

Invitation

From: survey@study.pcgfirm.com
To: [email address]
Subject: 2024 IRS SPEC Partner Satisfaction Survey

Dear IRS SPEC Partner:

This is your invitation to participate in the annual Partner Satisfaction survey as a follow up to the email you should have received recently from your SPEC Relationship Manager. Providing your opinions and experiences will help improve IRS products and services.

Please access the survey at the following URL (click the link or copy and paste the URL into your web browser):

[Insert Full URL]

Your participation is voluntary, and the survey should take about 20 minutes to complete. You can save your responses if you need to stop and continue later. The survey will close on [date].

Your answers are anonymous and will be kept private to the extent allowed by law. Pacific Consulting Group will be collecting the data, and the IRS will not have access to information that can trace a response to an individual or site.

You can verify the authenticity of this survey and contractor at irs.gov/ccs. If you have questions about the nature of the study, please contact Dan Maier, SPEC National Partnerships Office, at (470) 639-2865 or Daniel.F.Maier@irs.gov. If you have questions about completing the survey, please email survey@study.pcgfirm.com.

Your opinion is important, so thank you in advance for your participation.



Yvonne Nomizu
Managing Director
Pacific Consulting Group

Reminder 1

From: survey@study.pcgfirm.com
To: [email address]
Subject: SPEC Partner Satisfaction Survey Participation

Dear IRS SPEC Partner:

We haven't received your survey and still need your help. To ensure that the findings represent the views of all SPEC Partners, we urge you to take a few minutes to provide feedback on your experiences with SPEC products, services, programs and representatives. The survey is voluntary and anonymous.

Please access the survey at the following URL:

[Insert Full URL]

The survey is available through [date].

You can verify the authenticity of this survey and contractor at irs.gov/ccs. If you have questions about the nature of the study, please contact Dan Maier, SPEC National Partnerships Office, at [(470) 639-2865] or [Daniel.F.Maier@irs.gov]. If you have questions about completing the survey, please email survey@study.pcgfirm.com.

Thank you in advance for your feedback.



Yvonne Nomizu
Managing Partner
Pacific Consulting Group

Reminder 2

From: survey@study.pcgfirm.com
To: [email address]
Subject: SPEC Partner Input

Dear IRS SPEC Partner:

This is a reminder about completing the 2022-23 SPEC Partner Satisfaction Survey which asks for your opinion on:

- SPEC guidance and communications
- Relationship manager support
- Training modules
- Virtual VITA/TCE
- Growth goals and support

Please access the survey at the following URL:

[Insert Full URL]

The survey is available through [date].

You can verify the authenticity of this survey and contractor at irs.gov/ccs. If you have questions about the nature of the study, please contact Dan Maier, SPEC National Partnerships Office, at [(470) 639-2865] or[Daniel.F.Maier@irs.gov]. If you have questions about completing the survey, please email survey@study.pcgfirm.com.

Thank you in advance for your feedback.



Yvonne Nomizu
Managing Partner
Pacific Consulting Group

Reminder 3

From: survey@study.pcgfirm.com
To: [email address]
Subject: Gentle Reminder - SPEC Partner Satisfaction Survey

Dear IRS SPEC Partner:

We'd like to include you in our SPEC Partner Satisfaction findings, so the IRS know where to focus improvement efforts. Would you please complete the survey?

The survey is available through [date] at the following link:

[Insert Full URL]

If you are time-pressed, you can save your entries and come back to the survey at a later time.

If you have any questions about survey administration or are having problems accessing the survey, please contact us at survey@study.pcgfirm.com. If you wish to verify the IRS's sponsorship of the survey, please contact Dan Maier, in the SPEC National Partnerships Office at (470) 639-2865 or Daniel.F.Maier@irs.gov.

We would most appreciate your taking the time to express your views.



Yvonne Nomizu
Managing Partner
Pacific Consulting Group

Reminder 4

From: survey@study.pcgfirm.com
To: [email address]
Subject: Still Open - SPEC Partner Satisfaction Survey

Dear IRS SPEC Partner:

The SPEC Partner Satisfaction Survey is still open for your input! We have extended the close date so we can gather feedback from more Partners.

Please access the survey at the following URL:

[Insert Full URL]

The survey is available through [date].

You can verify the authenticity of this survey and contractor at irs.gov/ccs. If you have questions about the nature of the study, please contact Dan Maier, SPEC National Partnerships Office, at [(470) 639-2865] or [Daniel.F.Maier@irs.gov]. If you have questions about completing the survey, please email survey@study.pcgfirm.com.

Thank you in advance for your feedback.



Yvonne Nomizu
Managing Partner
Pacific Consulting Group

Reminder 5

From: survey@study.pcgfirm.com
To: [e-mail address]
Subject: Final Reminder for 2024 IRS SPEC Partner Satisfaction Survey

Dear IRS SPEC Partner:

The SPEC Partner Satisfaction survey is closing on [date]. Providing your opinions and experiences will help improve IRS products and services.

Please access the survey at the following URL:

[Insert Full URL]

The survey should take about 20 minutes to complete. You can save your responses if you need to stop and continue later.

You can verify the authenticity of this survey and contractor at irs.gov/ccs. If you have questions about the nature of the study, please contact Dan Maier, SPEC National Partnerships Office, at [(470) 639-2865] or [Daniel.F.Maier@irs.gov]. If you have questions about completing the survey, please email survey@study.pcgfirm.com.

Thank you in advance for your participation.

[signature]

[First Name Last Name]

Title

Company