

Dear XXXX,

I am writing to ask for your help with an important study to better understand how taxpayers interact with the IRS Free File online software program. We've contracted with the MITRE Corporation, who runs the IRS's Federally Funded Research and Development Center, to conduct research interviews with taxpayers.

We need volunteers in your city to participate in an in-person interview. Participation will take 60-90 minutes and MITRE will give you a \$100 gift card in appreciation of your time.

In the next few days, you will receive a letter from MITRE inviting you to participate in the study. They won't ask you for your personal tax information.

If you wish to verify this study is legitimate and not a scam, you can visit www.irs.gov/css or call 1-800-829-1040. 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 1545-2274. If you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, - Room 6129 1111 Constitution Ave., NW, Washington, DC 20224.

We appreciate your consideration to take part in this important study.

Sincerely,

Jim Clifford

Director, Director, Customer Account Services