

**Private Collection Agency (PCA) Survey
February 2018**

The Customer Service Representative (CSR) will read the following script to calls selected for the PCA survey:

"This call has been randomly selected for an anonymous IRS improvement survey. It will take under eight minutes. Would you like to participate in the survey?"

If the caller declines to participate, the CSR will thank him/her and terminate the call.
If the caller agrees to take the survey, the CSR says:

"Thank you. Please wait while I transfer you."

	[1] To take the survey in English, press 1 [2] Para tomar la encuesta en español, oprima 2
Caller hears:	Thank you for participating in this voluntary survey. Your input will assist the IRS to improve its collection services for callers like you. This survey is being conducted by ICF, an independent, third-party organization. All answers will be kept anonymous to the extent allowed by law. There are no penalties for not answering some or all of the survey questions. At any point, press the star key to repeat the question. Press the pound key to repeat the choices. Press the zero key to repeat the last question you answered to change your response. You may enter your response as soon as you know your answer.
	I am going to ask you several questions about your experiences during this call. Please answer the questions using the following scale: If you were very satisfied, press 5 For somewhat satisfied, press 4 For neither satisfied nor dissatisfied, press 3 For somewhat dissatisfied, press 2 For very dissatisfied, press 1 If you are not sure, press 9 If the question is not applicable to you, press 6
1	Everything considered, please rate your overall satisfaction with the service you received during the call today.
	These next few questions have to do with the collection representative with whom you spoke. If you spoke to more than one representative, please consider the one with whom you spent the most time on the phone.
2	Rate your satisfaction with the courtesy of the representative who handled your call.
3	Rate your satisfaction with the professionalism of the representative who handled your call.
4	Rate your satisfaction with the representative's willingness to help you with your issue.
5	Rate your satisfaction with the knowledge of the representative.
6	Rate your satisfaction with how clearly the collection agency explained your issue.
7	Rate your satisfaction with how well the collection agency listened to your concerns.
8	Rate your satisfaction with how clearly the collection agency explained the next steps in resolving your issue.
9	Rate your satisfaction with the length of time it took to complete your call from when you first reached a representative.
10	How many minutes did you spend on this call including any time on hold, but not

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	including the time spent answering this survey? If less than 10 minutes, press 1; For 10 to 20 minutes, press 2; For 21 to 30 minutes, press 3; For 31 minutes or longer, press 4.
11	If you think the time you spent on the phone with the representative was too short, press 1. If you think it was too long, press 2; if it was just right, press 3.
12	This question is regarding the type of account you called about. Is the account about... An individual who filed a short form (for example a 1040A or 1040EZ with no schedules), press 1 An individual who filed a long form who is not self-employed, press 2 An individual who filed a long form who is self-employed, press 3 A business taxpayer, press 4
13	The next few questions are about your case and the call today. If you called today as the taxpayer, press 1; a tax practitioner, press 2; or someone else representing the taxpayer, press 3.
14	What was the reason you called today? You may enter your response as soon as you know your answer. For a Balance Due other than a Levy or Lien, press 1 For forms or mailing information press 2 For Payment Verification, press 3 For an Un-Filed Return, press 4 To ask a general question or for any other reason, press 5
15	Did this call relate to a notice, bill, or letter you received recently from the recovery-collection company with which IRS has contracted to collect taxes? If yes, press 1 For no, press 2 If you are not sure, press 9 If 2 or 9 then skip to Q18
16	Rate your level of satisfaction with the clarity of the notice, bill, or letter. Please use the same rating scale where 1 is very Dissatisfied and 5 is very Satisfied
17	Rate your level of satisfaction with the tone of the notice, bill, or letter. Please use the same rating scale where 1 is very Dissatisfied and 5 is very Satisfied If 1 or 2 for either Q16 or Q17, then ask Q17a; otherwise skip to Q18
17a	What can IRS do to improve the clarity and/or tone of the notice, bill or letter you received? Begin speaking at the tone. Press any key when you are finished.
18	During the call, did the representative explain the specific actions you need to take to resolve your issue? If yes, press 1; if no, press 2; If not applicable, press 3 If 2 or 3 then skip to Q20
19	Did the representative explain what will happen if you do not take these actions? If yes, press 1; if no, press 2; If not applicable, press 3
20	To resolve your issue, are you required to follow-up with an additional phone call or mail-in correspondence? If yes, press 1; If no, press 2; If not applicable, press 3. If 2 or 3 then skip to Q22
21	Do you feel the time provided will be sufficient for you to follow-up? If yes, press 1; if no, press 2; If not applicable, press 3
22	Not counting this survey, how many people at the collection agency did you speak to during this call? Press 1 through 4 for the number of people you spoke with. If you spoke with 5 or more people, press 5; if you are not sure, press 9
23	Did the representative answer all your questions today? If Yes, press 1; if No, press

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	2; if Don't know, press 3
24	Overall, how well did the collection agency meet your expectations during your call today? For Much better than expected, press 5 For Better than expected, press 4 For As expected, press 3 For Worse than expected, press 2 For Much worse than expected, press 1 If 3, or 4, or 5 then skip to 25
24a	Please share how the collection agency can improve so that they would have better met your expectations during your call today. Begin speaking at the tone, Press any key when you are finished.
25	Had you contacted IRS about this balance due account before you worked with the collection agency? If yes, press 1, if no press 2, if you are not sure, press 3. If you pressed 1, proceed to Q26; otherwise skip to Q27.
26	How would you compare your treatment by the contracted collection agency to the treatment you received by the IRS in a previous contact? Press 1 if you were treated better, Press 2 if you were treated about the same, press 3 if you were treated worse.
27	Do you have any comments or suggestions for the IRS regarding your experience today? Begin speaking at the tone. Press any key when you are finished.
Caller hears	That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.
28	Would you like the address to mail your comments? If yes, press 1 If no, press 2 (skip to 29)
	Mail your comments to: Internal Revenue Service Special Services Committee SE:W:CAR:MP:T:M:S Room 6129 1111 Constitution Ave., NW Washington DC 20224 To repeat this address, press the pound key. Otherwise, press 2..
29	If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.
	The toll-free Taxpayer Advocate phone number is 1-877-777-4778. To repeat this telephone number, press 1. Otherwise, press 2.
Survey End	Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.