

Field Compliance Safety/Impersonation Survey Questions

This survey is being conducted by SB/SE Research on behalf of Field Collection and Field Examination.

The objective of this survey is to determine the public's expectation of how an authentic IRS Compliance employee should appear when making contact with Taxpayers, not in an IRS office, to reduce the instances of IRS impersonation.

Your participation is voluntary.

Your identity will remain anonymous. No Personally Identifiable Information (PII) will be collected.

Responses will be aggregated into a report.

The survey will take just a few minutes to complete.

Thank you for taking part in this important survey. Your responses can help us further our understanding of how to keep taxpayers and IRS employees safe in this age of impersonators.

NOTE: This survey has undergone a Privacy & Civil Liberties Impact Assessments (PCLIA) for the protection of taxpayer privacy.

*SB/SE Research Privacy Policy

SB/SE Research is committed to protecting the privacy rights of taxpayers and employees.

Our policy is:

We will not collect personal information about you.

We will not share the information you give us with anyone, unless required by law. Any information we collect and maintain will be handled in accordance with the access and privacy protection requirements of the Privacy Act, the Freedom of Information Act, and the Internal Revenue Code. If you would like further information about these statutes, please visit the IRS Electronic Freedom of Information Act Reading Room.

1. If an IRS employee shows up at your door, what expectations do you have to assure you they are authentic [appearance, credentials, conversation]?

Suggested prompts for additional information:

What would make you comfortable that they are who they say they are?

How do you expect an IRS representative to present themselves?

What type of attire?

What kind of ID? Did it appear authentic?

How do you believe they would verbally interact with you?

2. Have you had an IRS employee show up at your door? (Yes, No)

(If they have questions about what an IRS employee is, give examples such as a Revenue Officer who handles collection issues or a Revenue Agent who handles audits in the field.)–

Suggested prompts for additional information:

If yes, were they what you expected? Why or why not?

What type of ID was shown to you?

What type of vehicle were they driving?

How were they dressed?

After they answer, probe for use of phone number verification, PIN verification.

3. Is there anything else you would like to share related to safety issues?