

[IRS LOGO]

[IRS DEPARTMENT LETTERHEAD]

[DATE]

Spons1Nm  
Spons2Nm  
SponsAdr  
SponsCityNm, SponsStateCd, Zip

Dear IRS Employee Plan Examination (Audit) Customer:

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

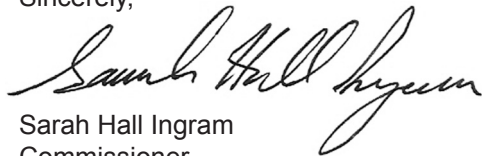
IRS recently completed an examination (audit) of your organization's employee pension plan. In a few days, you will receive a survey asking your opinions about your experience and the service you received from IRS. If you are not the person who had the most contact with the IRS on this matter, please 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]

Spons1Nm  
Spons2Nm  
SponsAdr  
SponsCityNm, SponsStateCd, Zip

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 an examination (audit) of your organization's employee pension plan. 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.

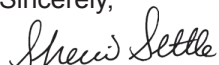
Your participation is voluntary. An independent research company will keep your responses anonymous to the IRS. Your responses will be grouped with others, so that no individual reply can be traced back to a person or case number. No identifying information will be associated with your responses.

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 [EPESurvey@mmail.macrointernational.com](mailto:EPESurvey@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 Employee Plan Examinations.

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in service for all employee plans.

Sincerely,



Sherri Settle  
Project Director  
ICF International

L2\_12184-F

## Internal Revenue Service (IRS) Customer Satisfaction Survey Employee Plan Examination

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 employee plan examination. *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 examination process, from first notice through final resolution?	<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 examination process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Overall, how satisfied are you with the IRS agent 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"/>
5. How did your opinion of the IRS change as a result of this examination? <input type="radio"/> Better <input type="radio"/> Stayed the same <input type="radio"/> Worse								

### Notification Letter/Call

How satisfied are you with...	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
6. How well the notification letter communicated the examination process to 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"/>
7. The explanation of what would be required of you during the initial meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The time given you to prepare for the initial meeting?	<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. The amount of time you had to spend preparing for the initial meeting?	<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 agent contact you by telephone in addition to sending a notification letter? <input type="radio"/> Yes <input type="radio"/> No								

## Initial Meeting

For this section please respond based on your interaction with the IRS agent at the initial meeting.

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
11. Overall, how satisfied are you with the initial meeting?	<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>								
12. The courtesy of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The knowledge of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The explanation of the examination process?	<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. How well the IRS agent 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"/>
16. The explanation of your taxpayer rights?	<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 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. The amount of information you were asked to provide during the initial meeting?	<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 reasonableness of the IRS agent's requests during the initial meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PLEASE COMPLETE THIS SECTION ONLY IF AN IRS AGENT ASKED YOU TO PROVIDE ADDITIONAL INFORMATION AFTER THE INITIAL MEETING.**

## Subsequent Interaction(s) With The IRS

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable	
	1	2	3	4	5	6	7		
<b>How satisfied are you with...</b>									
20. The consideration given to the information you provided previously (e.g., during the initial meeting)?	<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 description of the additional information the IRS needed to complete the examination process?	<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 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"/>	
23. The time given to 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"/>	
24. The amount of time you had to spend responding to IRS request(s) 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"/>	
25. Communications about the status of your examination after you had provided the requested 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. The timeliness of the IRS agent 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"/>	
27. How many requests for additional information did you have following your initial meeting?									
	<input type="radio"/> None	<input type="radio"/> One	<input type="radio"/> Two	<input type="radio"/> Three or more					
28. If you answered one or more to Question 27 above, thinking about the most useful information exchange you had during your subsequent interactions with the IRS, was this exchange accomplished by: (Check all that apply)									
	<input type="radio"/> Telephone	<input type="radio"/> In-Person	<input type="radio"/> Mail/Fax						

## Final Resolution

29. Before you received a closing letter, was there a personal interaction from the IRS agent regarding resolution of the case?
- Yes  No

**How satisfied are you with...**

Very Dissatisfied				Very Satisfied		Don't Know Not Applicable	
1	2	3	4	5	6	7	
▼	▼	▼	▼	▼	▼	▼	▼

30. The ease of understanding the examination letter/report 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"/>
31. The explanation of the adjustments/resolution of the examination?	<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**

32. How many total people are employed by the **organization** for which this examination was conducted?
- Sole Proprietor                       100–499  
 1–9     500–999  
 10–99     1,000 or more
33. What are the estimated total assets of the **plan** for which this examination was conducted?
- Less than \$500,000                       \$1,000,000 to \$4,999,999  
 \$500,000 to \$999,999                       \$5,000,000 or more
34. For this examination, were you . . .
- An employee/officer of the organization [**Skip to Question 36**]?  
 A designated third-party representative/power of attorney (POA)?

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

Very Inconsistent				Very Consistent		Don't Know Not Applicable	
1	2	3	4	5	6	7	
▼	▼	▼	▼	▼	▼	▼	▼

35. If you are a designated third-party representative/power of attorney, how consistent was the IRS in its handling of this examination compared with other examinations in which you have participated 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"/>
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36. Did you visit the IRS website ([www.irs.gov/ep](http://www.irs.gov/ep)) for assistance or information during the examination process?
- Yes  
 No

**Comments**

37. If you have any suggestions for how Employee Plans can improve its examination 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 [EPESurvey@mmail.macroidinternational.com](mailto:EPESurvey@mmail.macroidinternational.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 [EPESurvey@mmail.macrointernational.com](mailto:EPESurvey@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]

Spons1Nm  
Spons2Nm  
SponsAdr  
SponsCityNm, SponsStateCd, Zip

Dear JOHN Q & MARY Q SAMPLE:

Recently you received a survey requesting your views about the IRS Employee Plan Examination 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 Employee Plan Examination (Audit). 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 [EPESurvey@mmail.macrointernational.com](mailto:EPESurvey@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 Employee Plan Examinations.

Thank you in advance for your cooperation.

Sincerely,



Sherri Settle  
Project Director  
ICF International



# Internal Revenue Service (IRS) Customer Satisfaction Survey

## Employee Plan Examination

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 employee plan examination. *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 examination process, from first notice through final resolution?	<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 examination process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Overall, how satisfied are you with the IRS agent 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"/>
5. How did your opinion of the IRS change as a result of this examination? <input type="radio"/> Better <input type="radio"/> Stayed the same <input type="radio"/> Worse								

### Notification Letter/Call

How satisfied are you with...	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
	▼	▼	▼	▼	▼	▼	▼	▼
6. How well the notification letter communicated the examination process to 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"/>
7. The explanation of what would be required of you during the initial meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The time given you to prepare for the initial meeting?	<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. The amount of time you had to spend preparing for the initial meeting?	<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 agent contact you by telephone in addition to sending a notification letter? <input type="radio"/> Yes <input type="radio"/> No								

## Initial Meeting

For this section please respond based on your interaction with the IRS agent at the initial meeting.

	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable
	1	2	3	4	5	6	7	
11. Overall, how satisfied are you with the initial meeting?	<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>								
12. The courtesy of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The knowledge of the IRS agent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The explanation of the examination process?	<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. How well the IRS agent 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"/>
16. The explanation of your taxpayer rights?	<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 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. The amount of information you were asked to provide during the initial meeting?	<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 reasonableness of the IRS agent's requests during the initial meeting?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**PLEASE COMPLETE THIS SECTION ONLY IF AN IRS AGENT ASKED YOU TO PROVIDE ADDITIONAL INFORMATION AFTER THE INITIAL MEETING.**

## Subsequent Interaction(s) With The IRS

How satisfied are you with...	Very Dissatisfied			Very Satisfied				Don't Know Not Applicable	
	1	2	3	4	5	6	7		
20. The consideration given to the information you provided previously (e.g., during the initial meeting)?	<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 description of the additional information the IRS needed to complete the examination process?	<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 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"/>	
23. 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"/>	
24. The amount of time you had to spend responding to IRS request(s) 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"/>	
25. Communications about the status of your examination after you had provided the requested 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. The timeliness of the IRS agent 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"/>	
27. How many requests for additional information did you have following your initial meeting?									
	<input type="radio"/> None	<input type="radio"/> One	<input type="radio"/> Two	<input type="radio"/> Three or more					
28. If you answered one or more to Question 27 above, thinking about the most useful information exchange you had during your subsequent interactions with the IRS, was this exchange accomplished by: (Check all that apply)									
	<input type="radio"/> Telephone	<input type="radio"/> In-Person	<input type="radio"/> Mail/Fax						

## Final Resolution

29. Before you received a closing letter, was there a personal interaction from the IRS agent regarding resolution of the case?
- Yes  No

**How satisfied are you with...**

Very Dissatisfied				Very Satisfied		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"/>
<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. The ease of understanding the examination letter/report you received?
31. The explanation of the adjustments/resolution of the examination?

**Other Information**

32. How many total people are employed by the **organization** for which this examination was conducted?
- Sole Proprietor                       100–499
- 1–9     500–999
- 10–99     1,000 or more
33. What are the estimated total assets of the **plan** for which this examination was conducted?
- Less than \$500,000                       \$1,000,000 to \$4,999,999
- \$500,000 to \$999,999                       \$5,000,000 or more
34. For this examination, were you . . .
- An employee/officer of the organization [**Skip to Question 36**]?
- A designated third-party representative/power of attorney (POA)?

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

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"/>

35. If you are a designated third-party representative/power of attorney, how consistent was the IRS in its handling of this examination compared with other examinations in which you have participated in the past year?

36. Did you visit the IRS website (www.irs.gov/ep) for assistance or information during the examination process?
- Yes
- No

**Comments**

37. If you have any suggestions for how Employee Plans can improve its examination 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 EPESurvey@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.