Survey Questions

1. Overall, how well did the IRS meet your expectations today? [5-star question]\*

2 - What specific issue brought you here today? (Please select all that apply)\*

🞏 Verify/Authenticate Identity

🞏 Child Tax Credit (CTC)/Earned Income Tax Credit (EITC)

🞏 IRS Notice or Letter

🞏 Account Inquiry

🞏 IP-PIN/Replace IP-PIN

🞏 Other Account Issues

🞏 Balance Due

🞏 Return &/or Wage Transcript

🞏 Tax Law Question

🞏 Other

2a - What other issue brought you here today? (Please do NOT provide any personal information (name, Social Security number, etc.) in your response.)

3 - What IRS services have you used to attempt to resolve this issue in the past? (Please select all that apply)\*

🞏 IRS Telephone

🞏 Have Not Contacted the IRS

🞏 IRS Taxpayer Assistance Center

🞏 Mail/Correspondence with IRS

🞏 IRS Website

🞏 Other

3a - What other IRS services have you used to attempt to resolve this issue? (Please do NOT provide any personal information (name, Social Security number, etc.) in your response.)

4 – Was your issue(s) resolved today?\*

🞏 Yes

🞏 No

4a – [If Q4 is No] Were Alternative Services offered?\*

🞏 Yes

🞏 No

5 – I am satisfied with the amount of time it took to resolve the issue.\*

🞏 Strongly Disagree 🞏 Disagree 🞏 Neutral 🞏 Agree 🞏 Strongly Agree

6 – It was helpful to have the IRS Taxpayer Assistance Center open on a Saturday.\*

🞏 Strongly Disagree 🞏 Disagree 🞏 Neutral 🞏 Agree 🞏 Strongly Agree

7 - How can the IRS improve its service? (Please do NOT provide any personal information (name, Social Security number, etc.) in your response.)