



<<Focus Group City>>

### TAS Focus Group Reply Form

If you are interested in joining the EITC Customer Service focus group to be held in your area, please fill in the information below and return it in the postage paid envelope provided. Remember, group size is limited, and you will be paid for your participation, so please return this form right away.

**Write the phone number (including area code) you want us to call and the three best hours of day to call you (fill in the time and tell us if it is am or pm).**

**Phone Number**

**Best Time Period to Call You (am/pm)**  am/pm  am/pm  am/pm

**Control Number** <<Control Number>>  
**Name** <<Name>>  
**Address** <<Street Address>>  
**City** <<City>>  
**State** <<State>>  
**ZIP Code** <<Zip Code>>

If the information listed above (name and address) is not correct, cross it out and print the correct information in the space below. *We will call everyone who returns this form.*

**Name**

**Address**

**City**

**State**

**ZIP Code**

**Privacy Act and OMB Information:** The primary purpose in requesting this information is to better understand why some taxpayers delay in authenticating their identity when the IRS requests identification before it will release the taxpayer's refund. Such an understanding can help the IRS change its processes to increase the likelihood of quicker taxpayer identification and a quicker release of the refund. Our authority for requesting this information is 5 USC and the IRS Restructuring and Reform Act, which requires the IRS to improve customer satisfaction when possible. Providing the information is voluntary. We encourage you to participate in the focus groups, so we can improve our service to you. If you do not participate, IRS will not be able to have the benefit of your insight to improve its customer service. The OMB Control Number for this study is 1545-1349. Also, if you have any comments regarding the time estimate associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:S Room 6129, 1111 Constitution Ave. NW, Washington, DC 20224.