

IRS Generic Notices Survey

The IRS would like your feedback about your experiences with IRS notices and letters. It should take you 5 minutes to complete this survey.

Thank you for participating in this voluntary survey. Our legal authority to collect this information is 5 U.S.C. 301. We may disclose information with identifiers to the Office of Personnel Management if authorized by law and requested for official purposes for the purpose of properly administering this data collection in accordance with applicable laws, Executive Orders, and applicable regulations. The Paperwork Reduction Act requires that the IRS include an OMB control number on all public information requests. The OMB Control Number for this study is 1545-1432. Not answering all or part of the questions will not affect you except it may affect our ability to obtain feedback and suggestions on how to improve our letters and notices. Also, if you have any comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to: Internal Revenue Service, Special Services, 1111 Constitution Ave. NW, Room 6129, Washington, DC 20224

OMB Control No. 1545-1432 (Expires 12/31/2026). Send feedback about this survey to Sylvie.K.Williams@irs.gov.

Please do not include any [personally identifiable information](#) like SSN, name, email etc.

1. Based on my experience with IRS notices and letters, I trust the IRS.

(Select One)

- Yes
- No

1a. (If answer to 1 is yes)

What did you like about this notice?

(Select all that apply)

- The notice was easy to read
- The notice was well-organized
- I found the information I needed
- I quickly found the steps I needed to take
- The actions taken by the IRS were clear

- The letter clearly explained the actions I need to take
- Other (Give details if selected)

1b. (If answer to 1 is no)

What did you not like about this notice?

(Select all that apply)

- The notice was not easy to read
- The notice was poorly organized
- I did not find the information I needed
- I did not find the information I needed quickly
- The actions taken by the IRS were not clear
- The letter did not clearly explain the actions I need to take
- Other (Give details if selected)

2. Which notice or letter are you leaving feedback about?

(Please limit to one notice or letter)

Note: Please do not include any personally identifiable information like SSN, name, email etc.

[Open ended text box]

3. Will you contact the IRS about this notice?

(Select one)

- Yes
- No
- I don't know

3a. (If answer to 3 is Yes)

What would be your preferred method of contact?

(Select all that apply)

- Phone
- E-mail
- Online account
- In person
- Mail
- Other (Give details if selected)

4. Anything else you want us to know about your experience?

Note: Please do not include any personally identifiable information like SSN, name, email etc.

[Open ended text box]