

Dear

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who had a recent IRS audit.

In a few days, you will receive a survey asking your opinions about the audit with the IRS. Please direct it to the person who had the most contact with the IRS on this matter. The survey should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation of customer 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 confidentiality protections required by the Privacy Act and/or Internal Revenue Code section 6103.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the survey as soon as possible. If you do not receive a survey, please contact the Survey Helpline at 1-800-521-7177.

Sincerely,

A handwritten signature in black ink that reads "Shenita L. Hicks". The signature is written in a cursive style with a large initial "S".

Shenita L. Hicks
Director, Examination Division



IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY
FIELD EXAMINATION

Dear

A few days ago you received a letter from Shenita L. Hicks, Director, Examination Division, asking for your help with an important research project.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions about your recent experience with the IRS audit process and the service you received. Your responses are critical to the accuracy of this research.

We are sending surveys to a random sample of taxpayers who were audited. All responses will be anonymous to the IRS and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The survey is quite brief and should take less than 5 minutes to complete. Please use the postage-paid reply envelope to return your completed survey. If you have any questions about this survey, please feel free to call us toll-free at 1-800-521-7177, or email us at irssurveyhelp@forsmarshgroup.com.

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 services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

A handwritten signature in black ink, appearing to read "B. Griepentrog", written over a horizontal line.

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



IRS SMALL BUSINESS/ SELF-
EMPLOYED CUSTOMER
SATISFACTION SURVEY
FIELD EXAMINATION

P.O. BOX 42048
ARLINGTON, VA 22204-9048

IRS SMALL BUSINESS/ SELF-
EMPLOYED CUSTOMER
SATISFACTION SURVEY
FIELD EXAMINATION

Research
conducted by



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GROUP

Do We Have Your Input Yet?

Recently, you received a survey asking your opinions about the service you received from the IRS in a recent contact. If you have already completed and returned the survey, please accept our sincere thanks. If not, please take a few minutes to complete it and return it today. We want to be sure we have your opinions and suggestions.

If you did not receive the survey, or it got misplaced, please call us at 1-800-521-7177.

Sincerely,

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

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Dear

Recently you received a survey requesting your feedback about your experiences during a recent IRS audit. So far, we have not received your completed survey. If you have not already 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 direct the survey to that person and encourage him or her to respond.

We are administering a nationwide survey among people who had a recent IRS audit of a tax return. We want to know your opinions regarding the audit process and the service you received. Your responses are critical to the accuracy of this research.

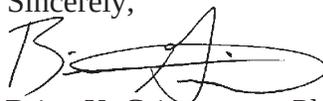
We are sending surveys to a random sample of taxpayers who were audited. All responses will be anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The survey is quite brief and should take less than 5 minutes to complete. Please use the postage-paid reply envelope to return your completed survey. If you have any questions about this survey, please feel free to call us toll-free at 1-800-521-7177, or email us at irssurveyhelp@forsmarshgroup.com.

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 services and employees. Your honest opinions will help bring about this improvement.

Thank you in advance for your cooperation.

Sincerely,



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



Research conducted by FORS | MARSH
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INTERNAL REVENUE SERVICE (IRS) SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY

OMB# 1545-1432

IRS SMALL BUSINESS/SELF-EMPLOYED FIELD EXAMINATION

The IRS is trying to improve its service to the public. You can help in this important mission by providing your feedback below. This voluntary survey should take less than 5 minutes to complete. Your identity will not be provided to the IRS. If you have any questions about this survey, please call the survey processing center at 1-800-521-7177.

The following questions ask your opinion regarding how the IRS handled your most recent audit. For each question, *regardless of whether you agree or disagree with the final outcome*, please fill in the appropriate circle next to the response that best applies to you.

How satisfied are you with...	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
1. The initial information the IRS provided (e.g., letters/notices, phone calls, IRS publications) so that you knew what to	1	2	3	4	5	NA
2. The explanation of how long the audit process would take from start to finish?	1	2	3	4	5	NA
3. The flexibility of the auditor in scheduling meetings/calls?	1	2	3	4	5	NA
4. The explanation the auditor provided as to the reason(s) for the audit?	1	2	3	4	5	NA
5. How well the IRS communicated with you throughout the audit process?	1	2	3	4	5	NA
6. The explanation of why more records were requested after the initial appointment?	1	2	3	4	5	NA
7. The time you were given to provide all information requested by the IRS?	1	2	3	4	5	NA
8. The explanation your auditor gave you about why the audit expanded from the issues you were initially informed about?	1	2	3	4	5	NA
9. The amount of time you personally had to spend on the audit?	1	2	3	4	5	NA
10. The professionalism of your auditor?	1	2	3	4	5	NA
11. The auditor's understanding of your business?	1	2	3	4	5	NA
12. The tax knowledge of your auditor?	1	2	3	4	5	NA
13. The timeliness of the status updates the auditor provided	1	2	3	4	5	NA
14. The usefulness of the status updates?	1	2	3	4	5	NA
15. The timeliness of the IRS auditor in responding to your inquiries?	1	2	3	4	5	NA
16. The explanation of why changes were made to your return?	1	2	3	4	5	NA

Please continue on back →

INTERNAL REVENUE SERVICE (IRS)
 SMALL BUSINESS/SELF-EMPLOYED
 CUSTOMER SATISFACTION SURVEY
 IRS SMALL BUSINESS/SELF-
 EMPLOYED FIELD EXAMINATION

OMB# 1545-1432

How satisfied are you with...	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
17. The length of the audit process from start to finish?	1	2	3	4	5	NA
18. Understanding that you have payment options?	1	2	3	4	5	NA
19. If a manager was involved with your audit, how satisfied were you with the way he or she affected your audit?	1	2	3	4	5	NA
20. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your audit was handled?	1	2	3	4	5	NA
21. Did you view the video series, "Your Guide to an IRS Audit," available at www.IRS.gov?	<input type="radio"/> Yes <input type="radio"/> No					
22. If you saw the video series, did it help you prepare for your audit?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable					
23. For this audit, were you...? (Check one only)	<input type="radio"/> The taxpayer <input type="radio"/> A tax professional who represented the taxpayer <input type="radio"/> Someone else who represented the taxpayer					
24. Please provide any comments or suggestions for improvement.	<hr/> <hr/> <hr/>					

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number and your e-mail address (if available). This information will not be shared with the IRS and will be used only for research purposes.

TELEPHONE NUMBER:

E-MAIL ADDRESS:

 If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

Thank you for completing the survey.
 Please return the questionnaire to P.O. Box 42048, Arlington, VA 22204-9048 USA.

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,
1111 Constitution Ave. NW, Room 6129, Washington, DC 20224.