

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 contact the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Forrester Research Omnibus Questions

1. What payment option do you use the MOST to pay your bills?
 - A. Mail in payments
 - B. In person
 - C. Over the phone
 - D. Through the Internet via scheduled electronic bill pay
 - E. Through the Internet via same day bill pay

2. If you had to make regular monthly payments to the IRS, which methods would you use?
 - A. Face-to-face at a local IRS office Yes or No
 - B. Use a self-service kiosk at a local IRS office Yes or No
 - C. At an IRS approved third-party retail location Yes or No
 - D. Mail-in payment Yes or No
 - E. Over the phone Yes or No
 - F. Electronic bill pay through your banking institution Yes or No
 - G. Electronic bill pay options on IRS.gov Yes or No

Of those methods that you indicated you would use, please rank them where #1 is your first choice.

[insert items selected above for ranking]

3. If the following electronic options were available, what is the likelihood that you would choose the electronic option over receiving paper mailings from the IRS where 1 is "Not at all Likely" and 5 is "Very Likely"?
 - A. Choose to receive emails from the IRS containing general information, no personal or financial information.
 - B. Choose to receive emails from the IRS containing personal and/or financial information.
 - C. Choose to receive text messages from the IRS containing general information, no personal or financial information.
 - D. Choose to receive text messages from the IRS containing personal and/or financial information.

4. If the IRS developed an electronic application that allowed you to securely login and monitor your individual account status, would you be interested in using it to communicate with the IRS? Yes or No