Your participation in this voluntary survey is very important to the Internal Revenue Service (IRS). Your feedback will be used to help improve our service to the public. Your participation should take 5 minutes or less.

1. **Please indicate your satisfaction with the following:** Very Dissatisfied Very Satisfied

Overall satisfaction with today’s visit

1

3

2

5

4

Building location/convenience\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1

5

4

3

2

Ease of finding building

1

2

4

5

3

Process of scheduling an appointment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1

5

4

3

2

Time between scheduling and appointment

1

2

2

4

5

3

1. **About how long did it take you to travel to this location?**

🞏 0-5 minutes 🞏 31-45 minutes

🞏 6-10 minutes 🞏 46-60 minutes

🞏 11-20 minutes 🞏 61-90 minutes

🞏 21-30 minutes 🞏 More than 90 minutes

1. **What is the zip code of the location where you traveled from today? \_\_\_\_\_\_\_\_\_\_\_**
2. **Please rate your willingness to return to a Social Security office such as this one if you had to complete a similar task for the IRS in the future.**

🞏 Very willing 🞏 Somewhat unwilling

🞏 Somewhat willing 🞏 Very unwilling

🞏 Neutral

1. **Is this the first year you received an IRS notice informing you of potential Identity Theft during return processing?**

🞏 Yes 🞏 No (For what years? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

1. **Did you bring all needed materials with you to the appointment to resolve the issue?**

🞏 Yes (go to question 8) 🞏 No (go to question 7)

1. **What information or materials did you need for the appointment but did not have with you?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **When you called to make an appointment, how long did you EXPECT to wait between requesting the appointment and the actual appointment?**

🞏 Same day 🞏 2-5 business days 🞏 3 or more weeks

🞏 Next day 🞏 2 weeks

1. **How long did you ACTUALLY wait between requesting the appointment and the appointment itself?**

🞏 Same day 🞏 2-5 business days 🞏 3 or more weeks

🞏 Next day 🞏 2 weeks

1. **Were you provided the assistance needed to verify your identity today?**

🞏 Yes 🞏 No

1. **What category best describes your annual household income?**

🞏 Less than $15,000 🞏 $50,000 but less than $75,000

🞏 $15,000 but less than $25,000 🞏 $75,000 but less than $100,000

🞏 $25,000 but less than $35,000 🞏 $100,000 or more

🞏 $35,000 but less than $50,000

1. **What category describes your current age?**

🞏 18 to 24 years 🞏 45 to 54 years 🞏 75 to 84 years

🞏 25 to 34 years 🞏 55 to 64 years 🞏 85 years and over

🞏 35 to 44 years 🞏 65 to 74 years

1. **How often do you access the Internet?**

🞏 Never 🞏 Several times a week

🞏 Less than once a week 🞏 Once a day

🞏 Once a week 🞏 Several times a day

1. **Do you have any comments or suggestions regarding your experience today?**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you for completing this survey. Your feedback will be used to help improve our service to the public.**

*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 the, Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:SP, 1111 Constitution Ave. NW, Washington, DC 20224.*

**Invitation Script for Collecting Information:**

Customers who have an appointment at a SSA site will be offered to complete the paper point of service survey after their SSA interaction. The SSA representative will invite taxpayers using the following script. Script: You have been selected for an anonymous IRS improvement survey. It will take under five minutes to complete. Would you like to participate in this voluntary survey