

[IRS LOGO]

[IRS DEPARTMENT LETTERHEAD]

[DATE]

Name1  
Name2  
Name3  
Name4  
Address  
City, State, Zip

Dear IRS Exempt Organization Determination Letter Request Customer:

I need your help with an important initiative we are undertaking to improve our service to America's taxpayers.

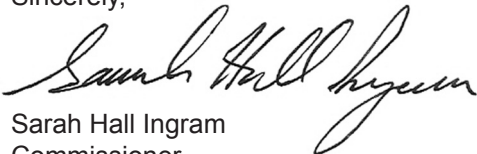
IRS recently made a determination on the tax-exempt status of your organization. In a few days, you will receive a survey asking your opinions about your experience and the service you received from IRS. If you are not the person who had the most contact with the IRS on this matter, please direct the survey to the person who did.

This brief survey should take less than 8 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

An independent research company, ICF International, will administer the survey and will keep your responses anonymous to the IRS. No identifying information will be associated with your responses. Your responses will be compiled with those of other recent customers and reported only in the aggregate to the IRS.

We are committed to improving service to every customer. Please help me in this effort by completing and returning the survey as soon as possible.

Sincerely,



Sarah Hall Ingram  
Commissioner  
Tax Exempt and Government Entities Division

# ICF International/Scantron

IRS Customer Survey  
P.O. Box 64529  
St. Paul, MN 55164-0529

[DATE]

Name1  
Name2  
Name3  
Name4  
Address  
City, State, Zip

RE: ORGANIZATION NAME

Dear JOHN Q & MARY Q SAMPLE:

A few days ago you received a letter from IRS, Tax-Exempt and Government Entities Commissioner Sarah Ingram asking for your help with an important research project. The Internal Revenue Service (IRS) is committed to improving its performance and service to the American public. As part of this process, we are administering a nationwide survey to gather reliable information from those who have had contact with IRS employees and services.

Your name was selected through a scientific random sampling process to receive this survey because IRS recently completed a determination of the tax-exempt status for your client. We want to know your opinions regarding that experience and the service you received from IRS. Your responses are critical to the accuracy of this evaluation of the IRS's service. If another person was primarily responsible for dealing with the IRS on this matter, please pass this survey on to them and encourage them to respond.

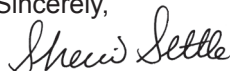
Your participation is voluntary. An independent research company will keep your responses anonymous to the IRS. Your responses will be grouped with others, so that no individual reply can be traced back to a person or case number. No identifying information will be associated with your responses.

This brief survey should take less than 8 minutes to complete. Use the postage-paid reply envelope to return your completed survey. If you have any questions or concerns, please feel free to call ICF International toll free at 1-866-287-5762 or e-mail us at [EODSurvey@mmail.macrointernational.com](mailto:EODSurvey@mmail.macrointernational.com).

To verify the authenticity of this survey, please visit [IRS.gov](http://IRS.gov) and enter the search term 'customer surveys.' The IRS Customer Satisfaction Survey page contains a list of valid, current and unexpired, IRS surveys and as of this issuance should provide a reference to TE/GE Exempt Organization Determinations.

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in service for all tax-exempt organizations.

Sincerely,



Sherri Settle  
Project Director  
ICF International  
L2\_12184-B\_POA

## Internal Revenue Service (IRS) Customer Satisfaction Survey Exempt Organization Determination Letter Request

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than 8 minutes to complete.

Your responses will be kept anonymous to the IRS. Only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS exempt organization determination request. *Regardless of whether you agree or disagree with the final outcome*, please mark the appropriate box on the scale (where 1 means "Very Dissatisfied" and 7 means "Very Satisfied") or next to the response that best applies to you.

### Overall Satisfaction

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
1. How would you rate your overall satisfaction with the way your case was handled by the IRS, regardless of whether you agree or disagree with the final outcome?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Overall, how satisfied are you with the length of the process, from submission of your application through final determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Overall, how satisfied are you with how well the IRS communicated with you throughout the process (whether in writing or by telephone)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Application

#### How satisfied are you with...

4. The ease of locating the correct application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The ease of understanding the application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The ease of completing the application form?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The amount of time you spent completing your application?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Acknowledgement Letter (Confirming Receipt of Application)

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
8. How quickly you received your acknowledgement letter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How clearly the acknowledgement letter communicated the expected timeframe until the IRS would contact you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Did the IRS contact you within the timeframe stated in the acknowledgement letter?								<input type="radio"/>
<input type="radio"/> Yes, I received a letter or telephone call within the stated timeframe.								
<input type="radio"/> No, I did not receive a letter or telephone call within the stated timeframe.								
<input type="radio"/> I initiated contact before the stated timeframe elapsed.								
11. How satisfied are you with the amount of time it took for the IRS to contact you (following your acknowledgement letter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Were you contacted by the IRS to provide additional information?

- Yes  No

[If your response is No, please skip to Question 27.]

### Additional Information Request (After Receipt Of Acknowledgement Letter)

	Very Dissatisfied				Very Satisfied			Don't Know Not Applicable
	1	2	3	4	5	6	7	
13. Overall, how satisfied are you with the IRS agent/specialist assigned to your case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>How satisfied are you with...</b>								
14. The courtesy of the IRS agent/specialist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The knowledge of the IRS agent/specialist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How well the IRS agent/specialist listened to your concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. How thoroughly the IRS agent/specialist answered your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Communications about the status of your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The consideration given to the information you presented in the original application or submission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The description of the additional information the IRS needed to complete your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The explanation of why additional information was requested?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The time given you to respond to additional IRS request(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The amount of time you spent responding to IRS requests for additional information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. The timeliness of the IRS agent/specialist in responding to your inquiries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. How many times were you contacted by the IRS agent/specialist to obtain additional information?								
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>				
26. If you answered one or more to Question 25 above, which method of information exchange was the most beneficial when the IRS agent/specialist contacted you? (Check all that apply)								
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>					

### Final Determination

How satisfied are you with...	Very Dissatisfied				Very Satisfied			Don't Know Not Applicable
	1	2	3	4	5	6	7	
27. The ease of understanding the determination letter you received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Other Information

28. For this determination, were you . . .
- An employee/officer of the organization [**Skip to Question 30**]?
  - A designated third-party representative/power of attorney (POA)?

### ANSWER ONLY IF YOU ARE A DESIGNATED THIRD-PARTY REPRESENTATIVE/POWER OF ATTORNEY (POA)

- |  |                       |                       |                       |                       |                       |                       |                       |                              |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------------|
|  | Very<br>Inconsistent  |                       |                       |                       |                       | Very<br>Consistent    |                       | Don't Know<br>Not Applicable |
|  | <b>1</b>              | <b>2</b>              | <b>3</b>              | <b>4</b>              | <b>5</b>              | <b>6</b>              | <b>7</b>              |                              |
|  | ▼                     | ▼                     | ▼                     | ▼                     | ▼                     | ▼                     | ▼                     | ▼                            |
| 29. If you are a designated third-party representative/power of attorney, how consistent was the IRS in its handling of this application compared with other applications you have completed in the past year? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>        |

30. Did you visit the IRS website ([www.irs.gov/eo](http://www.irs.gov/eo)) for assistance or information during the determination process?
- Yes
  - No

## Comments

31. If you have any suggestions for how Exempt Organizations can improve its determination process, or any other comments, please provide them below.

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If you have any questions about this survey, please contact the survey processing center at 1-866-287-5762 or [EODSurvey@mmail.macrointernational.com](mailto:EODSurvey@mmail.macrointernational.com).

 If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

**Thank you for completing the survey.**

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

ICF International/Scantron  
IRS Customer Survey  
P.O. Box 64529  
St. Paul, MN 55164-0529

## **Do We Have Your Input Yet?**

Recently, you received a survey asking your opinions about the service you received in a recent interaction with the IRS. If you have already completed and returned the survey, please accept our sincere thanks. If not, please take a few minutes to complete and return it today. We want to be sure we have your opinions and suggestions for improving the IRS's service to the public.

If you did not receive the survey, or it has been misplaced, please contact us at 1-866-287-5762 or [EODSurvey@mmail.macrointernational.com](mailto:EODSurvey@mmail.macrointernational.com).

Sherri Settle  
Project Director  
ICF International

# ICF International/Scantron

IRS Customer Survey  
P.O. Box 64529  
St. Paul, MN 55164-0529

[DATE]

Name1  
Name2  
Name3  
Name4  
Address  
City, State, Zip

RE: ORGANIZATION NAME

Dear JOHN Q & MARY Q SAMPLE:

Recently you received a survey requesting your views about the IRS Exempt Organization Determination Letter Request process. So far, we have not received your completed survey. If you have not already done so, please take a few minutes to provide your response. If another person was primarily responsible for dealing with the IRS on this matter, please pass this survey on to them and encourage them to respond.

As described in our previous communication, we are administering a nationwide survey among people who have interacted with the IRS. We want to know your opinions regarding the service you received in a recent Exempt Organization Determination Letter Request that you handled for your client. Your responses are critical to the accuracy of this evaluation of the IRS's service.

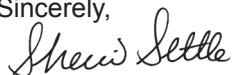
Your name was selected through a scientific random sampling process to receive this survey. Your participation is voluntary. An independent research company will keep your responses anonymous to the IRS. Your responses will be grouped with others, so that no individual reply can be traced back to a person or case number. No identifying information will be associated with your responses.

The survey takes less than 8 minutes to complete. Use the postage-paid reply envelope to return your completed survey. If you have any questions or concerns, please feel free to call ICF International at 1-866-287-5762 or e-mail us at [EODSurvey@mmail.macrointernational.com](mailto:EODSurvey@mmail.macrointernational.com).

To verify the authenticity of this survey, please visit [IRS.gov](http://IRS.gov) and enter the search term 'customer surveys.' The IRS Customer Satisfaction Survey page contains a list of valid, current and unexpired, IRS surveys and as of this issuance should provide a reference to TE/GE Exempt Organization Determinations.

Thank you in advance for your cooperation.

Sincerely,



Sherri Settle  
Project Director  
ICF International

L4\_12184-B\_POA



## Internal Revenue Service (IRS) Customer Satisfaction Survey Exempt Organization Determination Letter Request

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than 8 minutes to complete.

Your responses will be kept anonymous to the IRS. Only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS exempt organization determination request. *Regardless of whether you agree or disagree with the final outcome*, please mark the appropriate box on the scale (where 1 means "Very Dissatisfied" and 7 means "Very Satisfied") or next to the response that best applies to you.

### Overall Satisfaction

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
1. How would you rate your overall satisfaction with the way your case was handled by the IRS, regardless of whether you agree or disagree with the final outcome?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Overall, how satisfied are you with the length of the process, from submission of your application through final determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Overall, how satisfied are you with how well the IRS communicated with you throughout the process (whether in writing or by telephone)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Application

#### How satisfied are you with...

4. The ease of locating the correct application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The ease of understanding the application form and instructions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The ease of completing the application form?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The amount of time you spent completing your application?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Acknowledgement Letter (Confirming Receipt of Application)

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
8. How quickly you received your acknowledgment letter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. How clearly the acknowledgment letter communicated the expected timeframe until the IRS would contact you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Did the IRS contact you within the timeframe stated in the acknowledgment letter?								<input type="radio"/>
<input type="radio"/> Yes, I received a letter or telephone call within the stated timeframe. <input type="radio"/> No, I did not receive a letter or telephone call within the stated timeframe. <input type="radio"/> I initiated contact before the stated timeframe elapsed.								
11. How satisfied are you with the amount of time it took for the IRS to contact you (following your acknowledgement letter)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Were you contacted by the IRS to provide additional information?

- Yes       No

[If your response is No, please skip to Question 27.]

### Additional Information Request (After Receipt Of Acknowledgement Letter)

	Very Dissatisfied				Very Satisfied			Don't Know Not Applicable
	1	2	3	4	5	6	7	
13. Overall, how satisfied are you with the IRS agent/specialist assigned to your case?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>How satisfied are you with...</b>								
14. The courtesy of the IRS agent/specialist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. The knowledge of the IRS agent/specialist?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. How well the IRS agent/specialist listened to your concerns?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. How thoroughly the IRS agent/specialist answered your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Communications about the status of your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. The consideration given to the information you presented in the original application or submission?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. The description of the additional information the IRS needed to complete your determination?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. The explanation of why additional information was requested?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The time given you to respond to additional IRS request(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. The amount of time you spent responding to IRS requests for additional information?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. The timeliness of the IRS agent/specialist in responding to your inquiries?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. How many times were you contacted by the IRS agent/specialist to obtain additional information?								
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. If you answered one or more to Question 25 above, which method of information exchange was the most beneficial when the IRS agent/specialist contacted you? (Check all that apply)								
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Final Determination

How satisfied are you with...	Very Dissatisfied				Very Satisfied			Don't Know Not Applicable
	1	2	3	4	5	6	7	
27. The ease of understanding the determination letter you received?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Other Information

28. For this determination, were you . . .
- An employee/officer of the organization **[Skip to Question 30]**?
  - A designated third-party representative/power of attorney (POA)?

### ANSWER ONLY IF YOU ARE A DESIGNATED THIRD-PARTY REPRESENTATIVE/POWER OF ATTORNEY (POA)

29. If you are a designated third-party representative/power of attorney, how consistent was the IRS in its handling of this application compared with other applications you have completed in the past year?

Very Inconsistent							Very Consistent	Don't Know Not Applicable
1	2	3	4	5	6	7		
▼	▼	▼	▼	▼	▼	▼	▼	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

30. Did you visit the IRS website ([www.irs.gov/eo](http://www.irs.gov/eo)) for assistance or information during the determination process?

- Yes
- No

## Comments

31. If you have any suggestions for how Exempt Organizations can improve its determination process, or any other comments, please provide them below.

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If you have any questions about this survey, please contact the survey processing center at 1-866-287-5762 or [EODSurvey@mmail.macrinternational.com](mailto:EODSurvey@mmail.macrinternational.com).

 If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

**Thank you for completing the survey.**

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