



YOUR FEEDBACK NEEDED IRS Call Center Interview Outreach

You are eligible to receive a \$25 Amazon or Visa Gift Card for sharing your experience calling the IRS Call Center!

The IRS strives to provide a positive experience for taxpayers calling the IRS Call Center. As someone who has reached out to the IRS Call Center in the past 120 days, your feedback is valuable to us. We are conducting 30-minute interviews to better understand taxpayers' experiences with the IRS Call Center. Those who are selected to participate will receive a \$25 Amazon or Visa gift card. If you are interested in participating, please complete our short survey through one of the available options below to be considered for selection.

Option #1: Enter this website address into your internet web browser to begin the survey

www.pretendwebsitelink.com

Option #2: Point the camera of your mobile phone at the image below to launch the survey



Your feedback will contribute to enhancing the IRS Call Center experience for taxpayers nationwide. Please submit your survey responses by XXXXX to be considered for the interview selection. Thank you.

Please email us at XXXX if you have any questions.



Survey Questions

The QR code and website linked on the previous page will lead taxpayers to the following questions.

1. Please provide your first name.
2. Have you contacted the IRS Call Center in the last 120 days?
 - a. Yes *(if selected, survey will continue)*
 - b. No *(if selected, survey will end)*
3. What was the reason you called the IRS Call Center?
 - a. *(Via drop down, 20 potential reasons will be provided per AMS data)*
 - b. Other *(open response if selected via drop down)*
4. Was your issue resolved during the call?
 - a. Yes
 - b. No
 - i. What next steps did you take to resolve your issue?
 1. Called again
 2. Used self-service option
 3. Hired a tax professional
 4. My issue is still not resolved
 5. Other
5. Are you interested in participating in a 30-minute interview to tell us more about your experience? (Selected participants will receive a \$25 Amazon or Visa gift card).
 - a. Yes *(if selected, survey will continue)*
 - b. No *(if selected, survey will end)*
6. Are you ok with an interview being recorded for research purposes only? Please note that data or quotes gathered during the interview will be anonymous and will not be tied back to your name or likeness in any way.
 - a. Yes
 - b. No
7. Please provide the best contact information to schedule a potential interview.
 - a. *(Open Response)* E-mail
 - b. *(Open Response)* Phone number (optional)

The information in this survey will not be shared outside of the taxpayer experience research group and will be discarded upon completion of research report. The Paperwork Reduction Act requires that the IRS display Office of Management and Budget (OMB) control number on all public information requests. The OMB Control Number for this discussion group is 1545–2208, and participation is voluntary. In addition, if you have any comments about this survey, you may write to the IRS at:



Internal Revenue Service, Special Services Committee, SE:W:CAR:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.