

**Private Collection Agency (PCA) Short Survey  
September 2018**

The Customer Service Representative (CSR) will read the following script to calls selected for the PCA survey:

**"This call has been randomly selected for an anonymous IRS improvement survey. It will take under eight minutes. Would you like to participate in the survey?"**

If the caller declines to participate, the CSR will thank him/her and terminate the call.

If the caller agrees to take the survey, the CSR says:

**"Thank you. Please wait while I transfer you."**

	[1] To take the survey in English, press 1 [2] Para tomar la encuesta en español, oprima 2
<b>Caller hears:</b>	Thank you for participating in this voluntary survey. Your input will assist the IRS to improve its collection services for callers like you. This survey is being conducted by ICF, an independent, third-party organization. All answers will be kept anonymous to the extent allowed by law. There are no penalties for not answering some or all of the survey questions. At any point, press the star key to repeat the question. Press the pound key to repeat the choices. Press the zero key to repeat the last question you answered to change your response. You may enter your response as soon as you know your answer.
	I am going to ask you questions about your experiences during this call. Please answer the questions using the following scale: If you were very satisfied, press 5 For somewhat satisfied, press 4 For neither satisfied nor dissatisfied, press 3 For somewhat dissatisfied, press 2 For very dissatisfied, press 1 If you are not sure, press 9 If the question is not applicable to you, press 6
1	Everything considered, please rate your overall satisfaction with the service you received during the call today.
2	Rate your satisfaction with the professionalism of the representative who handled your call.
3	You may have received a notice, bill, or letter. Rate your level of satisfaction with the clarity of the notice, bill, or letter. Please use the same rating scale where 1 is very Dissatisfied and 5 is very Satisfied. If you did not receive a notice, bill, or letter, press 6.
<b>Caller hears</b>	That completes the survey; however, we are required by law to report to you the OMB Control Number for this public information request. That number is 1545-1432. In addition, if you have any comments about the time used to complete this survey or ways to improve the survey, you may write to the IRS.
4	Would you like the address to mail your comments? If yes, press 1 If no, press 2 (skip to 5)
	Mail your comments to: Internal Revenue Service Special Services Committee

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	SE:W:CAR:MP:T:M:S Room 6129 1111 Constitution Ave., NW Washington DC 20224 To repeat this address, press the pound key. Otherwise, press 2..
5	If you have tried unsuccessfully to resolve a problem with the IRS or if you have a complaint, you may contact the Taxpayer Advocate's office by calling a toll-free telephone number. If you would like the telephone number of the Taxpayer Advocate, press 1. Otherwise, press 2.
	The toll-free Taxpayer Advocate phone number is 1-877-777-4778. To repeat this telephone number, press 1. Otherwise, press 2.
<b>Survey End</b>	Thank you for participating in this survey. Your information will help improve the services provided by the IRS. Thank you. Goodbye.