

IRS CUSTOMER EXPERIENCE SURVEY

COMPLIANCE SERVICES COLLECTION OPERATIONS

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than 5 minutes to complete. Fors Marsh will keep your identity private to the extent permitted by law. If you have any questions about this survey, you may call the Survey Helpline at 1-800-521-7177.

The questions that follow ask your opinion regarding how the IRS handled your most recent collection process. For each question, *regardless of whether you agree or disagree with the final outcome*, please indicate your answer by filling in the circle that best represents your opinion.

Please use pen and completely fill in the bubble.

1. Please consider only the written notices you received from the IRS when answering the following questions.

Please rate your satisfaction with the following:

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
a. Overall, the way your issue was handled by the Collection Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Ease of understanding the initial notice/letter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
c. Length of time you were given to respond to the Collection Operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
d. Ease of obtaining the information you needed from the IRS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
e. Letter from the IRS adequately addressed all of your issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
f. Length of time the IRS took to respond to your written inquiry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
g. How well the IRS kept you informed of the status of your case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
h. Explanation of the actions the IRS took to resolve your issue	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
i. The amount of time it took, from when you first wrote to the IRS about this collection issue until it was resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>
j. Comparing the IRS process of your case with an ideal process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> <input type="radio"/>

2. Did you request information from the Collection Operation, such as: income earned, forms, where to file, payment plans, payments received, etc.?

- Yes (Continue to Questions 3 and 4) No (Skip to Question 5)

3. How did you request this information (select all that apply)?

- Telephone Mail Email IRS Web site Other (Specify): _____

4. When replying to your request for information, did the IRS respond within 45 days?

- Yes No Did not receive a reply

5. How much do you agree with the following statements?

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
a. I received an adequate description of the collection process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My experience reflected the described collection process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. I had the opportunity to provide information important to my case	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. I was treated with respect during the collection process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Overall, how well did the IRS meet your expectations during your interaction with the Collection Operation?

- Much better than expected
 Better than expected
 As expected
 Worse than expected
 Much worse than expected

- 7a. Did you...?**
- Use a tax professional to assist you with resolving this issue
 - Represent yourself in resolving this issue
 - Both

- 7b. Are you...?**
- The taxpayer
 - A tax professional who represented the taxpayer
 - Someone else who assisted the taxpayer

8. Which statement(s) best describe the reason(s) for your interaction with the Collection Operation (select all that apply)?

- I owed money because I didn't pay the balance due on my return(s) when I filed
- I owed money because the IRS adjusted/changed my taxes
- I needed to resolve an issue with unfiled return(s)
- I wanted to set up a payment plan to pay my taxes
- I wanted to tell the IRS that I could not afford to pay my taxes
- I needed information about income I had earned in order to file my tax returns
- Other

9. What actions did you take to resolve your tax issue (select all that apply)?

- a. Called the IRS telephone number listed in the IRS notice (Continue to Questions 10a, 10b, and 10c)
- b. Called an IRS telephone number, but not the one in the notice (Continue to Questions 10a, 10b, and 10c)
- c. Wrote a letter/letters to IRS
- d. Set up a payment plan (Continue to Question 10d)
- e. Filed past due tax returns
- f. Visited an IRS office
- g. Looked for information on IRS.gov on how to resolve my issue
- h. Other

10. If you selected either a or b in Question 9 above, please answer Questions a, b, and c below. If you selected d in Question 9 above, please answer Question d below.

Rate your satisfaction with the following:

- a. Service you received on the call(s), regardless of the outcome of your case
- b. Length of time it took you to get through to the Collection Operation employee
- c. Courtesy of the Collection Operation employee
- d. Ease of setting up your payment plan

	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied Nor Dissatisfied	Somewhat Satisfied	Very Satisfied
a.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- 11. Did you agree with the outcome of your case?** Yes No Not sure

12. Do you have any comments/suggestions for the IRS regarding your experience with the Collection Operation?

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 email address (if available). This information will not be shared with the IRS and will be used only for the purpose of survey research.

Telephone number:

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Enter your 10-digit phone number
Print one digit in each square

Email address:

Enter your email address using all capital letters.

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 1545-2250. 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, Room 6129, 1111 Constitution Ave. NW, Washington, DC 20224.

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.
Please return this questionnaire to Fors Marsh, PO Box 5703, Hopkins, MN 55343-5703