

Notifications to Users of GLDS Products and Services population

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Pre-Survey Notification

Subject Line: Coming Soon! The *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* Survey

To the users of IRS GLDS products and services:

You have been identified as an individual with firsthand knowledge or experience with the IRS Office of Governmental Liaison, Disclosure and Safeguards (GLDS) programs. Next week, you will receive an e-mail from the IRS with a link to a short survey.

We hope you will share your feedback about the products, services, and support provided by GLDS. The purpose of the survey is to help the IRS evaluate and improve its products, services, and support. Participation in the survey is voluntary and should only take about 15 minutes of your time. Your identity will remain private.

To verify the authenticity of this survey, please visit irs.gov and enter the search term "[Customer Satisfaction Surveys](#)" (or click on the link.) The IRS Customer Satisfaction Survey page contains a list of valid IRS surveys. It will provide a reference to the *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* survey.

An independent IRS research organization is conducting the survey on behalf of GLDS. All responses will go directly to the survey administrator, Melanie Bryson. A report with aggregated results will be given to GLDS. The information you provide will only be used for the purposes of evaluating and improving GLDS products, services, and support.

Depending on your function within your agency, your feedback may be requested on two separate GLDS surveys (sent in separate e-mails). If so, your responses to *both* surveys are important to us.

Thank you in advance for your time and attention. We look forward to your feedback.

Melanie Bryson
SB/SE Research Team 1
email: melanie.bryson@irs.gov
phone: (954) 991-4064

E-Mail with Survey Link

Subject Line: Invitation to the *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* Survey!

To the users of IRS GLDS products and services:

Last week, we contacted you about helping the IRS evaluate our Governmental Liaison, Disclosure and Safeguards (GLDS) products, services, and support. The survey is now open, and we welcome your feedback.

Please click on link below to take the survey for users of GLDS Products and Services by **November 15, 2019**.

**Click here to take the %[Survey]URL% or
Copy/paste this text into your browser: (Enter link here)**

Participation in the survey is voluntary and should only take about 15 minutes of your time. Your identity will remain private.

To verify the authenticity of this survey, please visit irs.gov and enter the search term "[Customer Satisfaction Surveys](#)" (or click on the link.) The IRS Customer Satisfaction Survey page contains a list of valid IRS surveys. It will provide a reference to the *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* survey.

An independent IRS research organization is conducting the survey on behalf of GLDS. All responses will go directly to the survey administrator. A report with aggregated results will be given to GLDS. The information you provide will only be used for the purposes of evaluating and improving GLDS products, services, and support. If you have any questions about the survey, please contact the survey administrator, Melanie Bryson, at melanie.bryson@irs.gov.

Your feedback will help improve the services provided by your GLDS primary contact as well as identify potential problems with the GLDS programs. We welcome you to provide comments where explanation of feedback is needed.

Thank you for your time and assistance in providing this valuable feedback.

Melanie Bryson
SB/SE Research Team 1
email: melanie.bryson@irs.gov
phone: (954) 991-4064

Reminder

Subject Line: Reminder: Please Take the *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* Survey

To the users of IRS GLDS products and services:

Recently, we sent you a link to the *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* survey. We have not heard from you.

Your input is important to us. We would appreciate you completing our brief online survey no later than **November 15, 2019**.

**Click here to take the %[Survey]URL% or
Copy/paste this text into your browser: (Enter link here)**

Participation in the survey is voluntary and should only take about 15 minutes of your time. Your identity will remain private. If you have any questions about the survey, please contact the survey administrator, Melanie Bryson, at melanie.bryson@irs.gov.

We appreciate your help in providing this valuable feedback.

Thank you,

Melanie Bryson
SB/SE Research Team 1
email: melanie.bryson@irs.gov
phone: (954) 991-4064

For final reminder:

Subject Line: Reminder: The *Customer Satisfaction Evaluation for Users of IRS GLDS Products and Services 2019* Survey is Closing November 15!