

INFORMED CONSENT

DISCUSSION ABOUT THE INTERNAL REVENUE SERVICE (IRS)

TAXPAYER EXPERIENCE SURVEY

ICF, a research and consulting firm, is conducting research on behalf of the Internal Revenue Service (IRS). We are conducting focus groups to learn more about your impressions of the IRS. You have been invited to participate in a virtual group discussion that will last no more than 1 hour. The IRS will be using these findings to improve its services. A report of the results from all of the discussions will be prepared by ICF for IRS.

Before you agree to join in this discussion, please review and consider the conditions listed below:

- Your participation is completely voluntary.
- Although we believe that participation in this focus group poses little or no risk to you, some people may feel a little anxious about the discussion. You can choose not to answer any questions you do not want to answer.
- The session will be recorded, and we will have a notetaker. They have signed a confidentiality agreement in order to listen.
- During the session, we will not use your last name when there is a need to call on you. Also, your name will not be used in any reports written later. Recordings will be handled so that only the people working on this project will have access to them and they will not be provided to the IRS. The digital recordings will be stored at the ICF office and destroyed after the final report is accepted by our client, the IRS.
- You will receive 75,000 AmeriSpeak points (worth \$75!) to compensate you for your time.
- You may discontinue participation at any time, either by leaving the focus group or not answering a question, without penalty or loss of benefits.
- Any questions you have about this focus group and the study will be answered before we begin our discussion. Contact information is provided below for any questions that arise after your participation.
- This project has been approved by the U.S. Office of Management and Budget (OMB). The OMB Clearance Number is 1545-2274.

Contact information: If you have any concerns about your participation in this study or have any questions about the project, please contact the ICF Project Manager, Julia Crowe, via email at Julia.Crowe@icf.com.

I agree to participate in this focus group. My verbal consent at the time of focus group indicates that the researchers have answered all of my questions to my satisfaction, that I consent participate in this study, and that I have been provided a copy of this form.