



Dear

A few days ago you received a letter from IRS, Tax Exempt and Government Entities (TE/GE) Commissioner Sunita B. Lough asking for your help with an important research project. The IRS is committed to improving its performance and service to the American public. As part of this process, we are administering a nationwide survey to gather reliable information from those who have had contact with IRS employees and services.

Your name was selected to receive this survey because IRS recently completed an examination (audit) of the entity shown above. We want to know your opinions regarding that experience and the service you received from IRS. Your responses are critical to the accuracy of this evaluation of the IRS's service. If another person was primarily responsible for dealing with the IRS on this matter, please pass this survey on to them and encourage them to respond.

Your participation is voluntary. An independent research company will keep your responses anonymous to the IRS. Your responses will be grouped with others, so that no individual reply can be traced back to a person or case number. No identifying information will be associated with your responses.

This brief survey should take less than eight minutes to complete. Use the postage-paid reply envelope to return your completed survey. If you have any questions or concerns, please contact the survey processing center at 1-800-521-7177, or email us at [irssurveyhelp@forsmarshgroup.com](mailto:irssurveyhelp@forsmarshgroup.com).

To verify the authenticity of this survey, please visit [IRS.gov](http://IRS.gov) and enter the search term **customer surveys**. The IRS Customer Satisfaction Survey page contains a list of valid, current and unexpired, IRS surveys and as of this issuance provides a reference to TE/GE Examinations.

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in the service IRS provides.

Sincerely,

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



Research conducted by FORS|MARSH  
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