

Dear

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have recently experienced an audit of their estate or gift tax returns.

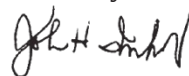
In a few days, you will receive a survey asking your opinions about the audit with the IRS. Please direct it to the person who had the most contact with the IRS on this matter. The survey should take less than 5 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801.

Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS may lack information it could use to improve taxpayer service. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow confidentiality protections required by the Privacy Act and/or Internal Revenue Code section 6103.

I am committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the survey as soon as possible. If you do not receive a survey, please contact the Survey Helpline at 1-800-521-7177.

Sincerely,



John H. Imhoff, Jr.

Director, Specialty Programs



IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER SATISFACTION SURVEY  
ESTATE AND GIFT TAX EXAMINATION

Dear

A few days ago you received a letter from John H. Imhoff, Jr., Director, Specialty Programs, asking for your help with an important research project.

We are administering a nationwide survey among people who have had contact with the Internal Revenue Service (IRS). We want to know your opinions regarding the audit process and the service you received. Your responses are critical to the accuracy of this research.

We are sending surveys to all taxpayers who have gone through a recent examination of an estate or gift tax return. All responses will be anonymous to the IRS, and your participation is voluntary. We will group your responses with others, so that no individual reply can be traced back to any one person.

The survey is quite brief and should take less than 5 minutes to complete. Please use the postage-paid reply envelope to return your completed survey. If you have any questions about this survey, please feel free to call us toll-free at 1-800-521-7177, or email us at [irssurveyhelp@forsmarshgroup.com](mailto:irssurveyhelp@forsmarshgroup.com).

The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Sincerely,

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



IRS SMALL BUSINESS/ SELF-  
EMPLOYED CUSTOMER  
SATISFACTION SURVEY  
ESTATE AND GIFT TAX  
EXAMINATION

P.O. BOX 42048  
ARLINGTON, VA 22204-9048

IRS SMALL BUSINESS/ SELF-  
EMPLOYED CUSTOMER  
SATISFACTION SURVEY  
ESTATE AND GIFT TAX  
EXAMINATION

Research  
conducted by



FORS | MARSH  
GROUP

## Do We Have Your Input Yet?

Recently, you received a survey asking your opinions about the service you received from the IRS in a recent contact. If you have already completed and returned the survey, please accept our sincere thanks. If not, please take a few minutes to complete it and return it today. We want to be sure we have your opinions and suggestions.

If you did not receive the survey, or it got misplaced, please call us at 1-800-521-7177.

Sincerely,

A handwritten signature in black ink, appearing to read 'B. K. Griepentrog'. The signature is fluid and cursive, with a large, sweeping loop at the end.

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

L3\_13523

Dear

Recently you received a survey requesting your feedback about your experiences during a recent IRS audit of your estate or gift tax return. So far, we have not received your completed survey. If you have not already completed the survey, please take a few minutes to fill in your responses. If another person was primarily responsible for dealing with the IRS on this matter, please direct the survey to that person and encourage him or her to respond.

We are administering a nationwide survey among people who had a recent IRS audit of an estate or gift tax return. We want to know your opinions regarding the audit process and the service you received. Your responses are critical to the accuracy of this research.

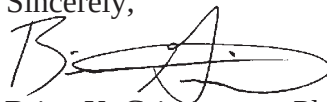
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The IRS is committed to improving its performance and service to the American public. A first step in this process is to gather reliable information from those who have had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Thank you in advance for your cooperation.

Sincerely,



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



Research conducted by FORS | MARSH  
GROUP

# INTERNAL REVENUE SERVICES (IRS) CUSTOMER SATISFACTION SURVEY

OMB# 1545-1432

## ESTATE AND GIFT TAX EXAMINATION

The IRS is trying to improve its service to the public. You can help in this important mission by providing your feedback below. This voluntary survey should take less than 5 minutes to complete. Your identity will not be provided to the IRS. If you have any questions about this survey, you may call the Survey Helpline at 1-800-521-7177.

**Q1** The following questions ask your opinion regarding how the IRS handled your most recent Estate and Gift Tax audit. For each question, regardless of whether you agree or disagree with the final outcome, please fill in the circle that best represents your opinion. If a question does not apply to you, please mark "Not Applicable."

### INITIAL NOTIFICATION OF AUDIT

How satisfied are you with the...	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
a. Initial information the IRS provided (e.g., letters/ notices, phone calls, IRS publications) so that you knew what to expect during the	1	<input type="radio"/> 2	3	<input type="radio"/> 4	5	<input type="radio"/> NA
b. Length of time from when you filed the return to the first contact from your auditor	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
c. Explanation of how long the audit process would take from start to finish	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
d. Explanation of what information you needed to	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
e. Flexibility of your auditor in scheduling meetings	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA

### ESTATE AND GIFT TAX AUDIT PROCESS

How satisfied are you with the...	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
f. Explanation of why more information was needed after the initial request	1	<input type="radio"/> 2	3	<input type="radio"/> 4	5	<input type="radio"/> NA
g. Amount of time you were given to provide information	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
h. Auditor's professionalism	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
i. Auditor's knowledge of the tax issues for your	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
j. Time your auditor took to respond to your questions	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
k. Amount of time you personally had to spend on the entire audit process	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA
l. IRS's communication with you throughout the audit process	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA

### COMPLETION OF AUDIT

How satisfied are you with the...	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
m. Length of audit process from start to finish	1	<input type="radio"/> 2	3	<input type="radio"/> 4	5	<input type="radio"/> NA
n. Explanation of the final decision for your audit, including any changes	1	<input checked="" type="radio"/> 2	3	<input checked="" type="radio"/> 4	5	<input type="radio"/> NA

n. Notification of the completion of your audit

1

2

3

4

5

NA

OVERALL SATISFACTION

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied	Don't Know/Not Applicable
<b>Q2</b> Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your Estate and	1	2	3	4	5	NA

CUSTOMER PROFILE

**Q3** How long did you expect the audit to take from start to finish? (Write number of months.)

Months

**Q4** Were you informed about the status of your audit throughout the audit process?

Yes  
 No

**Q5** With regards to this audit, are you the...

Executor  
 Donor

Estate attorney who represented the executor or donor  
 Tax professional who represented the executor or donor  
 Someone else who represented the executor or donor

**Q6** If you are the Executor or Donor, did you...

Use a tax professional to represent you for this audit  
 Represent yourself  
 Both

**Q7** Please provide any comments or suggestions for improvement.

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Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number and your e-mail address (if available). This information will not be shared with the IRS and will be used only for research purposes.

TELEPHONE NUMBER:

E-MAIL ADDRESS:

**!** If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.



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Thank you for completing the survey.

Please return this questionnaire to P.O. Box 42048, Arlington, VA 22204-9048 USA.

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Paperwork Reduction Act Notice. 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 1545-1432. Also, 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, Special Services Section, SE:W:CAR:MP:T:M:S, 1111 Constitution Ave. NW, Room 6129, Washington, DC 20224.