

## ATTACHMENT A: Certified Acceptance Agent / Acceptance Agent and Community Organization Survey

The purpose of this research is to better understand the taxpayer experience with the ITIN application and renewal process and to identify any improvement opportunities. Your feedback will provide perspective as a Certified Acceptance Agent/ Acceptance Agent (CAA/AA) or a community organization and assist in gaining understanding of common pain points experienced during the ITIN application process as well as identifying barriers for becoming a CAA/AA. This survey should take no longer than 10 minutes for you to come complete and is entirely voluntary. Please use the past twelve (12) months as a reference for your responses.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. "The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Fors Marsh Contact Information  
XXX-XXX-XXXX

### Section 1: ITIN Application Assistance Experience

- Q1: Are you currently a CAA/AA or work/volunteer for a community organization that assists with ITIN applications?
  - o CAA/AA
  - o Employee/ Volunteer for a community organization that assists with ITIN applications
  - o N/A
- **Skip Pattern** - If respondent selects "CAA/AA",
- Q1b: Length of time as a CAA/AA?
  - o 0-5 years
  - o 6-10 years
  - o 11-15 years
  - o 16+ years
- **Skip Pattern** - If respondent selects "Employee/ Volunteer for a community organization that assists with ITIN applications",
- Q1c: Length of time as an Employee/ Volunteer for a community organization that assists with ITIN applications?
  - o 0-5 years
  - o 6-10 years
  - o 11-15 years
  - o 16+ years
- **Skip Pattern** - If respondent selects "N/A",
- Please state what type of interaction you have with ITIN applicants: \_\_\_\_\_

### Section 2: ITIN Application Process

- Q2: In the past 12 months have you completed work on or assisted with completing an ITIN application or renewal?

- Yes
- No (Skip to Q10)
- Q3: How many **initial ITIN applications** did you complete work on or assist with completing during the last 12 months?
  - 0 - 9
  - 10 - 19
  - 20 - 29
  - 30 - 39
  - 40 and up
- Q4: How many **ITIN renewal** applications did you complete work on or assist with completing during the last 12 months?
  - 0 - 9
  - 10 - 19
  - 20 - 29
  - 30 - 39
  - 40 and up
- Q5: What percentage of **first time applications** that you completed work on or assist with completing in the last 12 months were returned requesting additional information?
  - 0-25%
  - 26% - 50%
  - 51% - 75%
  - 76% - 100%
- Q6: What was the reason provided for most of the returned first time applications? \_\_\_\_\_
- Q7: What percentage of **renewal applications** that you completed work on or assist with completing in the last 12 months were returned requesting additional information?
  - 0-25%
  - 26% - 50%
  - 51% - 75%
  - 76% - 100%
- Q8: What was the reason provided for most of the returned renewal applications? \_\_\_\_\_
- Q9: During the past filing season, did the ITIN application approval process take:
  - Longer than usual
  - The same amount of time as usual
  - Less time than usual
- Q10: Rate **your** overall satisfaction of the current application process:
  - Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied
- Q11: Please rate **your** satisfaction with the time it takes to complete the current application process:
  - Very Dissatisfied

- Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied
- Q12: Please rate **your** satisfaction with the length of time IRS takes to return original documents submitted with applications:
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
    - N/A – As a CAA, I certify the required documents and submit copies with the ITIN application
- Q13: Rate your **customer/clients'** overall satisfaction of the current application process:
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
- Q14: Please rate **your customer/clients'** satisfaction with the time it takes to complete the current application process:
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
- Q15: Rate your **customer/clients'** satisfaction with ITIN application documentation requirements:
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
- Q16: Please rate **your customer/clients'** satisfaction with the length of time IRS takes to return original documents submitted with applications:
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
    - N/A – As a CAA, I certify the required documents and submit copies with the ITIN application

### Section 3: Understanding ITIN Program Changes

- Q17: Please rate your level of understanding of the current ITIN application process:
  - Poor
  - Fair

- Average
- Good
- Excellent

**Skip Pattern** - If respondent selects "Poor to average",

Q17b: What would you like to better understand about the current ITIN application process? \_\_\_\_\_

- Q18: Please rate your level of understanding of the current ITIN renewal process:
  - Poor
  - Fair
  - Average
  - Good
  - Excellent

**Skip Pattern** - If respondent selects "Poor to average",

- Q18b: What would you like to better understand about the ITIN renewal process? \_\_\_\_\_
- Q19: Please rate your level of understanding with the ITIN marketing information about the following program changes:
  - If and when ITINs will expire
    - Not Easy to Understand
    - Somewhat Easy to Understand
    - Easy to Understand
  - Updates to Form W-7, *Application for IRS Individual Taxpayer Identification Number*
    - Not Easy to Understand
    - Somewhat Easy to Understand
    - Easy to Understand
  - Required documentation for submitting an application
    - Not Easy to Understand
    - Somewhat Easy to Understand
    - Easy to Understand
  - How to submit completed ITIN application to IRS
    - Not Easy to Understand
    - Somewhat Easy to Understand
    - Easy to Understand
- Q20: What percentage of your ITIN clients are aware of the following program changes:
  - If and when their ITIN will expire
    - 0-25%
    - 26% - 50%
    - 51% - 75%
    - 76% - 100%
  - Required documentation for submitting an application
    - 0-25%
    - 26% - 50%
    - 51% - 75%
    - 76% - 100%

- ITIN application can now be submitted prior to filing a return
    - 0-25%
    - 26% - 50%
    - 51% - 75%
    - 76% - 100%
- Q21: Have any of the following ITIN program changes impacted the application process for you or your ITIN clients:
  - Updates to Form W-7, *Application for IRS Individual Taxpayer Identification Number*
    - No Impact
    - Changes made application process easier to complete
    - Changes made application process more difficult to complete
  - Required documentation for submitting an application
    - No Impact
    - Changes made application process easier to complete
    - Changes made application process more difficult to complete
  - How to submit a completed ITIN application to the IRS
    - No Impact
    - Changes made application process easier to complete
    - Changes made application process more difficult to complete
- Q22: How many applications have you submitted with incomplete information in order to fulfill tax return filing requirements?
  - 0 - 9
  - 10 - 19
  - 20 - 29
  - 30 - 39
  - 40 and up
- Q23: What percentage of your ITIN clients provided the correct required documentation during their first visit to complete a **first-time application** during the past 12 months?
  - 0-25%
  - 26% - 50%
  - 51% - 75%
  - 76% - 100%
- Q24: What percentage of your ITIN clients provided the correct required documentation during their first visit to complete a **renewal application** during the past filing season?
  - 0-25%
  - 26% - 50%
  - 51% - 75%
  - 76% - 100%
- Q25: CAAs ONLY: How do you normally receive application documents from your clients?
  - Email
  - Fax
  - Mail
  - In person
- Q26: What percentage of your ITIN clients needed assistance with understanding notices received from IRS regarding ITIN program changes?

- o 0-25%
  - o 26% - 50%
  - o 51% - 75%
  - o 76% - 100%
- Q26b: What issue was most frequently stated on your clients' notices? \_\_\_\_\_
- Q27: Please rate **your** satisfaction of the following tasks while providing service to ITIN taxpayers:
    - o Providing information about program changes
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
    - o Understanding IRS notices related to program changes
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
    - o Ease of locating information about program changes
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
    - o Understanding IRS notices received with a returned application
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
  - Q28: Please rate **your clients'** satisfaction regarding the ITIN application process from the following list:
    - o Understanding information provided about program changes
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
    - o Ability to locate documentation required for application process
      - Very Dissatisfied
      - Dissatisfied
      - Neutral
      - Satisfied
      - Very Satisfied
    - o Understanding IRS notices related to program changes
      - Very Dissatisfied

- Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied
- 0 Ease of locating information about program changes
- Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied
- 0 Understanding IRS notices received with a returned application
- Very Dissatisfied
  - Dissatisfied
  - Neutral
  - Satisfied
  - Very Satisfied

#### Section 4: Satisfaction with Marketing Information

- Q29: How did you obtain information about the recent ITIN program changes?
  - o Online
  - o Social Media
  - o 3<sup>rd</sup> Party
  - o IRS.gov
  - o Letter / Notice
  - o Email
  - o National Tax Forums
- Q30: How would you want to obtain information about ITIN program changes?
  - o Online
  - o Social Media
  - o 3<sup>rd</sup> Party
  - o IRS.gov
  - o Letter / Notice
  - o Email
  - o National Tax Forums
- Q31: Please rate your satisfaction with ITIN marketing information provided by the IRS:
  - o Very Dissatisfied
  - o Dissatisfied
  - o Neutral
  - o Satisfied
  - o Very Satisfied
  - o N/A
- Q32: Please rate your level of understanding with the ITIN marketing information about the following program changes:
  - o If and when ITINs will expire
    - Poor

- Fair
  - Average
  - Good
  - Excellent
- 0 Updates to Form W-7, *Application for IRS Individual Taxpayer Identification Number*
- Poor
  - Fair
  - Average
  - Good
  - Excellent
- 0 Required documentation for submitting an application
- Poor
  - Fair
  - Average
  - Good
  - Excellent
- 0 How to submit completed ITIN application to IRS
- Poor
  - Fair
  - Average
  - Good
  - Excellent

## Section 5: Certified Acceptance Agent/ Acceptance Agent Questions

- Q33: Please rate your satisfaction of the following tasks required to become a CAA/AA or if already a CAA/AA, please rate your satisfaction of the following tasks to maintain your status as a CAA/AA:
  - 0 Form 13551 - *Application to Participate in the IRS Acceptance Agent Program*
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
  - 0 Number of required ITIN applications completed (min of 5)
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
  - 0 The required written Standard of Operating Procedure
    - Very Dissatisfied
    - Dissatisfied
    - Neutral
    - Satisfied
    - Very Satisfied
  - 0 Attendance of the mandatory Acceptance Agent Training
    - Very Dissatisfied



- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

o Annual compliance reviews (CAA only)

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

- Q34: Please describe what you believe is the largest barrier to becoming a CAA:\_\_\_\_\_
- Q35: Please describe what you believe is the largest barrier to becoming a AA:\_\_\_\_\_
- Q36: Please describe the main opportunity for improvement that you see with the ITIN application process:\_\_\_\_\_



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 National Taxpayer Advocate Helpline at 001-787-622-8940 (English) and 001-787-622-8930 (Spanish) between the hours of 8:00 am and 4:30 pm Atlantic Standard Time.

**Thank you for completing the survey. Please return this questionnaire by clicking “Submit” or by mailing the survey to the following address:**

Contractor Address

USA, USA

**ATTACHMENT B: Certified Acceptance Agent / Acceptance Agent / Community Organization Survey**

**Wave 1 – Invitation to Opt - In Email**

Date: May X, 2018  
From: Field Director, Submission Processing  
To: All Certified Acceptance Agents and Acceptance Agents  
Subject: Invitation to Opt-In for 2018 CAA/AA ITIN Program Survey

Dear Certified Acceptance Agents / Acceptance Agents / Community Organizations:

With the 2018 Filing Season well underway, I want to thank you in advance for all the hard work you have already done to prepare for this year, and for the services you will continue to provide the American Taxpayers. Millions of individuals and families receive top-notch service, quality products, and outstanding customer experiences from thousands like you. Please know your efforts are greatly appreciated.

As a Certified Acceptance Agent/Acceptance Agent or community organization leader, your feedback is very important to us. We are seeking your help to improve the services the Internal Revenue Service (IRS) provides to ITIN taxpayers concerning the recent ITIN program changes. We want to better understand both your experience and gain perspective on the experience of the ITIN taxpayer during the application and renewal process, help identify improvement priorities and gain an understanding of common pain points experienced during the process.

Within the next few days, you will receive an email from our Partner inbox, [Partner@irs.gov](mailto:Partner@irs.gov) inviting you to “opt-in” receive email from our data collection vendor, Fors Marsh Group (FMG), to participate in the CAA/AA ITIN survey (administration: XXX 15 - XXX 25, 2018).

To avoid having the “opt-in” message go to your email software’s Spam or Junk Folder, you may wish to add [Partner@irs.gov](mailto:Partner@irs.gov) to your email address book.

We’re required to use the opt-in process prior to survey administration. Our Privacy Office requires every prospective survey respondent give their consent prior to receiving email inviting participation and containing a URL for the survey.

If you have any questions, please contact (Name here) at Fors Marsh Group via telephone (toll-free) at 1-888-XXX-XXXX. If you wish to verify the IRS’s sponsorship of the survey, please contact (name here) at 1-888-999-0000 or at [irs.gov](http://irs.gov) and search for Customer Satisfaction Surveys.

Thanks again for your participation in this important feedback initiative.

## **Dagoberto Gonzalez**

*Field Director, Submission Processing, Austin  
Customer Accounts Services  
Wage & Investment Division  
Internal Revenue Service*

### **ATTACHMENT C: Certified Acceptance Agent / Acceptance Agent / Community Organization Survey**

#### **Information Collection Request**

#### **Wave 2 – Opt-In Email**

Date: May X, 2018

From: Fors Marsh Group

To: All Certified Acceptance Agents, Acceptance Agents and Community Organization Leaders

Subject: Opt-In Process for 2018 CAA / AA / Community Organization ITIN Program Survey

Dear Certified Acceptance Agents / Acceptance Agents / Community Organizations:

You recently received correspondence from the Submission Processing office at the Internal Revenue Service inviting you to participate in the upcoming ITIN Application Program Survey.

We sincerely hope you will “opt-in” to participate in this survey. The primary purpose for conducting the ITIN Application Program Survey is to help the IRS improve its service for ITIN taxpayers. Your input will provide the IRS with valuable feedback toward improving our products, services and support for our ITIN taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801.

You can **opt-in** or **opt-out** to receive an email invitation for the ITIN Application Program Survey participation. Here’s how:

**To access the opt-in screen, click the link below then click yes (to opt-in) or no (to opt-out).**

**%[VITA OPT-IN SURVEY LINK]URL%**

The opt-in/out period will be open until **Friday, XXX X, 2018**. Until you make a selection, you will receive reminders to opt-in/out for the duration of the opt-in period. If you do not make a selection you will be counted as “opt-out” and will not receive an invitation to participate in the ITIN Application Program Survey.

As stated earlier, the 2018 ITIN Application Program Survey will be administered between Thursday, XXXX 15 and Wednesday, XXXX 25 by Fors Marsh Group (FMG), an independent consulting firm. FMG will not provide any identifying information with the survey responses it returns to the IRS and will hold your identity private to the extent permitted by law. The Contractor is required to follow privacy protections to the extent allowed by law. The survey will take about 10 minutes.

Providing information is voluntary. However, if you opt-out of the ITIN Application Program Survey, you will lose a valuable opportunity to provide the IRS with your feedback.

To verify the authenticity of this survey, please visit [IRS.gov](https://www.irs.gov) and enter the search term 'customer surveys'. The "IRS Customer Satisfaction Survey" page contains a list of current valid IRS surveys and should provide a reference to this survey, the "W&I: Strategies and Solutions: Certified Acceptance Agent / Acceptance Agent / Community Organization International Tax Identification Number Program Survey."

Thanks again for your participation in this important feedback initiative.

Tina Kurian  
Research Manager  
Fors Marsh Group

**ATTACHMENT D: Certified Acceptance Agent / Acceptance Agent / Community Organization Survey**

**Information Collection Request**

**Wave 3 – Survey Access**

Date: February X, 2018  
From: Fors Marsh Group  
To: [Email Address]

Subject: Opt-In Process for 2018 ITIN Application Program Survey

Dear Certified Acceptance Agents / Acceptance Agents / Community Organization Leaders:

Thank you for recently "opting-in" to the 2018 ITIN Application Program Survey. Providing your opinions and experiences will help the IRS improve the ITIN taxpayer program. Your participation is entirely voluntary. We will not provide any identifying information to the IRS and will hold your identity private to the extent permitted by law.

The online survey can be completed anytime and should take about 10 minutes.

Please access the survey at the following [URL: \[insert URL\]](#)

If the link does not work, please copy and paste the URL into your web browser to access the survey. Your responses will automatically save until you submit the survey. You can re-enter the survey to finish at any time.

Please complete this survey by Friday, XXXX XX.

If you have any questions about the nature of the study, please contact Marisa McDaniels, in the Wage & Investment, Strategies and Solutions Research Division at (470) 639-3120 or [marisa.mcdaniels@irs.gov](mailto:marisa.mcdaniels@irs.gov). If you have any questions about survey administration or are having problems accessing the survey, please email [survey@study.fmg.com](mailto:survey@study.fmg.com)

Thank you in advance for your participation.

Tina Kurian  
Research Manager  
Fors Marsh Group

**ATTACHMENT E: Certified Acceptance Agent / Acceptance Agent / Community Organization Survey**

**Information Collection Request**

**Wave 4 – Reminder Email**

Date: May X, 2018  
From: Fors Marsh Group  
To: [Email Address]

Subject: Opt-In Process for 2018 ITIN Application Program Survey

Dear Certified Acceptance Agents / Acceptance Agents / Community Organization Leaders:

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

Recently, Fors Marsh sent you a survey on behalf of the IRS related to your experience working ITIN taxpayers as a Certifying Acceptance Agent, Acceptance Agent or a community organization that assist with ITIN applications. If you have already completed the survey, please accept my sincere thanks. If not, please take a few minutes to complete it today. Your input is important and we want to be sure we include your feedback.

The survey can be accessed by typing the following address into your browser: **<http://insert-???-link-here.com>**. Then entering the unique password provided in the previous correspondence.

If you did not receive your survey password, or it has been lost, please contact (Name here) at Fors Marsh by emailing XXXXXX.com or via telephone (toll-free) at 1-888-XXX-XXXX.

Sincerely,

***Dagoberto Gonzalez***  
*Field Director, Submission Processing, Austin*

***Customer Accounts Services  
Wage & Investment Division  
Internal Revenue Service***