appreciate your help!

Sincerely,



Carol Adams

OFFICIAL SWEEPSTAKES RULES

THE FOLLOWING PROMOTION IS INTENDED FOR PARTICIPATION IN THE UNITED STATES ONLY, AND SHALL BE CONSTRUED AND EVALUATED ACCORDING TO UNITED STATES LAW. PLEASE DO NOT SUBMIT AN ENTRY IF YOU ARE NOT A LEGAL RESIDENT OF ONE OF THE 50 UNITED STATES OR WASHINGTON DC, AND 18 YEARS OF AGE OR OLDER.

NO PURCHASE NECESSARY TO ENTER OR WIN.

1. Entrants must have an established mailing address as of the announcement date of the sweepstakes. The sweepstakes begins on May 3, 2010 and ends on June 21, 2010 at 11:59 p.m. ET. Limit one entry per mailing address. Void where prohibited.
2. Complete the official entry form, which, in the case of a mail survey, will contain the survey questions. You will be asked to provide your full name, mailing address (including: street, apartment/suite number, city, state and zip code), and/or telephone number. Once you submit the completed survey, you will be entered into the prize drawing. For telephone surveys, once you finish answering the survey questions, you will be entered into the prize drawing. The prize drawing will be held on or about June 29, 2010.

If you do not wish to complete the survey, you may enter by hand-printing your name, street address, city, state, zip, telephone number, and study name on a 3" x 5" index card, putting it in an envelope, and mailing it to TNS Omnibus Sweepstakes-208587, Sweepstakes Control Center, TNS, 2700 Oregon Avenue, Northwood, OH 43619. The title of the survey is necessary to identify the specific sweepstakes being entered. Mail-in entries that do not include the Survey title will not be valid. Mail entries must be postmarked by June 21, 2010 and received by June 28, 2010. Limit one entry per person. All entries become the exclusive property of the Sponsor and will not be acknowledged or returned.

3. RIGHTS AND OBLIGATIONS. Neither TNS nor its client is liable for lost, late, misdirected, illegible, incorrect or inaccurate entries or entry information.
4. PRIZE. You will have the opportunity to win one of 20. The total of all prizes to be awarded is \$2,500. The drawing date will be on or about June 29, 2010. The winners will be selected by random drawing from all eligible entries received. The odds of winning depend on the number of eligible entries received. Potential winners who win Grand or First prizes will be notified by mail and/or telephone, and must respond to notification within 14 days of first attempted notification or an alternate winner may be selected. Second and Third Place prizes will be mailed via USA mail with no notification. The winner may be required to acknowledge acceptance of the prize, a liability release and/or a publicity release. Prize is not transferable. TNS reserves the right to substitute a prize of equal or greater value in the event of prize unavailability. No monetary or other prize substitutions by winner permitted. All decisions of TNS are final and binding on all matters relating to this sweepstakes. The prize will be mailed within 2-8 weeks after the winner returns the required documentation.

5. **CONDITIONS OF ENTRY.** Employees of TNS and its client(s), as well as the employees of those companies providing marketing, market research, advertising and promotions services to TNS or its client(s), and the immediate family members and/or persons living in the same household of any such employee, are not eligible. All federal, state and local laws and rules apply. ALL TAXES ON PRIZE ARE THE RESPONSIBILITY OF THE WINNER. Entry constitutes permission to TNS and its agencies to use, at their discretion, winner's name, address and/or likeness for purposes of advertising and trade without further consent or compensation, unless prohibited by law. By participating in this sweepstakes, entrants agree to be bound by these Official Rules and the decisions of the judges. The winner agrees to release and hold harmless TNS and its officers, directors, employees, contractors and agents from loss, injury, death or other liability that may arise from participation in this sweepstakes or from acceptance or use of any prize.
  
6. **WINNERS LIST.** The name and city of residence of the prizewinner may be obtained by sending a self-addressed, stamped envelope to TNS Omnibus Sweepstakes-208587, Sweepstakes Control, TNS, 2700 Oregon Avenue, Northwood, OH 43619. Requests must be received by July 29, 2010.
  
7. **SPONSOR.** The Sponsor of this sweepstakes is TNS Custom Research, Inc., 2700 Oregon Avenue, Northwood, OH 43619.



## Attachment C: Email Reminder

Dear MySurvey Member:

In the last week or so your household should have received a survey through the US Mail about technology and various activities in daily life. The job number 208539 was printed on this survey, and it was to be completed by the individual whose age and gender were also printed on the survey (this may be you).

If the person whose age and gender were printed on the survey has already answered and returned the survey, please consider this email my thank you. If they have not answered and returned the survey, won't you please ask them to do so in the next few days? Their participation is very important to the success of the study.

Just a reminder that if the person whose age and gender were printed on the survey returns the survey by march 31, 2010, your household will automatically be entered in a sweepstakes where 50 people will win one of the following cash prizes:

One grand prize of \$500, four first place prizes of \$250 each, twenty second place prizes of \$100 each and twenty-five third place prizes of \$50 each.

Please contact my office at 1-800-537-4097 if you have any questions about this survey and reference job number 208539.

Sincerely,

Carol Adams  
Director Member Services

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For on-line support please visit our FAQ page at <https://www.mysurvey.com/index.cfm?action=Main.membersGeneral&MyContent=help>

Please do not respond to this e-mail.

To speak to a technical support representative, call toll-free 1-800-537-4097 between the hours of: 9 a.m. to 10 p.m. (Eastern Time) on weekdays and 10 a.m. to 6 p.m. on weekends. Please place [carol@mysurvey.com](mailto:carol@mysurvey.com) in your known/trusted sender's list.

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You received this email because you (or someone in your household) registered to be a MySurvey.com member. This means receiving periodic email invitations to give your opinions via e-surveys. If you wish to be removed from the MySurvey.com panel, please click here <https://www.mysurvey.com/index.cfm?action=Main.lobbyGeneral&myContent=unsubscribe>

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Forgot your password? Find it here - <https://www.mysurvey.com/index.cfm?action=Main.lobbyGeneral&MyContent=forgot>  
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## **Attachment D: IVR**

Hello. We are calling on behalf of Carol Adams of MySurvey.

Your household should have received a questionnaire from MySurvey via the U.S. mail in the last week or so. This questionnaire had the job number 208539 printed on it and was to be answered by the individual whose age and gender were indicated on the questionnaire. The questionnaire was about this person's experience with technology and various activities in their daily life.

Just a reminder that if the person whose age and gender were printed on the survey returns the survey by March 31, 2010, your household will automatically be entered in a sweepstakes where 50 people will win one of 50 cash prizes ranging from \$50 to \$500.

If this person has already answered and returned the survey, please consider this call my thank you. If not, won't you please ask them to answer and return the survey in the next few days? Their participation is very important to the success of the study.

As always, we appreciate your help!

If you have any questions, please contact us at 1-800-537-4097 and reference study number 208539.

## Attachment E: Pre Alert Letter

Dear MySurvey Member,

In the next week or so your household will receive a survey through U.S. Mail which is to be completed by the individual whose age and gender are printed on the survey. It is about their experience with technology and various activities in their daily life. It is very important that this individual answer and return the survey.

If the person whose age and gender are printed on the survey returns the survey by March 31, 2010, your household will automatically be entered in a sweepstakes where 50 people will win one of the following cash prizes:

one grand prize of \$500, four first place prizes of \$250 each, twenty second place prizes of \$100 each and twenty-five third place prizes of \$50 each.

Thank-you in advance for your help with this survey! Remember, you're shaping the future with your opinions!

Carol Adams

Director of Member Services

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For on-line support please visit our FAQ page at <https://www.mysurvey.com/index.cfm?action=Main.membersGeneral&MyContent=help>

Please do not respond to this e-mail.

To speak to a technical support representative, call toll-free 1-800-537-4097 between the hours of: 9 a.m. to 10 p.m. (Eastern Time) on weekdays and 10 a.m. to 6 p.m. on weekends. Please place [carol@mysurvey.com](mailto:carol@mysurvey.com) in your known/trusted sender's list.

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Omnibus Mail Survey for Internal Revenue Service (IRS) Taxpayer Advocate Service (TAS) Study

You received this email because you (or someone in your household) registered to be a MySurvey.com member. This means receiving periodic email invitations to give your opinions via e-surveys. If you wish to be removed from the MySurvey.com panel, please click here <https://www.mysurvey.com/index.cfm?action=Main.lobbyGeneral&myContent=unsubscribes>

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Forgot your password? Find it here - <https://www.mysurvey.com/index.cfm?action=Main.lobbyGeneral&MyContent=forgot>

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