

**[Panel 1 Outside]**

**INTERNAL REVENUE SERVICE  
TAXPAYER ADVOCATE SERVICE  
Stop TA 771 Ste. 581  
575 N. Pennsylvania St.  
Indianapolis, IN 46204**

**NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE ZIP CODE**

[Panel 2 Inside]



[Name]

Date: [Month DD, YYYY]

As the National Taxpayer Advocate, I lead the Taxpayer Advocate Service (TAS) in helping taxpayers resolve problems with the IRS. You were randomly selected to participate in a survey, which should take about 5-10 minutes to complete. Your participation is voluntary. By completing and returning the survey you let us know what the IRS did well and what the IRS could have done to make your identity authentication experience even better. Your responses will help the IRS to provide better service to taxpayers and their representatives.

**You can complete the survey one of two ways:**

- **Online:** Scan the QR code below and use the password [XXXXXXXX]. You can also access the survey at <https://irsresearch.gov1.qualtrics.com/jfe/form/XXXXXXXXXX> using the same password.
- **Mail:** We'll send you a survey package in the next few weeks that will include the IRS Identity Authentication Survey and a self-addressed, Business Reply postage paid envelope. Complete and return the survey in the postage paid envelope.

**[Panel 3 Inside]**

**Questions or assistance**

If you have questions or need help to complete the survey, you can call [327-613-1600] and leave a message with your name and phone number. Someone will call you back shortly.

**Verification**

You can verify the authenticity of this survey at [www.irs.gov/css](http://www.irs.gov/css). This IRS Customer Satisfaction Survey webpage shows a list of IRS surveys and includes a reference to the TAS survey.

Survey results are anonymous and TAS will use them only to assist the IRS in improving identity authentication process for taxpayers and their representatives. TAS is required to follow confidentiality protections required by the Privacy Act, 5 USC 552a, and/or Internal Revenue Code Section 6103. The TAS team is committed to providing the best service to every taxpayer, and I look forward to hearing about your experience with us.



Sincerely,

Erin Collins  
National Taxpayer Advocate

THE OFFICE OF THE TAXPAYER ADVOCATE OPERATES INDEPENDENTLY OF ANY OTHER IRS  
OFFICE AND REPORTS DIRECTLY TO CONGRESS THROUGH THE NATIONAL TAXPAYER ADVOCATE.

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**[Panel 4 Outside]**