

Department of Treasury Letterhead

Date

Sender Address

Dear [Taxpayer]:

I need your help with an important initiative we are undertaking to improve our service to America's taxpayers.

The Internal Revenue Service recently [made a determination on the tax-exempt status/made a determination on qualification/completed an examination (audit)] of [your/your client's] [government entity/organization's employee pension plan/employee pension plan/organization]. In a few days, you will receive a survey asking your opinions about your experience and the service you received from IRS. If you are not the person who had the most contact with the IRS on this matter, please direct the survey to the person who did.

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 6103.

This brief survey should take less than eight minutes to complete. An independent research company, [name], will administer the survey and will keep your responses anonymous to the IRS. No identifying information will be associated with your responses. Your responses will be combined with those of other recent customers and reported only in the aggregate to the IRS in order to provide an evaluation of customer satisfaction with IRS service.

We are committed to improving service to every customer. Please help me in this effort by completing and returning the survey as soon as possible.

Sincerely,

Sunita B. Lough
Commissioner
Tax Exempt and Government Entitles Division

[Contractor letterhead]

Date

Sender Address

Dear [Taxpayer]:

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 through a scientific random sampling process to receive this survey because IRS recently [completed a/handled an/completed your] [determination of tax-exempt status/determination of tax-exempt status for your client/Employee Plan Determination Letter Request/Employee Plan Determination Letter Request for your client/examination (audit) of your/your client's organization's employee pension plan/ examination (audit) of your/your client's organization/ examination (audit) of your/your client's government entity]. 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 response is 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 feel free to call [contractor name] toll free at [contractor phone number] or email us at [contractor email].

To verify the authenticity of this survey, please visit 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 should provide a reference to the E/GE [Exempt Organizations Examinations/Exempt Organization Determinations/Employee Plan Examinations/Employee Plan Determinations/Federal , State and Local Government Examinations].

Thank you in advance for your cooperation. Your honest opinions will help bring about improvements in service for all tax-exempt organizations.

Sincerely,

[contractor lead name]

[contractor lead title]

[Contractor]

Internal Revenue Service (IRS) Customer Satisfaction Survey
[Exempt Organization/Employee Plans] Determination Letter Request

You can help the IRS improve its service to the public by answering the questions below. This voluntary survey takes less than 8 minutes to complete.

Your responses will be kept anonymous to the IRS. Only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS [exempt organization/employee plan] determination request. Regardless of whether you agree or disagree with the final outcome, please mark the appropriate box on the scale provided.

Q1	Regardless of the outcome, I am satisfied with the way the IRS handled my case.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q2	From submission of my application through final determination, I am satisfied with the length of the process.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q3	I am satisfied with how well the IRS communicated with me (whether in writing or by telephone) throughout the process.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q4	I understood the application form.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q5	I understood the application instructions.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q6	Did you file Form 1023-EZ, Streamlined Application for Recognition of Exemption Under Section 501(c)(3) of the Internal Revenue Code?	<input type="radio"/> Yes <input type="radio"/> No → Skip to 15 <input type="radio"/> Don't know/Not Applicable → Skip to 15	

Q7	The acknowledgement letter clearly stated when the IRS would contact me.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q8	Did the IRS contact you within the timeframe stated in the acknowledgment letter?	Select from 3 options: <input type="radio"/> Yes, I received a letter or telephone call within the stated timeframe. <input type="radio"/> No, I did not receive a letter or telephone call within the stated timeframe. <input type="radio"/> I initiated contact before the stated timeframe elapsed.	Don't Know / Not Applicable <input type="radio"/>
Q9	Did the IRS ask you for additional information?	<input type="radio"/> Yes <input type="radio"/> No → Skip to 13 <input type="radio"/> Don't know/Not Applicable → Skip to 13	Don't Know / Not Applicable <input type="radio"/>
Q10	The IRS employee clearly explained what additional information they needed.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q11	The IRS employee gave me enough time to respond to the request for additional information.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q12	How many times did the IRS employee contact you for additional information?	None <input type="radio"/> One <input type="radio"/> Two <input type="radio"/> Three or More <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q13	The IRS employee was able to answer my questions thoroughly.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q14	The IRS employee was courteous.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>
Q15	I understood the determination letter.	Strongly Disagree Disagree Neutral Agree Strongly Agree <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/> — <input type="radio"/>	Don't Know / Not Applicable <input type="radio"/>

Q16	If you have any suggestions for how ___ (vendor will insert name of function here) can improve its examination process, or any other comments, please provide them below.	[Lines available for write in.]	
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If you have any questions about this survey, please contact the survey processing center at [contractor phone number].

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.

Thank you for completing the survey.

Paperwork Reduction Act Notice

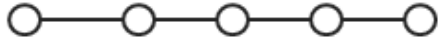

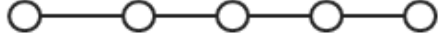

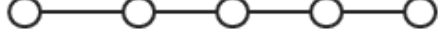

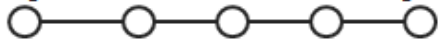

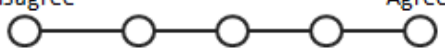

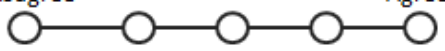

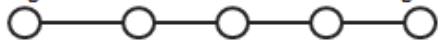

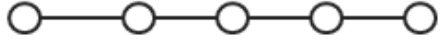

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests. The OMB Control Number for this survey is 1545-2250. We estimate the time required to be 8 minutes. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Special Services Section, 1111 Constitution Avenue, NW, SE:W:CAR:MP:T:M:S - Room 6129, Washington DC 20224.

Internal Revenue Service (IRS) Customer Satisfaction Survey
[Exempt Organization/Employee Plans/Federal, State and Local Governments] Examination

You can help the IRS improved its service to the public by answering the questions below. This voluntary survey takes less than 8 minutes to complete.

Your responses will be kept anonymous to the IRS. Only aggregate information will be provided to the IRS.

The following questions ask your opinion regarding your most recent IRS [exempt organization/employee plan] determination request. Regardless of what her you agree or disagree with the final outcome, please mark the appropriate box on the scale provided.

Q1	Regardless of the outcome, I am satisfied with the way the IRS handled my case.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q2	From first notice to final resolution, I am satisfied with the length of the process.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q3	I am satisfied with how well the IRS communicated with me (in person, in writing, or by telephone) throughout the process.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q4	The IRS employee clearly explained to me (in person, in writing, or by telephone) what I would need to do to prepare for the initial meeting (opening conference).	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q5	The IRS employee clearly explained my taxpayer rights.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q6	The IRS employee clearly explained the examination process.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q7	The IRS employee was able to thoroughly answer my questions.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 
Q8	The IRS employee responded to my inquiries in a timely manner.	Strongly Disagree Disagree Neutral Agree Strongly Agree 	Don't Know / Not Applicable 

Q9	The IRS employee was courteous.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q10	After the initial request, did the IRS employee ask you to provide additional information?	<input type="radio"/> Yes <input type="radio"/> No → Skip to 13 <input type="radio"/> Don't know/Not Applicable → Skip to 13	
Q11	The IRS employee clearly explained why additional information was needed.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q12	The IRS employee gave me enough time to respond to the request for additional information.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q13	Throughout the process, the IRS employee clearly communicated the status of my examination.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q15	Discussions with the IRS employee helped me understand the adjustment/resolution of the examination.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q14	I understood the final examination letter/report.	<p>Strongly Disagree Disagree Neutral Agree Strongly Agree</p>	Don't Know / Not Applicable <input type="radio"/>
Q16	If you have any suggestions for how ___ (vendor will insert name of function here) can improve its examination process, or any other comments, please provide them below.	[Lines available for write in.]	

If you have any questions about this survey, please contact the survey processing center at [contractor phone number].

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.

Thank you for completing the survey.

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 survey is 1545-2250. We estimate the time required to be 8 minutes. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Special Services Section, 1111 Constitution Avenue, NW, SE:W:CAR:MP:T:M:S - Room 6129, Washington DC 20224.

[Contractor letterhead]

Date

Sender Address

Dear [Taxpayer]:

Recently you received a survey requesting your views about the IRS [Government Entity Examination/Exempt Organization Examination/ Employee Plan Examination/ Exempt Organization Determination Letter/ Employee Plan Determination Letter] process. So far, we have not received your completed survey. If you have not already done so, please take a few minutes to provide your response. 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.

As described in our previous communication, we are administering a nationwide survey among people who have interacted with the IRS. We want to know your opinions regarding the service you received in a recent [Government Entity Examination (Audit)/ Exempt Organization Examination (Audit)/ Employee Plan Examination (Audit)/ Exempt Organization Determination Letter Request Employee Plan Determination Letter Request]. Your responses are critical to the accuracy of this evaluation of the IRS's service.

Your name was selected through a scientific random sampling process to receive this survey. Your participation is voluntary. An independent research company will keep your response 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 survey takes 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 feel free to call [contractor name] toll free at [contractor phone number] or email us at [contractor email].

To verify the authenticity of this survey, please visit 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 should provide a reference to the TE/GE [Exempt Organizations Examinations/Exempt Organization Determinations/Employee Plan Examinations/Employee Plan Determinations/Federal, State and Local Government Examinations].

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

Thank you in advance for your cooperation.

Sincerely,

[Contractor lead name]

[Contractor lead title]

[Contractor]

Postcard

Message Side:

Do We Have Your Input Yet?

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

If you did not receive the survey, or it has been misplaced, please contact us at [contractor phone number] or [contractor email].

[contractor lead name]

[Contractor lead title]

[Contractor]