

TREASURY INSPECTOR GENERAL FOR TAX ADMINISTRATION IDENTITY THEFT CUSTOMER SERVICE QUESTIONNAIRE (Control Number: <<<CtrlNmbr>>>)

We selected you to participate in this survey because Internal Revenue Service (IRS) records show you were a victim of identity theft. We would appreciate your help in evaluating the level of customer service the IRS provided you when dealing with this identity theft issue.

Your response will be voluntary and there are no penalties for not participating in this survey. The survey is NOT a review of your tax records or a request for payment but a request for your assistance in helping us evaluate IRS customer service.

SURVEY STARTS HERE

	Yes	No
1. To the best of your knowledge, have you been the victim of identity theft that affected you and your tax return and caused you to communicate with the IRS?		

If the answer to Question 1 is "No," you have completed the survey. Please stop and return this questionnaire using the self-addressed, stamped envelope we provided. If the answer to Question 1 is "Yes," please continue.

	Yes	No
2. Is the latest identity theft issue that caused you to communicate and deal with the IRS the first time you were the victim of identity theft?		
	IRS Notified Me	I Notified the IRS
3. Did the IRS notify you that you were the victim of identity theft or did you notify the IRS you were the victim of identity theft?		
4. What was the approximate date of the first contact?	_____	

	Visited Local Office	Telephone	Written Correspondence	Other	N/A
5. If you initiated contact with the IRS regarding the identity theft, what method did you use to contact them?					
If you specified "Other" for Question 5, please explain.	_____				

For questions 6 – 9, please specify the number of visits you made to local IRS offices, telephone calls made to the IRS, and letters written to the IRS.

	0	1-2	3-6	7-12	More Than 12
6. Number of visits to a local IRS office.					
7. Number of telephone calls to the IRS.					
8. Number of letters written to the IRS.					
9. Number of times you communicated with the IRS in a manner not mentioned above.					
For Question 9, if you answered something other than zero (0), please specify the type(s) of communication you made with the IRS.					

	Yes	No
10. During your initial contacts with the IRS, did the IRS communicate to you the response times frames relating to your identity theft issue?		
If you answered "yes" to question 10, how long did the IRS state that it would take to resolve your identity theft issue?		
11. Has the IRS resolved your identity theft issue?		
If you answered "yes" to question 11, how long did IRS take to resolve the issue?		
12. Do you believe the amount of time the IRS took/is taking to resolve your identity theft issue is reasonable?		
13. Do you believe the IRS assistor(s) who assisted you in resolving the identity theft issue showed a genuine concern for you and your issue?		

	Outstanding	Above Average	Average	Below Average	Poor
14. Overall, how would you rate the assistance that the IRS provided you while attempting to resolve your identity theft issue?					

SURVEY ENDS HERE