IRS Feedback Survey

## **Paperwork Reduction Act Statement**

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 1545-2256. This survey will take around 5 minutes to complete. All responses are confidential. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to:

Internal Revenue Service
Tax Products Coordinating Committee
SE:W:CAR:MP:T:T:SP
1111 Constitution Ave. NW
Washington, DC 20224

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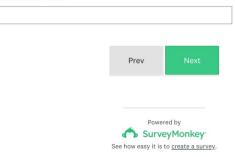
Privacy & Cookie Policy

Help us improve the IRS.gov online experience! This survey should take between 5 and 10 minutes of your time.

1. After filling your return, have you ever owed additional money to the mo:
O Yes
○ No
2. Have you ever created an installment agreement or a payment plan directly with the IRS? [i.e., not primarily through a tax preparer]
○ Yes
○ No
O Not Sure
3. Rank the following in order of what you would take into consideration first to last if you owed money to the IRS and needed to make a payment?
# The length of time it might take you to pay
How you will pay (bank account, credit/debit card, check, etc.)
₩ When you can pay
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4. What would you call a failure to pay a minimum monthly payment when it is due causing an installment agreement/plan to be terminated?



# Q4B

## IRS Feedback Survey

4. Imagine you have a payment plan with the IRS but were unable to pay the minimum monthly payment. What term would you use to describe a failure to pay causing a termination?



S Feedback	Survey
	5. What would you call a one-time fee that the IRS charges a taxpayer to create and process a payment plan?
	○ Processing fee ○ User fee
	Set up fee
	Payment fee Other (please specify)
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# Q5B

5. Imagine your owed taxes are substantially more than you can afford to pay the IRS so you decide to request a payment plan. In order to do so, you must pay a one time fee to establish the plan. Which term best describes this type of fee? O Set up fee O User fee O Processing fee O Payment fee Other (please specify) Prev Powered by SurveyMonkey

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6. How would you describe a fee that a credit card or debit card provider adds to your total amount owed as a charge for paying off an IRS balance using an alternative payment?

Set up fee
Convenience fee
Processing fee
Payment fee
Other (please specify)

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## Q6B

### IRS Feedback Survey

6. Imagine you owed the IRS after filing taxes and want to make a payment using your credit card. You are charged an additional fee by the credit card provider for using an alternative payment. Which term best describes this type of fee?

Set up fee
Processing fee
Convenience fee
Payment fee
Other (please specify)

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Q8

### IRS Feedback Survey

what you owe, approxi	e IRS \$2,000. You are able to pay some of mately \$400, but not the total amount t describes this payment option?
Minimum payment	
Partial payment	
Full payment	
O Pay now	
Other (please specify)	
	Prev Next

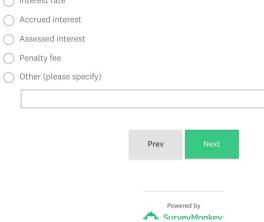
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# 9. What would you call the amount of interest that has accumulated as part of taxes owed but has not yet been paid to the IRS by the taxpayer? O Interest rate Assessed interest Accrued interest O Penalty fee Other (please specify) Prev Powered by SurveyMonkey

# Q9B

9. Imagine it is the day after Tax Day and your return shows that you owe additional taxes. On this date, interest will begin to accumulate until you pay off the balance in full. What term best describes this type of interest? Interest rate

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# Q10A

# 

# Q10B

IRS Feedback Survey

10. Imagine it is the day after Tax Day and your return shows that you owe additional taxes. A percentage charge is applied on your taxes owed until the date you fully pay off your total balance.

What term best describes this percentage charge?

Penalty fee
Interest rate
Interest fee
User fee
Other (please specify)

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