#### Dear

We need your help with an important initiative we are undertaking to improve our service to America's taxpayers. We want to get feedback from taxpayers like you who have been through the Innocent Spouse claim process with the Internal Revenue Service.

In a few days, you will receive a survey from our contractor, Fors Marsh Group, asking for your opinions about working with the IRS during and after the processing of your Innocent Spouse claim. Please give this survey to the person in your household who had the most contact with the IRS on this matter. Answering these questions should take less than 5 minutes. Your answers will be combined with responses from other taxpayers to help measure taxpayer satisfaction with IRS service.

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801.

Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow to the extent allowed by law protections required by the Privacy Act and/or Internal Revenue Code section 6103.

We are committed to improving IRS service to every taxpayer. Please help us in this effort by completing and returning the survey as soon as possible. If you do not receive a survey within the next week, please contact the Survey Helpline at 1-800-521-7177 or email irssurveyhelp@forsmarshgroup.com.

Thank you in advance for your cooperation.

Sincerely,

Derice D. Varghan Denice D. Vaughan

Director, Campus Exam

### Dear

A few days ago, you received a letter from Denice D. Vaughan, Director, Campus Exam, asking for your help with an important research project.

FMG is administering a nationwide survey among people who have had contact with the IRS. We want to know your opinions regarding the Innocent Spouse claims process and the service you received. Your responses are critical to the accuracy of this research. If any other person was primarily responsible for dealing with the IRS on this matter, please give the survey to that person and encourage him or her to respond.

You may complete the survey either by mail or online. To complete it online, type the following link into your web browser and enter the password provided below:

## www.xxxxxx

Password:

The password will save any answers you've entered in the event of computer disruptions. FMG will not share your password with the IRS at any time during or after this study.

FMG will hold your identity anonymous and will not provide any of your identifying information to the IRS. Your answers will be grouped with others, so that no individual reply can be traced back to a person or case number.

This brief survey should take less than 5 minutes to complete. We have included a postage-paid reply envelope for you to return your completed survey. If you have any questions or concerns, please feel free to contact FMG's Survey Helpline at 1-800-521-7177 or email irssurveyhelp@forsmarshgroup.com.

Thank you in advance for your cooperation.

Sincerely,

Brian K. Griepentrog, Ph. D. Director of Research Fors Marsh Group LLC

# Do We Have Your Input Yet?

Recently, you received a survey asking your opinions about the service you received from 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 have not responded to the survey, we will be sending one more copy of the survey in case you did not receive the first one or it has been misplaced. If you have any questions or concerns about this survey, please contact us at 1-800-521-7177 or email <a href="mailto:irssurveyhelp@forsmarshqroup.com">irssurveyhelp@forsmarshqroup.com</a>.

Brian K. Griepentrog, Ph. D. Director of Research Fors Marsh Group LLC

L3

#### Dear

Recently you received a letter requesting your feedback about your experiences during a recent claim. So far, we have not received your completed survey. If you have already completed and returned the survey, thank you. If you have not completed the survey, please take a few minutes to fill in your responses. If another person was primarily responsible for dealing with the IRS on this matter, please give the survey to that person and encourage him or her to respond.

As described in our previous communication, FMG is administering a nationwide survey among people who have recently went through the Innocent Spouse claims process. Your name was selected for this survey through a random sample of those who went through the claims process. We want to know your opinions regarding the process and the service you received. Your responses are critical to the accurate evaluation of the IRS's service.

You may complete the survey either by mail or online. To complete it online, type the following link into your web browser and enter the password provided below:

## www.IRSsurvey.com

Password:

The password will save any answers you've entered in the event of computer disruptions. FMG will not share your password with the IRS at any time during or after this study.

FMG will hold your identity anonymous and will not provide any of your identifying information to the IRS. Your answers will be grouped with others, so that no individual reply can be traced back to a person or case number. Your participation is voluntary.

The survey should take less than 5 minutes to complete. We have included a postage-paid reply envelope for you to return your completed survey. If you have any questions or concerns, please feel free to contact FMG's Survey Helpline at 1-800-521-7177 or email <u>irssurveyhelp@forsmarshgroup.com</u>.

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS employees and services. Your honest opinions will help bring about this improvement.

Thank you in advance for your participation.

Sincerely,

Brian K. Griepentrog, Ph. D. Director of Research Fors Marsh Group LLC



12345678A200806

# IRS CUSTOMER SATISFACTION SURVEY

In an effort to improve its services to the public, the IRS is seeking the opinions of taxpayers who have been through the Innocent Spouse claim process at the IRS. Please assist us by completing this brief voluntary survey, which should take less than 5 minutes of your time. ICF will keep your identity private to the extent permitted by law. If you have any questions about this survey, you may call the ICF Survey Helpline at 1-888-260-0052.

Thinking of the processing of your Innocent Spouse relief request, regardless of whether you agreed or disagreed with the final outcome, please mark the option that best represents your experiences throughout the claim process.

Ple	ease rate your satisfaction with the following:	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied ▼	Not Applica ▼
a.	Overall, the way the IRS handled your Innocent Spouse claim	0	0	0	0	0	
b.	Ease of understanding the initial IRS letter explaining the Innocent Spouse claim process	0	0	0	0	0	0
C.	How clearly the IRS explained what documents you needed to send to support your Innocent Spouse claim	0	0	0	0	0	0
d.	IRS employees' knowledge about the Innocent Spouse claim process	0	0	0	0	0	0
e.	How well the IRS kept you informed of the status of your Innocent Spouse claim	0	0	0	0	0	0
f.	The consistency of information provided to you during the Innocent Spouse claim process	0	Ο	0	0	0	0
g.	How well the IRS explained the result of your Innocent Spouse claim	0	0	0	0	0	0
you :	The length of the Innocent Spouse claim process from start to finish  answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?	O d" to any	of the abo	O	O ns, can yo	ou describ	
you used	start to finish  answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?  ou call the IRS about your Innocent Spouse claim using	d" to any	of the abo	ove questio	ns, can yc	ou describ	
you used d yo	start to finish  answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?	d" to any	of the abo	ove questio	ns, can yc	ou describ	e what
d yo	answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?  Du call the IRS about your Innocent Spouse claim using Yes (continue to 4)	d" to any	of the abo	r listed on	ns, can yc	ou describ	
d yo	answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?  Du call the IRS about your Innocent Spouse claim using Yes (continue to 4)  No (skip to 5)	d" to any	of the abo	ove questio	ns, can yc	ou describ	e what
d yo	answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?  Du call the IRS about your Innocent Spouse claim using Yes (continue to 4)  No (skip to 5)	d" to any  a telepho	of the abo	r listed on	ns, can yo	letters?	e what
d yo  cegare	answered "Very Dissatisfied" or "Somewhat Dissatisfied you to feel that way?  Du call the IRS about your Innocent Spouse claim using Yes (continue to 4)  No (skip to 5)  Don't recall (skip to 5)	d" to any  a telephol  Very  Dissatisfied   O	ne number  Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	any of the	letters?	Not Applica

Months

a.	uch do you agree with the following statements	Stron Disag					
		▼. Disag	gly ree Disagr ▼	ree Neutr	al Agree ▼	Strongly Agree	No Applio
b.	I received an adequate description of the claim pro	ocess O	0	0	0	0	C
	My experience reflected the described claim proce	ss O	0	0	0	0	
	I had the opportunity to provide information importa my case	ant to	0	0	0	0	
d.	I was treated with respect during the claim process	s 0	0	0	0	0	
0 1	As expected  Worse than expected  Much worse than expected  If you answered "Worse than expected" of can you describe what caused you to fee  repared your request for Innocent Spouse Relief	I that way?		ected" to	the above qu	uestion,	
0 '		IRS service re		e at an IRS	office		
0 1	Professional tax preparer O	Volunteer (at a	•			)	
0 1	Friend or relative O	Other					
The IRS	e taxpayer O A tax professional who repressional who repr	ice to taxpaye	rs through	out the Inn	•	se claim pro	·
rec res with	casionally, the IRS asks ICF to conduct additional is served a small monetary incentive to participate dependence, please provide us with your telephone number the IRS and will be used only for the purpose of the Survey Helpline at 1-888-260-0052.	ending on the reber and e-mail this research. If	esearch. If y address (if you have a	you are inte available). any questio	erested in par This informat ns about this	ticipating in ion will not b	future se sha
Tel	ephone number: ( )	E-mail add	ress:				
	been unable to resolve any specific problems with your ta application of the tax law, we encourage you to contact the					significant ha	rdship

The Paperwork Reduction Act requires that the IRS display an Office of Management and Budget (OMB) control number on all public information requests. The OMB Control Number for this study is 1545-2250. 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, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

Thank you for completing the survey.

Please return this survey to ICF Business Operations Center, IRS Surveys, 980 Beaver Creek Drive, Martinsville, VA 24112-2177.