

Pre-Notification Letter

[IRS LOGO]

[IRS DEPARTMENT LETTERHEAD]

[DATE]

Dear :

I am requesting your help in improving the level of service the IRS provides America's taxpayers. We are seeking feedback from taxpayers like you who received a telephone call from the IRS about a possible discrepancy on your tax return. You should have received this call last month.

In a few days, you will receive a survey asking about the experience you had when speaking with the IRS employee about your tax return. This brief survey should take less than five minutes to complete. Your responses are private and will be released only as summaries in which no individual answers can be identified. Your participation is voluntary.

By conducting the survey, we hope to gather feedback from you that will help us identify aspects of the call that went well and areas where we could possibly improve taxpayer service. Please help me in this effort by completing and returning the survey as soon as possible. Your opinions are important to us.

Thank you in advance for your cooperation.

Sincerely,

Mark E. Pursley
Director
Wage & Investment Research and Analysis

Cover Letter with First Survey Mailing

[IRS LOGO]

[IRS DEPARTMENT LETTERHEAD]

[DATE]

Dear :

Several days ago, you received a letter from me, Mark Pursley, Director, IRS, Wage & Investment Research and Analysis, asking for your assistance in an important research study. We are seeking feedback from taxpayers like you who received a telephone call from the IRS about a possible discrepancy on their tax return. You should have received this call last month.

I am requesting that you complete and return the enclosed short survey as soon as possible. Your feedback will provide critical information about the experience you had while talking to an IRS employee and will help us identify areas where we can improve taxpayer service.

The survey should take less than five minutes to complete. Your responses are private and will be released only as summaries in which no individual answers can be identified. You received this survey because you were called by the IRS to discuss your tax return. Your participation is voluntary.

We are committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning your survey in the enclosed postage-paid reply envelope as soon as possible. Your opinions are important to us.

Thank you in advance for your participation.

Sincerely,

Mark E. Pursley
Director
Wage & Investment Research and Analysis

Reminder Postcard



**Department of the Treasury
Internal Revenue Service
Atlanta, GA 30308**

Postage

[Name]
[Address]
[City, State, Zip]



**Department of the Treasury
Internal Revenue Service
Atlanta, GA 30308**

[Month Day, Year]

Do We Have Your Input Yet?

Recently, you should have received a request from me to complete a survey about a call you received from the IRS regarding a possible discrepancy on your tax return. The survey is part of our efforts to gain taxpayer feedback about the experience you had during the call. This information will assist us in improving the service provided to taxpayers.

If you have already completed and returned the survey, please accept my sincere thanks. If not, please take a few minutes to complete and return the survey today. Your input is very important, and we want to be sure we get your feedback.

Thank you for your cooperation.

Sincerely,

Mark E. Pursley
Director
Wage and Investment Research and Analysis

Reminder Cover Letter with Second Survey Mailing

[IRS LOGO]

[IRS DEPARTMENT LETTERHEAD]

[DATE]

Dear :

A few days ago, you should have received a survey about a telephone call you received from the IRS to discuss a possible discrepancy on your tax return. So far, we have not received the completed survey. As indicated in previous communications, we are gathering feedback to help the IRS improve its service to America's taxpayers.

If you have not already done so, please take a few minutes, today, to provide your responses. The survey should take less than five minutes to complete. Your responses are private and will be released only as summaries in which no individual answers can be identified. Your participation is voluntary.

We are committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning your survey as soon as possible in the enclosed postage-paid reply envelope. Your feedback is important to us.

Thank you in advance for your participation.

Sincerely,

Mark E. Pursley
Director
Wage & Investment Research and Analysis