

The Internal Revenue Service is trying to improve its service to the public. You can help in this important mission by providing your feedback below. This voluntary survey should take less than 5 minutes to complete. Your identity will not be provided to the Internal Revenue Service.

The following questions ask your opinion regarding your most recent Installment Agreement and questions about our Online Payment Agreement process. For each question please fill in the circle that best represents your opinion.

Your Recent Installment Agreement

1.) How did you request your Installment Agreement?

- Called the 1-800 number and talked to an Internal Revenue Service representative
- Worked with a revenue officer
- Requested it on Form 9465, *Installment Agreement Request* and attached it to my tax return
- Requested it on Form 9465, *Installment Agreement Request*, and mailed it separately
- Went to a local Taxpayer Assistance Site
- Other _____

2.) Why did you choose the method you did to request your Installment Agreement? (check all that apply)

- Someone at the Internal Revenue Service contacted me
- Preferred to talk to a person at the Internal Revenue Service
- Wanted written confirmation of my payment agreement request
- Needed to stop collection action immediately
- Tried to request a payment plan online but was unable to complete the process
- Other _____

3.) Overall, how satisfied were you with the process for obtaining your recent installment agreement?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

Online Installment Agreements

4.) Were you aware that you could request an Installment Agreement online at www.IRS.gov?

- Yes
- No

5.) How likely would you be to request an Installment Agreement online through www.IRS.Gov?

- Might consider
- Would not consider
- Don't know / unsure

6.) What reason(s) might prevent you from entering into an Installment Agreement online through www.IRS.Gov? (*Check all that apply*).

- Didn't know it was an available option
- No access to a computer
- No internet access
- Don't trust the security of the IRS system
- The only computer access was unsecured (public library, friend, work)
- Slow connection speed
- Tried to but couldn't complete the process (please answer the following question)
- Other _____

7.) If you selected ***Tried to but couldn't complete the process*** in question 6, what prevented you from finishing your online Payment (Installment) Agreement request? (*Check all that apply*)

- The balance due was more than \$50,000
- Unable to pay the tax in 72 months
- All tax returns were not filed at the time
- Unable to access website
- Slow connection speed
- Website was not working
- Did not have a PIN (personal identification number)
- Have a PIN (personal identification number) but didn't remember it
- Called to obtain PIN (personal identification number) and someone from the IRS assisted with an installment agreement
- Do not have a bank account for automatic withdrawal of payments
- Employer won't allow automatic payments
- Other _____

Thank you for completing the survey!

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this survey is 1545-1432. We estimate the time required to be five minutes. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to:

Internal Revenue Service
Tax Products Coordinating Committee
SE:W:CAR:MP:T:T:SP
1111Constitution Ave. NW

**Internal Revenue Service
Department of the Treasury**

Washington,
DC 20224

Internal Revenue Service
500 Woodward Avenue MS #3
Detroit, MI 48226

Dear Taxpayer:

The Internal Revenue Service is conducting a survey to obtain feedback on the Installment Agreement program and the Online Payment Agreement program. Your feedback will help the IRS better serve you and other taxpayers.

You have been randomly selected to participate in this survey because of your experience with the Installment Agreement program.

You will be receiving a survey in the mail within 10 days. When the survey arrives, please take a few minutes to fill it out and return it in the **postage paid return envelope** provided.

While your participation in this survey is strictly voluntary, we hope you will take this opportunity to provide us with your feedback. IRS will hold the identities of respondents private to the extent permitted by law. The responses you provide will help us determine your overall satisfaction with the Installment Agreement program and your awareness of the Online Payment Agreement program. The survey will also assist us in making improvements to both programs.

Your experience and opinions about the Installment Agreement program and the Online Payment Agreement program are very important to us.

Thank you in advance for your help.

Sincerely,

Internal Revenue Service Department of the Treasury

Dear Taxpayer,

As mentioned in our previous correspondence, the IRS is conducting a survey to gather opinions and experiences with the Installment Agreement program and awareness of the Online Payment Agreement program.

We asked you to help us with this important study by answering a seven question survey. We know that you are very busy, so we kept the survey short.

As of today, we have not received your response to this survey. If you did not receive a questionnaire, or if it was misplaced, please call: **303-603-4801** and we will get another one in the mail to you today.

We hope you will take a few minutes to share your opinions. The IRS will use your responses to improve the Installment Agreement program and the Online Payment Agreement program.

Thank you for the time and effort you put into answering this survey.

Letter 4329 (2-2008)

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