**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.*

|  |
| --- |
|  |
| 1. Please circle the tax year(s) of the tax returns affected by the identity theft. 2007 2008 2009 2010 2011 |

*If you were the victim of more than one identity theft, please answer the following questions by keeping in mind your experiences handling your most recent incident and how you dealt with the IRS regarding that incident.*

|  |  |  |
| --- | --- | --- |
|  | IRS Notified Me | I Notified the IRS |
| 1. 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? | 🔾 | 🔾 |
| 1. What was the approximate date of the first contact? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Visited Local Office | Telephone | Written Correspondence | Other | N/A |
| 1. 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. | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | |

**SURVEY CONTINUES ON BACK PAGE**

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 |
| 1. Number of visits to a local IRS office. | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| 1. Number of telephone calls to the IRS. | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| 1. Number of letters written to the IRS. | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |
| 1. 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 | Not Resolved |
| 1. When the IRS resolved your identity theft issue, did they notify you of the resolution? | 🔾 | 🔾 | 🔾 |

|  |  |  |
| --- | --- | --- |
|  | Yes | No |
| 1. During your initial contacts with the IRS, did they communicate to you the response time frames relating to your issue? | 🔾 | 🔾 |
| If you answered “yes” to question 10, how long did the IRS state that it would take to resolve your issue? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| 1. Do you believe the amount of time the IRS took/is taking to resolve your issue is reasonable? | 🔾 | 🔾 |
| 1. Do you believe the IRS assistor(s) who assisted you to resolve the identity theft issue showed a genuine concern for you and your issue? | 🔾 | 🔾 |
| 1. Did you receive an Identity Protection Personal Identification Number (IP PIN) to use when filing your next tax return? | 🔾 | 🔾 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Very Confident | Somewhat Confident | Somewhat Not Confident | Not Confident At All |
| 1. How confident are you that the IRS will correctly process the next tax return you file? | 🔾 | 🔾 | 🔾 | 🔾 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Outstanding | Above Average | Average | Below Average | Poor |
| 1. Overall, how would you rate the assistance that the IRS provided to you while attempting to resolve your identity theft issue(s)? | 🔾 | 🔾 | 🔾 | 🔾 | 🔾 |

**SURVEY ENDS HERE**