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Thank you for agreeing to participate in the study. We are required by law to report to you the OMB (Office of Management and Budget) Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments on ways to improve this research process, you can write to us at: IRS Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.





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In an effort to improve our services to the public, the IRS is seeking the opinions of taxpayers who recently received mail from the IRS about collecting unpaid taxes or an unfiled return. Please assist us by completing this brief voluntary survey, which should take less than 5 minutes of your time. Your identity will be kept private to the extent permitted by law. Thank you in advance for your participation.

Please rate your satisfaction with the following:

Very Dissatisfied Neither Very Satisfied

a. Overall satisfaction with the service you received during the collection process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Letter from the IRS adequately addressed (clearly explain) all of your issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. The amount of time it took from when you first wrote to the IRS about this collection issue until it was resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Explanation of the actions the IRS took to resolve your issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you have any comments or suggestions for the IRS regarding your experience with the Collection Operation?

Privacy Statement

The authority requesting the information is 5 USC 301. The primary purpose of asking for the information is to determine steps IRS can take to improve our service to you. The information may be disclosed as authorized by the routine uses published for the Privacy Act System of Records entitled, "Treas/IRS 00.001 Correspondence Files, including Stakeholder Partnership File, and Correspondence Control Files, as published in the Federal Register: December 10, 2001 (Volume 66, Number 237) [Notices] pages 63785-6. Providing the information is voluntary. Not answering some or all the questions will not affect you.