

Your Opinion Counts!

Your participation in this voluntary survey is very important to us. Your feedback will be used to help improve our service to the public. (Please make sure you're completely finished the work. Make up any answers on this form.)

Use a blue or black ink pen or No. 2 pencil only.

| | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied |
|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Perceptiveness of service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Employee professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Building condition/cleanliness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Building location/convenience | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Overall satisfaction with service | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Why did you visit our office instead of using another IRS service? (Check all that apply)

Used the website earlier before Urgent/tax sensitive issue

Preference to face Unaware of another service

Needed language assistance

Were you provided the assistance you needed to resolve your main reason for visiting today? Yes No

If not, what area did you need assistance with, but were unable to resolve? (Check all that apply)

IRS notice or letter issue Offer in Compromise

Appointment for return preparation Tax lien question/return

Copy of prior year return/transcript Penalties and interest

Schedule C Self-Employment Expense SRA

Rental Property Other _____

Initial management

Are you a tax professional? Yes No

Did you visit the IRS website (www.irs.gov) prior to coming into this IRS office? Yes No

In the future, would you consider using the IRS website (www.irs.gov) to get an answer or resolve your issue? Yes No

In the future, would you consider using a computer at a local IRS office to complete your business instead of waiting to see a representative in-person? Yes No

Have you visited a local IRS office such as this one in the last 18 months? Yes No

If yes, what is the reason you returned today? (Check all that apply)

To receive a prior issue This is my preferred method of service

How long did you wait to receive service today?

1 to 30 minutes 40 to 60 minutes Over 90 minutes

31 to 45 minutes 61 to 90 minutes

About how long did it take you to travel to this local IRS office?

Less than 15 minutes 31 to 45 minutes More than 60 minutes

16 to 30 minutes 46 to 60 minutes

What is the zip code of the location where you traveled from today?

Do you claim Earned Income Tax Credit (EITC) and what is your income? Yes No

Under \$25,000 \$26,001 to \$300,000

\$25,001 to \$50,000 \$100,001 and over

Your Comments/Suggestions

Remember that there are 10 million Tax Professionals. There are 10 million IRAs. There are 10 million 529 College Savings. All approved information requests should be answered within 30 days. If you have any questions about the form, please contact the IRS at 1-800-829-1040. The IRS is committed to providing excellent service to all taxpayers.

Please deposit your comments in the box provided.

Barcode area with 100 circles for marking.

PLEASE DO NOT FOLD CARD

SERIAL #

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