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Question

Rate Overall Review: Rate your satisfaction with the overall way the IRS handled your review.

Role: Are you...? (A Taxpayer/Representative)

Previous Review by Mail: Have you previously been involved in a tax return review by mail via a CP2501 or CP2000 letter?

Mail vs Secure Msg: How did the mail review process compare to the process using IRS Secure Messaging?

Rate Status: Rate your satisfaction with how well the IRS kept you informed of the status of your case.

Rate Length: Rate your satisfaction with the length of the review process from start to finish.

Review Outcome: Which statement best describes your level of agreement with the outcome of your case?

Influenced Decision To Use: Which factor(s) influenced your initial decision to use Secure Messaging for your IRS review?

Rate Signup: Rate your satisfaction with the ease of signing up to use IRS Secure Messaging.

Rate Ease of Communication: Rate your satisfaction with the ease of using IRS Secure Messaging to communicate with the IRS during your review.

Methods of Communication: In addition to IRS Secure Messaging, what other methods did you use to communicate

Reason Other Comms: What was the reason for using another method to communicate with the IRS instead of Secure

Rate Submitting Docs: Rate your satisfaction with the ease of submitting documentation to the IRS using the Secure Messaging (e.g. photos of copies of bills, etc.)

Reason Other Comms OE: Why did you use another communication method?

Suggestions OE: Do you have any suggestions for improving the IRS Secure Messaging process? To help ensure your response is secure, please do not include personal information in your response (e.g. Name, SSN, address, phone number, etc).

Answer

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

Taxpayer

Representative

Yes

No

5 Secure Messaging much better than mail

4 Secure Messaging better than mail

3 Secure Messaging same as mail

2 Mail better than Secure Messaging

1 Mail much better than Secure Messaging

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

I agreed with all of the tax changes proposed by IRS

I agreed with some of the tax changes proposed by IRS, but not all of the changes

I disagreed with all of the tax changes proposed by the IRS

Not sure

Ability to upload documents

Ability to communicate electronically

Ability to communicate on my schedule

Ability to resolve the review quickly

Other

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied

1 Very Dissatisfied

5 Very Satisfied

4 Satisfied

3 Neither satisfied nor dissatisfied

2 Dissatisfied
1 Very Dissatisfied

Phone call
Fax
Mail
Used only Secure Messaging

Documents were too large/voluminous to send using Secure Messaging
Instructions were not clear
I did not receive a timely response/acknowledgement
I had problems accessing Secure Messaging
Preferred to use mail or fax
Other (please specify)

5 Very Satisfied
4 Satisfied
3 Neither satisfied nor dissatisfied
2 Dissatisfied
1 Very Dissatisfied