

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

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?	<input type="radio"/>	<input type="radio"/>

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.

2. Please circle the tax year(s) of the tax returns affected by the identity theft.	2007	2008	2009	2010	2011
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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
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?	<input type="radio"/>	<input type="radio"/>

4. What was the approximate date of the first contact?	
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	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?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you specified "Other" for Question 5, please explain.	
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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
6. Number of visits to a local IRS office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Number of telephone calls to the IRS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Number of letters written to the IRS.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Number of times you communicated with the IRS in a manner not mentioned above.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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
10. When the IRS resolved your identity theft issue, did they notify you of the resolution?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Yes	No
11. During your initial contacts with the IRS, did they communicate to you the response time frames relating to your issue?	<input type="radio"/>	<input type="radio"/>
If you answered "yes" to question 10, how long did the IRS state that it would take to resolve your issue?		
12. Do you believe the amount of time the IRS took/is taking to resolve your issue is reasonable?	<input type="radio"/>	<input type="radio"/>
13. 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?	<input type="radio"/>	<input type="radio"/>
14. Did you receive an Identity Protection Personal Identification Number (IP PIN) to use when filing your next tax return?	<input type="radio"/>	<input type="radio"/>

	Very Confident	Somewhat Confident	Somewhat Not Confident	Not Confident At All
15. How confident are you that the IRS will correctly process the next tax return you file?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Outstanding	Above Average	Average	Below Average	Poor
16. Overall, how would you rate the assistance that the IRS provided to you while attempting to resolve your identity theft issue(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SURVEY ENDS HERE