

ACSS Survey Draft 2025

The IRS is trying to improve its service to the public. You can help in this important mission by answering the questions below. This voluntary survey should take less than 5 minutes to complete. Fors Marsh Group will keep your identity private to the extent permitted by law. If you have any questions about this survey, you may call the Survey Helpline at XXX-XX. Please use black or blue ink to complete the survey.

The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. You are not required to respond unless a currently valid OMB approval number is displayed. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to: IRS, Special Services Committee, SE:W:C. A. R:MP:T:M:S – Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Our records show that you had contact with the IRS during your most recent collection process. The questions that follow ask your opinion regarding how the IRS handles your most recent collection process.

For each question, regardless of whether you agree or disagree with the outcome, select your answer by filling in the circle that best represents your opinion.

1. Did you speak to an IRS representative over the phone regarding your collection case?
 Yes (*If yes, continue to question 2*)
 No (*If no, skip to question 5*)

Phone Contact

For the following questions think about all phone contact that you had with the IRS about your most recent collection case.

2. How many times did you contact the IRS by phone? (*Enter number*)
3. *Regardless of whether you agree or disagree* with the final outcome of your collection case, how would you rate your overall satisfaction with the phone service you received?
 Very Dissatisfied
 Somewhat Dissatisfied
 Neither Satisfied nor Dissatisfied
 Somewhat Satisfied
 Very Satisfied
4. Please provide any comments or suggestions for improvement regarding the phone service you received.

Mail Correspondence

For the following questions, think about the mail correspondence (e.g., letters, notices, documents) sent to you or those you sent to the IRS about your most recent collection case

5. Why did you send correspondence to IRS? *(Select all that apply)*
 - I was advised by the IRS to forward/mail the information
 - I incurred a bank or wage levy
 - I received a Notice of Federal Tax Lien
 - I received an IRS letter or notice
 - I did not send any correspondence to IRS
 - Other (If go to Question 5a, otherwise please go to Question 6)
- 5a. Please describe the notice you received. (Open-ended)
6. Did you send correspondence to the IRS electronically?
 - Yes (please go to Question 6a)
 - No (please go to Question 7)
 - I did not send any correspondence. (please go to Question 7)
- 6a. Please describe how you submitted documents to the IRS electronically. (Open-ended)
7. Please rate your satisfaction with the following:
 - a. The service you received while corresponding with the IRS via mail about your possible unpaid tax or late return, regardless of the outcome of your case.
 - b. How well the IRS letter explained why they did (or did not) accept your documents or explanations
 - c. The time you were given to respond to the IRS
 - d. The consistency of information the IRS provided to you throughout the case resolution process
 - Very Dissatisfied
 - Somewhat Dissatisfied
 - Neither Satisfied nor Dissatisfied
 - Somewhat Satisfied
 - Very Satisfied
8. Overall, how well did the IRS meet your expectations for sending and receiving mail correspondence about your possible unpaid taxes or late tax return?
 - Much better than expected
 - Better than expected
 - As expected
 - Worse than expected
 - Much worse than expected

9. Did you have any balance due?

- Yes
- No

10. Please rate your satisfaction with the following:

- a. If you had a balance due, how well the IRS letter explained your payment options
- b. How well the IRS letter explained the resolution of your case

- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied

11. Do you have any suggestions or comments you would like to make to the IRS regarding how they could improve your experience regarding **correspondence**?

Overall Case Experience

For the following questions, please think about your overall experience with the collection process.

12. When you were first notified that you might owe taxes or have an unfiled return, how many months did you expect it would take to resolve the case?

- Less than 3 months
- 3-6 months
- More than 6 months

13. What was the actual amount of time in months? (*Enter number*)

14. Rate your satisfaction with the length of time to complete the collection process

- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied

15. Rate your satisfaction overall with the IRS collection process

- Very Dissatisfied
- Somewhat Dissatisfied
- Neither Satisfied nor Dissatisfied
- Somewhat Satisfied
- Very Satisfied

16. How much do you agree with the following statements?

a. I had the opportunity to provide information important to my case

b. I was treated with respect during the process

c. This interaction increased my trust in the IRS

Strongly Disagree

Disagree

Neither Agree nor Disagree

Agree

Strongly Agree