

FTD Alert Survey ICR Attachment



Date: January XX, 2016

Dear Taxpayer,

Reference: **Customer Satisfaction Survey on Federal Tax Deposit (FTD) Alert Contacts**

We need your help with an important research initiative to improve our service to America's taxpayers. We want to get feedback from taxpayers, like you, contacted during the last six months about a decrease or change in Federal Tax Deposits.

Within the next few days, you will receive a survey asking your opinion about your contact with a revenue officer from the Internal Revenue Service. **Please direct this survey to the person who had the most recent contact with the IRS on this matter.** The survey should take less than five minutes to complete. Once completed, return it in the postage paid return envelope.

While your participation in this survey is voluntary, we hope you will take this opportunity to provide us with your feedback. Your feedback will remain private to the extent allowed by law. The responses you provide will help us determine your overall satisfaction with the Federal Tax Deposit Alert process and assist us in making improvements to our program.

Our authority for requesting the information is 5 USC and 26 USC 7801.

To verify the authenticity of this survey, visit IRS.gov at <https://www.irs.gov/uac/Customer-Satisfaction-Surveys>. It will provide a reference to the Small Business/Self-employed Change in Federal Tax Deposit Customer Satisfaction Survey.

We appreciate your participation, and we thank you in advance for your assessment of our program.

Thank you for your cooperation.

Sincerely,

[will add signature when approved by Director]

Kristen Bailey
Small Business/Self-Employed
Director, Collection Policy

Letter #### (#-####)
Catalog Number ###Unique ID

FTD Alert Survey ICR Attachment



Date: January XX, 2016

Dear Taxpayer,

Reference: **Customer Satisfaction Survey on Federal Tax Deposit (FTD) Alert Contacts**

A few days ago, you received a letter from the Internal Revenue Service, asking for your help with an important research initiative. The IRS is committed to improving its performance and service to the American taxpayer. As part of this process, we are administering a nationwide survey to gather information from those who have had contact with IRS employees and services.

Your business is receiving this survey because you were contacted by a revenue officer due to a decrease or change in Federal Tax Deposits. **Please direct this survey to the person who had the most recent contact with the IRS on this matter.** We would like your opinion regarding that experience and the service you received from IRS. Your response is critical to the improvement of IRS's service. We encourage your response.

Participation is voluntary. IRS will keep your responses private to the extent allowed by law and we will group your responses with others. No identifying information will be associated with your responses.

This brief survey should take less than five minutes to complete. Please use the postage-paid reply envelope to return your completed survey.

Our authority for requesting the information is 5 USC and 26 USC 7801.

To verify the authenticity of this survey, visit IRS.gov at <https://www.irs.gov/uac/Custom-Satisfaction-Surveys>. It will provide a reference to the Small Business/Self-employed Change in Federal Tax Deposit Customer Satisfaction Survey.

Thank you in advance for your cooperation. Your honest opinion will help bring about improvements in service for America's taxpayers.

Sincerely,

[will add signature when approved by Director]

Kristen Bailey
Small Business/Self-Employed
Director, Collection Policy

Enclosures:

Survey

Return Envelope

Privacy Act Notice

Letter #### (#-####)

Catalog Number ###Unique ID

FTD Alert Survey ICR Attachment



Date: January XX, 2016

Dear Taxpayer,

Reference: **Customer Satisfaction Survey on Federal Tax Deposit (FTD) Alert Contacts**

IRS recently sent you a survey asking for your help with an important research initiative. If you have already completed the survey, thank you. If you have not already done so, please take a few minutes to ensure the attached survey is **directed to the person who had the most recent contact with the IRS.**

We are administering a nationwide survey to taxpayers who have had contact with a revenue officer from the Internal Revenue Service during the last six months. We want to know your opinions about the revenue officer contact and your decrease or change in Federal Tax Deposits. Your responses are critical to the accuracy of this research.

All responses will be private to the extent allowed by law and your participation is voluntary. We will group your responses with others and no individual reply can be traced back to any one person or business.

This brief survey should take less than five minutes to complete. Please use the enclosed postage-paid reply envelope to return the completed survey.

Our authority for requesting the information is 5 USC and 26 USC 7801.

To verify the authenticity of this survey, visit IRS.gov at <https://www.irs.gov/uac/Customer-Satisfaction-Surveys>. It will provide a reference to the Small Business/Self-employed Change in Federal Tax Deposit Customer Satisfaction Survey.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS, services, and employees. Your opinion will help bring about this improvement.

Thank you, in advance, for your cooperation.

Sincerely,

[will add signature when approved by Director]

Kristen Bailey
Small Business/Self-Employed
Director, Collection Policy

Enclosures:

Survey

Return Envelope

Privacy Act Notice

Letter #### (#-####)

Catalog Number ###Unique ID

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5837437502

OMB #xxxx-xxxx



Internal Revenue Service
Small Business/Self-Employed
Customer Satisfaction Survey on
Federal Tax Deposit (FTD) Alert Contacts

Instructions

Use a black or blue ink pen only.

Shade circles like this ->

NOT like this ->

Return to:
Internal Revenue Service
SB/SE Research Room 239
7850 SW 6th Court
Plantation, FL 33324-3202

1. In the last six months, did someone from the Internal Revenue Service contact you about your Federal Tax Deposits?
 Yes Go to Question 2
 No If you answered NO please stop here and return the survey in the envelope provided.

2. When the Internal Revenue Service contacted you, were all your Federal Tax Deposits current?
 Yes No Not Sure

3. How did the Internal Revenue Service contact you? (Check all that apply.)
 In person Letter Phone

4. How would you rate the timing of the contact?
 Should have been earlier in the payroll quarter Just in time
 Should have been later in the payroll quarter It was not necessary to contact me

5. Which Federal Tax Deposit issues, if any, were you able to resolve because of this contact?
 (Check all that apply.)
 Became current on Federal Tax Deposits Filed late returns
 Received instructions on deposit requirements No issues were resolved
 Explained the decline in Federal Tax Deposits

6. What benefits, if any, did you realize from this contact? (Check all that apply.)
 Able to speak directly with an IRS Employee Reduced interest
 Reduced penalties No benefit received
 Received Federal Tax Deposit instructions Other _____
 Became current with Federal Tax Deposits Other _____
 I have a better understanding of my FTD responsibilities and the role of the IRS.

7. Overall, how satisfied were you with this contact by the Internal Revenue Service?
 Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied

8. What do you think is the optimum way for the Internal Revenue Service to assist you in meeting your Federal Tax Deposit responsibilities?
 In person Telephone Letter E-mail Website Calendar Reminder

Paperwork Reduction Act Notice:

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 xxxx-xxxx. We estimate the time required to fill out this questionnaire will average 5 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, 1111 Constitution Ave. NW Washington, DC 20224



Thank you for completing the survey!



Form XXXXX (Rev. xx-xxxx)

Catalog Number xxxxxx

Department of the Treasury-Internal Revenue Service