

SB/SE CSCO Prenotification Letter

Dear

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have recently received a notice informing you of a balance due or return delinquency on your tax return.

In a few days, you will receive a questionnaire asking your opinions about the collection process with the IRS. Please direct it to the person who had the most contact with the IRS on this matter. The questionnaire should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

To keep all replies anonymous to the IRS, we have asked an independent research company to administer the survey. Pacific Consulting Group/Scantron employees will process the questionnaires and report only statistical totals to us.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the questionnaire as soon as possible. If you do not receive a questionnaire, please contact the Survey Helpline at 1-800-960-7897.

Sincerely,
Denice D. Vaughan
Director, Campus Compliance Services

L1_13257-A

SB/SE CSCO Cover Letter

Dear

A few days ago, you received a letter from Denice D. Vaughan, Director, Campus Compliance Services, asking for your help with an important research project.

We are administering a nationwide survey of people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the collection process you went through which began with a notice informing you of a balance due or a return delinquency. 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 collection process on a recent tax return. All responses will be anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The questionnaire is quite brief and should take less than 5 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.

To verify the authenticity of this survey, please visit IRS.gov and enter the search term "customer surveys." The IRS Customer Satisfaction Survey page contains a list of valid, current and unexpired, IRS surveys and as of this issuance should provide a reference to SB/SE Compliance Services Collection Operation.

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

Dr. Peter Webb
Project Director
Pacific Consulting Group

SB/SE CSCO Cover Letter

L2_13257-A

SB/SE CSCO Questionnaire

IRS CUSTOMER SATISFACTION SURVEY COMPLIANCE SERVICES COLLECTION OPERATION

OMB # 1545-1402

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 5 minutes to complete. Your responses will be kept completely anonymous to the IRS. If you have any questions about this survey, you may call the Survey Helpline at 1-866-840-7897.

The questions that follow ask your opinion regarding how the IRS handled your most recent collection process. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your answer by checking the box that best represents your opinion.

1 Please consider only the written notices you received from the IRS when answering the following questions.

Please rate your satisfaction with the following:	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor Dissatisfied	Somewhat Satisfied	Very Satisfied
a. Overall, the way your issue was handled by the Collection Operation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Ease of understanding the initial notice/letter.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Length of time you were given to respond to the Collection Operation.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Ease of obtaining the information you needed from the IRS.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Letter from the IRS adequately addressed all of your issues.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Length of time the IRS took to respond to your written inquiry.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well the IRS kept you informed of the status of your case.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Explanation of the actions the IRS took to resolve your issue.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. The amount of time it took, from when you first wrote to the IRS about this collection issue until it was resolved.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 Did you request information from the Collection Operation, such as: income earned, forms, where to file, payment plans, payments received, etc.?
 Yes (Continue to Question 3 and 4) No (Skip to Question 5)

3 How did you request this information (select all that apply)?
 Telephone Mail Email IRS Web site Other (Specify) _____

4 When replying to your request for information, did the IRS respond within 45 days?
 Yes No Did not receive a reply

How much do you agree with the following statements?	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. I received an adequate description of the collection process.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My experience reflected the described collection process.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I had the opportunity to provide information important to my case.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I was treated with respect during the collection process.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6 Overall, how well did the IRS meet your expectations during your interaction with the Collection Operation?
 Much better than expected
 Better than expected
 As expected
 Worse than expected
 Much worse than expected

SB/SE CSCO Questionnaire

- 7** Did you...?
- Use a tax professional to assist you with resolving this issue
 - Represent yourself in resolving this issue
 - Both
- 8** Which statement best describes the reason(s) for your interaction with the Collection Operation (select all that apply)?
- I owed money because I didn't pay the balance due on my return(s) when I filed
 - I owed money because the IRS adjusted/changed my taxes
 - I needed to resolve an issue with unfiled return(s)
 - I wanted to set up a payment plan to pay my taxes
 - I wanted to tell the IRS that I could not afford to pay my taxes
 - I needed information about income I had earned in order to file my tax returns
 - Other
- 9** What actions did you take to resolve your tax issue (select all that apply)?
- a. Called the IRS telephone number listed in the IRS notice (Continue to Questions 10a, 10b, and 10c)
 - b. Called an IRS telephone number, but not the one in the notice (Continue to Questions 10a, 10b, and 10c)
 - c. Wrote a letter/letters to IRS
 - d. Set up a payment plan (Continue to Question 10d)
 - e. Filed past due tax returns
 - f. Visited an IRS office
 - g. Looked for information on IRS.gov on how to resolve my issue
 - h. Other
- 10** If you selected either a or b in Question 9 above, please answer Questions a, b, and c below.
If you selected d in Question 9 above, please answer Question d below.
- Rate your satisfaction with the following:
- | | Very Dissatisfied | Somewhat Dissatisfied | Neither Satisfied nor Dissatisfied | Somewhat Satisfied | Very Satisfied |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| a. Regardless of the outcome of your case, satisfaction with the service you received on the call(s)..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. Length of time it took you to get through to the Collection Operation employee..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. Courtesy of the Collection Operation employee..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. Ease of setting up your payment plan..... | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
- 11** Did you agree with the outcome of your case? Yes No Not sure
- 12** Do you have any comments/suggestions for the IRS regarding your experience with the Collection Operation?

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number and your email address (if available). This information will not be shared with the IRS and will be used only for the purpose of survey research.

Telephone number: _____ Email address: _____

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:SE, 1111 Constitution Ave. NW, Washington, DC 20224.

! 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.

Thank you for completing the survey.
Please return this questionnaire to P.O. Box 64530, St. Paul, MN 55164-0530

SB/SE CSCO Questionnaire

SB/SE CSCO Post Card Reminder

Do We Have Your Input Yet?

Recently, you received a questionnaire asking your opinions about the service you received from the IRS 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 your opinions and suggestions.

If you did not receive the questionnaire, or it got misplaced, please call us at 1-866-960-7897.

Dr. Peter Webb
Project Director
Pacific Consulting Group

L3_13257-A

SB/SE CSCO Cover Letter for Non-Respondents

Dear

A few days ago, you received a survey from Denice D. Vaughan, Director, Campus Compliance Services, asking for your help with an important research project. If you have already completed the survey, thank you. If you have not already done so, please take a few minutes to fill in your responses.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about the collection process you went through which began with a notice informing you of a balance due or a return delinquency. Your responses are critical to the accuracy of this research.

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Thank you in advance for your cooperation.

Sincerely,

Dr. Peter Webb

SB/SE CSCO Cover Letter for Non-Respondents

Project Director
Pacific Consulting Group

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