

IRS Customer Satisfaction Survey Refundable Credits Examination Operations (RCEO)

In an effort to improve its services to the public, the IRS is seeking the opinions of taxpayers who were recently audited. Please assist us by completing this brief voluntary survey, which should take less than 5 minutes of your time. Fors Marsh Group 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.

1 Thinking of your most recent audit, *regardless of whether you agreed or disagreed with the final outcome*, please mark the option that best represents your experiences throughout the audit process.

Please rate your satisfaction with the following:	Very Dissatisfied ▼	Somewhat Dissatisfied ▼	Neither Satisfied Nor Dissatisfied ▼	Somewhat Satisfied ▼	Very Satisfied ▼	Not Applicable ▼
a. Overall, the way the IRS handled your audit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. How well the initial IRS letter explained which entries on your tax return were being audited	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. How clearly the initial IRS letter explained what documents you needed to send to the IRS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. How well the IRS letter explained why we did (or did not) accept your documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. 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"/>
f. The consistency of information provided to you by the IRS throughout the process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. How well the Income Tax Examination Changes Letter explained the adjustments to your tax return as a result of the audit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. The length of the audit process from start to finish	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 If you answered “Very Dissatisfied” or “Somewhat Dissatisfied” to any of the above questions, can you describe what caused you to feel that way?

3 Did you call the IRS about your case using a telephone number listed on any of the letters?

- Yes (continue to 4)
- No (skip to 5)
- Don't recall (skip to 5)

4 Regardless of the outcome of your audit, how satisfied were you with the service you received on these calls?

Very Dissatisfied ▼	Somewhat Dissatisfied ▼	Neither Satisfied Nor Dissatisfied ▼	Somewhat Satisfied ▼	Very Satisfied ▼	Not Applicable ▼
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5 During the audit process, approximately how many times did you contact the IRS? (Please enter zero if you did not contact the IRS by this method.)

Mail → _____ Times Telephone → _____ Times Fax → _____ Times

6 When you were first notified of the audit, how many months did you expect it would take?

_____ Months

Please continue on back

7 Was the actual amount of time...?

- Shorter than you expected
- About equal to your expectations
- Longer than you expected

8 How much do you agree with the following statements?

	Strongly Disagree ▼	Disagree ▼	Neutral ▼	Agree ▼	Strongly Agree ▼	Not Applicable ▼
a. I received an adequate description of the audit process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My experience reflected the described audit process	<input type="radio"/>	<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"/>	<input type="radio"/>
d. I was treated with respect during the the audit process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9 Overall, how well did the IRS meet your expectations while handling your audit?

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

↳ If you answered "Worse than expected" or "Much worse than expected" to the above question, can you describe what caused you to feel that way?

10 Who prepared your taxes? (Mark only one.)

- You
- Professional tax preparer
- Friend or relative
- Volunteer (at a volunteer tax preparation location)
- Other

11 Are you...

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who assisted the taxpayer

12 The IRS continually looks for ways to improve its service to taxpayers who have been selected for an audit. Please use this space to provide your comments or suggestions for improvement. We welcome your feedback.



Occasionally, the IRS conducts additional in-depth research on tax-related issues. 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 e-mail address (if available). This information will not be shared with the IRS and will be used only for the purpose of this research.

Telephone number: (_____) _____ - _____ E-mail address: _____

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.

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.

Thank you for completing the survey.

Please return this survey to Fors Marsh Group Survey Services, 250 W. Old Wilson Bridge Rd. Suite 340, Worthington, OH 43085-5022, USA.



Research
conducted by



FORS|MARSH
GROUP

Do We Have Your Input Yet?

Recently, you received a survey asking your opinions about the service you received from 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 have not responded to the survey, we will be sending one more copy of the survey in case you did not receive the first one or it has been misplaced. If you have any questions or concerns about this survey, please contact us at 1-800-521-7177 or email irssurveyhelp@forsmarshgroup.com.

Sincerely,

Brian K. Griepentrog, Ph.D.
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