

IRS CUSTOMER EXPERIENCE SURVEY AUTOMATED COLLECTION SYSTEM SUPPORT

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. For Marsh will keep your identify 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. Why did you send correspondence to IRS?

- I was advised by the IRS to forward/mail the information
- I incurred a bank or wage levy
- I received a Notice of Federal Tax Lien
- I received an IRS letter or notice
- I did not send any correspondence to IRS

2. Please rate your satisfaction with the following:

- a. The service you received while corresponding with the IRS about your possible unpaid taxes or late tax return, regardless of the outcome of your case
- b. How well the IRS explained their actions on why they did (or did not) accept the documents or explanations you provided
- c. The time you were given to respond to the IRS
- d. The consistency of information the IRS provided to you throughout the process

| | Very Dissatisfied | Somewhat Dissatisfied | Neither Satisfied Nor Dissatisfied | Somewhat Satisfied | Very Satisfied |
|--|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| a. The service you received while corresponding with the IRS about your possible unpaid taxes or late tax return, regardless of the outcome of your case | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. How well the IRS explained their actions on why they did (or did not) accept the documents or explanations you provided | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| c. The time you were given to respond to the IRS | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| d. The consistency of information the IRS provided to you throughout the process | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

3. Did you have any balance due?

- Yes
- No

4. Please rate your satisfaction with the following:

- a. If you had a balance due, how well the IRS letter explained your payment options
- b. How well the IRS letter explained the resolution of your case

| | Very Dissatisfied | Somewhat Dissatisfied | Neither Satisfied Nor Dissatisfied | Somewhat Satisfied | Very Satisfied |
|---|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| a. If you had a balance due, how well the IRS letter explained your payment options | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| b. How well the IRS letter explained the resolution of your case | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5. If you answered "Very Dissatisfied" or "Somewhat Dissatisfied" to any of the above questions, please describe what caused you to feel that way.

6. When you were first notified that you might owe taxes or have an unfiled return, how many months did you expect it would take to resolve?

- Less than 3 months
- 3-6 months
- More than 6 months

7. What was the actual amount of time in months?

| | |
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| | |
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months

8. **Rate your satisfaction with the length of time to complete the collection process.**

| | | | | |
|--|--|---|---|---|
| Very Dissatisfied <input type="radio"/> | Somewhat Dissatisfied <input type="radio"/> | Neither Satisfied Nor Dissatisfied <input type="radio"/> | Somewhat Satisfied <input type="radio"/> | Very Satisfied <input type="radio"/> |
|--|--|---|---|---|

9. **How well do you think the IRS process compares with an ideal process?**

| | | | | |
|--|---|---|---|--|
| Very far from ideal <input type="radio"/> | Far from ideal <input type="radio"/> | Not far nor close to ideal <input type="radio"/> | Close to ideal <input type="radio"/> | Very close to ideal <input type="radio"/> |
|--|---|---|---|--|

10. **How much do you agree with the following statements?**

a. I had the opportunity to provide information important to my case

b. I was treated with respect during the process

| | | | | |
|--|-----------------------------------|----------------------------------|--------------------------------|---|
| Strongly Disagree <input type="radio"/> | Disagree <input type="radio"/> | Neutral <input type="radio"/> | Agree <input type="radio"/> | Strongly Agree <input type="radio"/> |
|--|-----------------------------------|----------------------------------|--------------------------------|---|

11. **Overall, how well did the IRS meet your expectations while handling the process of sending and receiving letters about your possible unpaid taxes or late tax return?**

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

12. **Do you have any suggestions or comments you would like to make to the IRS regarding how they could improve service during this latest contact?**

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