

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.)