

Language for the website survey link via the Alert feature:

[The alert feature will show important information at the top of the web page. More information about the alert feature can be found here:

<https://online-design-guide-master-pl.irslabs.org/ui-elements/alert/section-alerts>]

Please help us evaluate the information and products we provide on our website, *Tax Stats* (irs.gov/statistics) by participating in this short (5 min) survey: [Tax Stats Customer Satisfaction Survey 2020](#)

Language for the website survey link advertisement:

[This information will appear on pages within our website as a way for this information to be indexed and appear within IRS.gov search results.]

As part of the process of evaluating the information and products we provide on our website, *Tax Stats* (irs.gov/statistics), we have developed a short, automated customer satisfaction survey. The survey should take approximately 5 minutes to complete. The purpose of this survey is to collect information about your experience using our website. The survey is voluntary and your responses are anonymous. Survey results will be collected so that no individual can be identified. We encourage you to answer all questions completely so we will have the information we need to improve our website.

To participate, click on the following link: [Tax Stats Customer Satisfaction Survey 2020](#)

Language for the initial survey invitation for the Listserv participants:

As part of the process of evaluating the information and products we provide on our website, *Tax Stats* (irs.gov/statistics), we have developed a short, automated customer satisfaction survey. The survey should take approximately 5 minutes to complete. The purpose of this survey is to collect information about your experience using our website. The survey is voluntary and your responses are anonymous. Survey results will be collected so that no individual can be identified. We encourage you to answer all questions completely so we will have the information we need to improve our website.

Our authority to request information for this survey is 5 USC 301. The primary purpose of requesting the information is to determine how well we are meeting your needs. Aggregate information that does not contain personally identifiable information about our customer satisfaction might be provided to the Office of Management and Budget if requested for official business purposes. Providing the information is voluntary. Not providing all or part of the information means that we won't have feedback that we can use to improve our website experience. The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding

this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

To participate, click on the link below to access the survey.

[Tax Stats Customer Satisfaction Survey 2020](#)

If you have any technical questions regarding the completion of this survey, you may contact the survey administrators by sending an email to the following address: irs.raas.soi.survey.administration@irs.gov. Thank you in advance for your time and participation. Your feedback is important to us.

Sincerely,

Dave Paris
Acting Director
Statistics of Income Division

Language for the follow-up survey invitation for listserv participants:

Recently, you received an invitation to participate in a survey to evaluate the information and products we provide on our website, *Tax Stats* (irs.gov/statistics). If you have already participated, thank you and please disregard this message. If you have not, please do consider participating so that we can make improvements to suit your needs.

The survey should take approximately 5 minutes to complete. The purpose of this survey is to collect information about your experience using our website. The survey is voluntary and your responses are anonymous. Survey results will be collected so that no individual can be identified. We encourage you to answer all questions completely so we will have the information we need to improve our website.

Our authority to request information for this survey is 5 USC 301. The primary purpose of requesting the information is to determine how well we are meeting your needs. Aggregate information that does not contain personally identifiable information about our customer satisfaction might be provided to the Office of Management and Budget if requested for official business purposes. Providing the information is voluntary. Not providing all or part of the information means that we won't have feedback that we can use to improve our website experience. The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

To participate, click on the link below to access the survey.

[Tax Stats Customer Satisfaction Survey 2020](#)

If you have any technical questions regarding the completion of this survey, you may contact the survey administrators by sending an email to the following address: irs.raas.soi.survey.administration@irs.gov. Thank you in advance for your time and participation. Your feedback is important to us.

Sincerely,

Dave Paris
Acting Director
Statistics of Income Division
