



IRS MEDIA & PUBLICATIONS DIVISION
INDIVIDUAL TAXPAYER SURVEY

Dear

Recently you received a survey requesting your opinions about your experience with the IRS. We haven't received your completed survey.

If you haven't already done so, please take a few minutes to provide your response. If you already sent your response, thank you. Please disregard this letter.

Your participation is voluntary, and your privacy will be protected to the extent of the law.

The survey takes about 15 minutes to complete. You can complete the survey one of two ways:

- Online: **tax.pcg-surveys.com** using the following **password: [password]** .
Note: You'll be able to exit the survey and re-enter later using this password. It will save your entries before you exit. We won't share your password with the IRS during or after this study.
- Mail: Complete and return the attached paper survey in the postage-paid envelope.

Please respond online or by mail, by **[Month Day, Year]**.

We're administering the survey for the IRS under the authority of Internal Revenue Code (IRC) Section 7801. The IRS authorized us to receive case information and we're legally compelled to protect it under the Privacy Act and IRC Section 6103. We'll send surveys, collect data, and provide survey results to the IRS without information that could trace a response back to a case number.

You can verify the authenticity of this survey at irs.gov/css.

If you have questions about the survey, you can call 844-817-3520 or e-mail MPHelp@pcg-surveys.com.

Thank you in advance for your cooperation.

Sincerely,

Yvonne Nomizu

Yvonne Nomizu
Managing Director, Pacific Consulting Group