

**Information Collection Request (ICR)
for the 2015
IP-PIN Customer Experience Survey
Wage & Investment Division
Wage & Investment Research & Analysis (WIRA)
OMB No. 1545-1432**

Wave 1----Pre-Notification Letter

DATE

ID#

FIRSTNAME LASTNAME

SAMPLE ADDRESS 1

SAMPLE ADDRESS 2

SAMPLE ADDRESS 3 POSTAL CODE

Dear FIRSTNAME LASTNAME:

I am asking for your help in improving the services the Internal Revenue Service (IRS) provides to people who have had tax-related identity theft issues, or want to protect themselves against tax-related identity theft. I would like to get feedback from people like you who have received an Identity Protection Personal Identification Number (IP PIN) from the IRS.

In a few days, you will receive the *Identity Protection PIN Customer Experience Survey* asking about your experiences with the IP PIN. CONTRACTOR NAME will conduct the survey for the IRS, starting on XXXX. CONTRACTOR NAME will provide the IRS with survey responses without any identifying information about you and will keep your identity private to the full extent of the law.

Your participation in this survey is voluntary, but your responses are very important to the accuracy and usefulness of the results. It should take about 10 minutes to complete.

Please help us in this effort by completing the survey as soon as possible. If you do not receive a paper survey by Month/ Day/2015 please contact (Name here) @ the Survey Help Desk by email XXXXXX.com or via telephone (toll-free) at 1-888-XXX-XXXX.

If you prefer to take the survey online, you do not need to wait for the paper survey. You can complete the survey by typing the following link into your Web browser and entering the unique password provided below:

- <http://insert-???-link-here.com>
- Password: [insert password]

If you wish to verify the IRS's sponsorship of the survey, please contact (name here) at 1-888-9990 or irs.gov

Thank you in advance for your participation.

Sincerely,

Antoinette Cross
Director, Research and Analysis
IRS, Wage and Investment Division

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 (Customer Satisfaction). Also, if you have any comments regarding the time estimates

2015_IP PIN Customer Experience Survey
Survey Instrument and Wave Documents

associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Wave 2 ----First Survey Mailing Letter

DATE

ID#

FIRSTNAME LASTNAME

SAMPLE ADDRESS 1

SAMPLE ADDRESS 2

SAMPLE ADDRESS 3 POSTAL CODE

Dear FIRSTNAME LASTNAME:

We would like to get your feedback to help the IRS improve services for people who have had tax-related identity theft issues, or want to protect themselves against tax-related identity theft. You can provide this through the enclosed **Identity Protection Personal Identification Number Customer Experience Survey**. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority to request the survey information is 26 USC 7801, which provides the Treasury authority for general administration of the Federal tax law.

Your participation in this survey is voluntary, and there are no penalties if you choose not to participate. However, your responses are very important to the accuracy and usefulness of the results. The survey should take about 10 minutes to complete.

Your information will be kept private to the full extent allowed by law, and may not be disclosed except as provided by law. Information may be disclosed to an IRS contractor who is required to adhere to protections established by the Privacy Act and contractual obligations to safeguard the information you provide. CONTRACTOR NAME is conducting this survey for the IRS. CONTRACTOR NAME will provide the IRS with the survey responses without any identifying information about you and will keep your identity private to the full extent of the law.

If you have already completed the survey online, please accept our sincere thanks. If you have not done so, please take a few minutes now to complete the survey either online or by mail. If you are completing the survey by mail, please submit your survey using the postage-paid reply envelope by MONTH DAY, 2013.

If you choose to take the survey online, you can access the survey from any computer that has web access by typing the following address into your browser and then entering the unique password provided below:

<http://insert-???-link-here.com>

Password: [insert password]

Please complete the online survey by MONTH DAY, 2013

If you have any questions, please contact (Name here) at Survey Help Desk by email at ?????@???.com or telephone toll-free at ???-???-?????. If you wish to verify the IRS's sponsorship of the survey, please contact ??? ???? at ???-????@irs.gov or ???-???-????.

Thank you for your participation.

Sincerely,

SIGNATURE

XXXXXX

Project Director

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associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Wave 3 -- Reminder Postcard

Do We Have Your Input Yet?

Recently, we sent you a survey related to the IRS Identity Protection Personal Identification Number (IP PIN). The survey can be completed either by mail or online. If you already have completed and returned the survey, please accept my sincere thanks. If not, please take a few minutes to complete it today. Your input is important and we want to be sure we include your feedback.

If you did not receive the survey, or it has been lost, please email us at Surveyhelp@irs.gov or call us at 1-800-829-1040. When contacting us, you may also request your unique Password so you can complete the survey online at www.irs.gov/irspin.

Sincerely,

Signature

????????????????????

Director of Research, ??????????????????

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 (Customer Satisfaction). Also, if you have any comments regarding the time estimates

associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Wave 4 Second Survey Mailing Letter

DATE

ID#

FIRSTNAME LASTNAME

SAMPLE ADDRESS 1

SAMPLE ADDRESS 2

SAMPLE ADDRESS 3 POSTAL CODE

Dear FIRSTNAME LASTNAME:

Recently CONTRACTOR sent you the *Identity Protection Personal Identification Number Customer Experience Survey* asking for your feedback to help the IRS improve services for people who have had tax-related identity theft issues, or want to protect themselves against tax-related identity theft. If you have already completed and submitted the survey, please accept our sincere thanks. If you have not done so, please take a few minutes now to complete the survey either online or by mail. A new copy is enclosed for your convenience.

We want to learn about your experiences related to the IP PIN. The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority to request the survey information is 26 USC 7801, which provides the Treasury authority for general administration of the Federal tax law.

Your participation in this survey is voluntary, and there are no penalties if you choose not to participate. However, your responses are very important to the accuracy and usefulness of the results. The survey should take about 10 minutes to complete.

Your information will be kept private to the full extent allowed by law, and may not be disclosed except as provided by law. Information may be disclosed to an IRS contractor who is required to adhere to protections established by the Privacy Act and contractual obligations to safeguard the information you provide. CONTRACTOR NAME is conducting this survey for the IRS. CONTRACTOR NAME will provide the IRS with the survey responses without any identifying information about you and will keep your identity private to the full extent of the law.

If you choose to respond by mail, please submit your survey using the postage-paid reply envelope and ensure that it is postmarked by MONTH DAY, 2013.

If you choose to complete the survey online, you can access it from any computer that has web access by typing the following address into your browser and then entering your unique password:

<http://insert-???-link-here.com>

Password: [insert password]

Please complete the online survey by MONTH DAY, 2013.

If you have any questions, please contact the ??? Survey Help Desk by email at ???????@?????.com or by telephone toll-free at ???-???-?????. If you wish to verify the IRS's sponsorship of the survey, please contact ??? ???? at ????.????@irs.gov or ???-???-????.

Thank you in advance for your cooperation.

Sincerely,

SIGNATURE

??? ????

??? Project Director

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Survey Instrument

Identity Protection PIN Customer Experience Survey OMB No.: 1545-1432

Introduction

This survey has been sent to you because our records indicate you have received an Identity Protection Personal Identification Number (IP PIN) for use with your 2014 federal tax return.

The IP PIN is a six-digit identification number sent to taxpayers who have reported to the IRS that they have been the victim of identity theft and have provided information to the IRS to prove their identities. Additionally, IP PIN's were issued to taxpayers who chose to obtain one after receiving a CP 01F notice or through the IRS program allowing taxpayers living in Florida, Georgia or the District of Columbia to obtain an IP PIN. The IP PIN was provided for use when filing tax returns to indicate the filer is who they claim to be.

The purpose of this survey is to learn about your experiences involving the IP PIN to help the IRS improve services to taxpayers who have experienced tax related identity theft issues or chose to protect their identities. Your responses are voluntary and there are no penalties if you choose not to participate.

This survey is not a review of your tax records. Your responses are important to the accuracy and usefulness of the overall results and will help the IRS improve its services.

CONTRACTOR is conducting this survey for the IRS. **CONTRACTOR** is legally required to maintain your privacy to the extent allowed by law and will provide survey responses to the IRS without sharing any identifying information about you.

Thank you for taking time to respond to this survey.

Instructions

- The survey will take about 10 minutes to complete.
- Please do not provide any information in this survey that could identify you personally. If you do not wish to answer any question(s), please skip to the next question.
- We offer two options for completing this survey
 - o Complete and return this survey using the enclosed envelope, or
 - o Take the survey online, using the instructions included in the survey cover letter.

Please complete and return by Month DD, YYYY

- 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 (Customer Satisfaction). Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the, Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

IRS Communications

1. Please indicate which of the following statements best represents you.

- I received a CP 01A containing my IP PIN
- I should have received a CP 01A containing my IP PIN, but didn't
- I received a CP 01F inviting me to obtain an IP PIN
- I live in Florida, Georgia or the District of Columbia and chose to obtain an IP PIN

2. In the future, how would you prefer to obtain your IP PIN?
(Please check one.)

- In the mail
- Electronically, using the IRS.gov website
- By phone, using the IRS automated request system
- I have no preference

3. Did you contact the IRS to discuss your IP PIN?
(Please check all that apply.)

- No, I did not contact the IRS about the IP PIN.
- Yes, I contacted the IRS by phone
- Yes, I met with an IRS employee face-to-face
- Yes, I contacted the IRS in writing

4. If you contacted the IRS, what issues did you discuss?
(Please check all that apply.)

- Does not apply. I did not contact the IRS about the IP PIN.
- Why I received the CP 01F
- How to obtain and IP PIN using the IRS Website
- How to use the IP PIN
- How my account is affected by identity theft
- Difficulty obtaining my IP PIN using the IRS Website
- Other

5. Overall, how satisfied or dissatisfied were you with the responses you received when you contacted the IRS about the IP PIN?
(Please check one.)

- Does not apply, I did not contact the IRS about the IP PIN.
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied

- Dissatisfied

Obtaining an IP PIN

6. If you received a CP 01F and chose NOT to obtain an IP PIN, which of the following statements describe why you chose not to get an IP PIN?

(Please check all that apply)

- Not applicable. I did not receive a CP 01F.
- Not applicable. I received a CP 01F and chose to obtain an IP PIN.
- I didn't feel it was necessary to protect my identity using an IP PIN.
- My preparer said I didn't need an IP PIN.
- The process to get an IP PIN was too complicated.
- I tried to get an IP PIN from the IRS website, but the website didn't work.
- I tried to get an IP PIN from the IRS website, but couldn't pass the eAuthentication quiz.
- I meant to get and IP PIN, but forgot that I had received a CP 01F
- I didn't have to file a return, so I didn't need an IP PIN
- I didn't believe this was a legitimate document or process. I didn't trust this document and thought it might be a trick or fraud.
- Other. *(Please Explain)* _____

7. If you lived in Florida, Georgia or the District of Columbia and chose to obtain and IP PIN, how did you hear about the IP PIN program?

(Chose all that apply)

- Not applicable. I received a CP 01A or a CP 01F.
- IRS website
- IRS publication
- Tax software
- Tax preparer
- Website other than IRS.gov
- Other social media (Facebook, Twitter, etc.)
- News program
- Family member or friend
- Other (please specify) _____

Visiting the IRS Website

8. Did you visit the IRS website (www.irs.gov) to get information about tax-related identity theft issues?

(Please check one.)

- Yes
- No
- I do not recall

**9. If you visited the IRS website (www.irs.gov), what kind of information were you looking for?
(Please check all that apply.)**

- Does not apply, I did not visit the IRS.gov website.
 - How to report identity theft to the IRS
 - Tips on keeping my tax records safe
 - How to learn if my tax account is affected by identity theft
 - Other
-

**10. Overall, how satisfied or dissatisfied were you with the information about identity theft you found on the IRS website (www.irs.gov)?
(Please check one.)**

- Does not apply, I did not visit the IRS.gov website.
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied

IP PIN Use

**11. Who was the main person who prepared your 2012 IRS tax return?
(Please check one.)**

- I did, using paper forms
- I did, using tax preparation software or an online service
- Tax professional (paid preparer, accountant, certified public accountant)
- Volunteer tax preparer (at a volunteer tax preparation site)
- Other (family member or friend who is not a tax professional)
- I do not recall
- I did not need to file

**12. Was an IP PIN used to file your 2013 IRS tax return?
(Please check one.)**

- Yes
- No
- I do not recall

13. Please rate your experience with finding where to put the IP PIN on your electronic or paper tax return.

(Please check one.)

- Does not apply, I did not use the IP PIN.
- Very Easy
- Somewhat Easy
- Neither Easy nor Difficult
- Somewhat Difficult
- Very Difficult

14. If the IP PIN was not used when filing your 2014 tax return, why not?
(Please check one.)

- Does not apply. I used the IP PIN to file my 2014 IRS tax return.
 - I did not receive an IP PIN
 - I misplaced it
 - I did not realize I needed to use it
 - My tax professional recommended that it not be used
 - My friends and/or family members recommended that it not be used
 - I do not recall
 - I did not need to file
 - Other, please explain
-

15. If the IP PIN was used to file your 2014 tax return, do you agree or disagree that the IP PIN helped protect your tax account?
(Please check one.)

- Does not apply. I did not use the IP PIN to file my 2012 IRS tax return.
- Agree
- Disagree
- No opinion

16. If you were due a refund, did you get it as quickly as you expected to?
(Please check one.)

- Yes
- No
- Not sure
- I was not due a refund

Overall Experience

17. If you wish to provide comments related to your overall experience with the IP PIN, please use the space below.

Do not include any personally identifiable information (PII). Examples of PII include; Names, credit card/bank or other financial information, Social Security numbers, street addresses, email addresses, dates of birth or personal phone numbers.

Thank you for your time.

Remember:

The IRS **does not initiate contact** with taxpayers by email or any other type of electronic communication, such as text messages and social media channels.

The contractor (NAME) administering this survey for the IRS has passed a rigid security screening process to maintain your privacy to the extent allowed by law. For more information on IRS contracted surveys, please visit www.irs.gov/uac/Customers-Surveys.

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2015 IP PIN Survey: Initial Screen Script

Welcome to the 2015 IP-PIN Customer Experience Survey. <Contactor>, an independent research organization, is working with the IRS to obtain your feedback as an individual that used an IP PIN to file your 2014 tax return.

his survey should take about 10 minutes to complete.

To verify the authenticity of this survey, please visit IRS.gov and enter the search term 'customer surveys.' The IRS Customer Satisfaction Survey page contains a list of valid and current IRS surveys and as of this issuance should provide a reference to the *2015 IP-PIN Customer Experience Survey*. Thank you in advance for your participation in this important survey.

Privacy and Security

<Contractor> will hold your identity as anonymous as allowed by law and will only provide results to the IRS after combining them with other responses. In addition, <Contractor> will provide the raw data to the IRS with all personally identifying information removed. Please feel confident that your answers will be used solely for the purpose stated above.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding this study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW, Washington, DC 20224.