



DEPARTMENT OF THE TREASURY

WASHINGTON, D.C. 20220

INSPECTOR GENERAL  
for TAX  
ADMINISTRATION

OMB Control Number: 1505-0217

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January xx, 2013

Person to Contact: Lena Dietles

Telephone Number (Not Toll Free): (770) 455-2423

Email Address: [surveyinquiries@tigta.treas.gov](mailto:surveyinquiries@tigta.treas.gov)

Survey Control Number: «Control Number»

«Address»

«City», «State» «ZIPCode»

Dear «FirstName» «LastName»,

The Department of the Treasury is conducting an independent survey to evaluate the level of customer service Internal Revenue Service (IRS) employees provide taxpayers who have been affected by identity theft. The Treasury Inspector General for Tax Administration (TIGTA), which is part of the Department of the Treasury but independent of the IRS, conducts independent reviews of the IRS.

We selected you to participate in this survey because IRS records show you recently were the victim of identity theft and worked with the IRS to rectify the situation. We would appreciate your help in evaluating the service the IRS provides taxpayers. Your response is voluntary and there are no penalties for not participating in the survey. ***This survey is NOT a review of your tax records or a request for payment – it is only a request for your voluntary participation in assisting us in improving the customer service the IRS provides to taxpayers such as yourself.***

Please complete the enclosed survey questionnaire and return it to us in the self-addressed stamped envelope provided. In addition, if we do not receive a response from you, we may call you using the IRS's telephone number on record for you. The telephone call to you should take no longer than 10 minutes.

As you can see from the enclosed questionnaire, our questions include, for example:

- The types of methods you used to receive assistance.
- How long it took the IRS to resolve your issue.
- Your level of satisfaction with the help you received.

We may furnish the IRS the information you give to us; however, the law prohibits us from providing information concerning your tax account to third parties (other than the IRS) without your written permission.

If you would like to learn more about the TIGTA, please visit our Web site at [www.treasury.gov/tigta](http://www.treasury.gov/tigta). In addition to general information about the services the TIGTA provides, you will be able to read the report written about your questionnaire responses when we publish it later this year.

Thank you in advance for your cooperation.

Sincerely,

Michael E. McKenney  
Acting Deputy Inspector General for Audit

Enclosure: Postage-paid Envelope

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**Privacy Act and Paperwork Reduction Act Notice**

The Budget and Accounting Procedures Act of 1950 authorizes the Department of the Treasury to request this information for the purposes stated in the letter. You are not required to provide the information requested unless you are provided a valid Office of Management and Budget control number. The estimated average time to comply with this survey is 15 minutes. If you have any comments concerning the accuracy of this time estimate or suggestions for making this letter simpler, please write to either the:

Treasury Inspector General for Tax Administration  
Office of Audit  
1401 H Street, NW, Suite 469  
Washington, D.C. 20005

or

Office of Management and Budget  
Paperwork Reduction Project (1591-0010)  
Washington, D.C. 20503

Do not send your reply to this letter to either of these addresses – please use the self-addressed, stamped envelope.