

**International Customer Satisfaction Survey 2026  
Large Business and International – Audit Cycle Ending in 2025**

**INTRO 1**

Thank you for agreeing to take this survey. The Internal Revenue Service (IRS) has asked Pacific Consulting Group (PCG), an independent survey research company, to conduct a survey to improve its service to the public. This voluntary survey should take about 10 minutes to complete.

You were randomly selected for this survey from list of medium and large corporations that have completed an audit cycle between [Start of fiscal year] and [End of fiscal year]. Although the IRS provided PCG with the list, PCG selected the sample and will not divulge company names or survey respondent identities when they provide aggregate data to the IRS's Large Business and International (LB&I) division in aggregate form only. Nobody associated with PCG is an employee of the IRS and any information you provide us will be completely private and anonymous to the extent allowed by law.

The OMB Clearance Number is 1545-1432. If you have any comments regarding this survey, you may send them to:

Internal Revenue Service, Tax Products Coordinating Committee  
Room #IR-6406, 1111 Constitution Ave. NW, Washington, DC 20224.

**Privacy Act and Paperwork Reduction Act Notice**

Our authority for requesting information with this survey is 5 U.S.C. § 301, and 26 U.S.C. §§ 7801, 7803, and 7805. The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer service. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information that you provide will be protected as required by law. We estimate that it will take 10 minutes to complete this survey, including the time for reviewing instructions and completing the collection of information. Providing the information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address taxpayer concerns regarding taxpayer service. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey are 1545-1432. Send comments regarding this burden estimate for completing the survey or any other aspect of this collection of information, including suggestions for reducing this burden to: IRS, Special Services Section, SE:W:CAR:MP:T:M:SP, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Form **15376 (OS)** (Rev. 3-2022) Catalog Number 92884E OMB number 1545-1432  
Department of the Treasury - **Internal Revenue Service**

1. The questions that follow ask your opinion regarding how the IRS handled your most recent examination/contact. For each question, please indicate your answer by checking the box that best represents your experience.

|                   |                       |                                    |                    |                |                           |     |
|-------------------|-----------------------|------------------------------------|--------------------|----------------|---------------------------|-----|
| Very Dissatisfied | Somewhat Dissatisfied | Neither Satisfied nor Dissatisfied | Somewhat Satisfied | Very Satisfied | Don't Know/Not Applicable | Ref |
| 1                 | 2                     | 3                                  | 4                  | 5              | 98                        | 99  |

**How would you rate your satisfaction with the...**

- a. Explanation provided as to the reason(s) for the exam?
- b. Explanation of how long the exam process would take from start to finish?
- c. Ease of understanding the notice regarding your initial appointment?
- d. Time you were given to provide information requested by the IRS?
- e. Timeliness of status updates the auditor provided during the audit?
- f. Flexibility of auditor in scheduling meetings/calls?
- g. Reasonableness of the information you were asked to provide?
- h. Explanation of why more records were requested after the initial appointment?
- i. Auditor's understanding of your business?
- j. Tax knowledge of your auditor?
- k. Courtesy of your auditor?
- l. Consideration IRS gave to the records and /or additional paperwork that you submitted?
- m. Length of the exam process from start to finish?
- n. Amount of time you personally had to spend on the examination?
- o. Understanding that you have payment options?
- p. Explanation of why changes were made to your return?
- q. Fairness of treatment by the IRS?
- r. How well the IRS communicated with you throughout the audit process?

2. Regardless of whether you agree or disagree with the final audit outcome, how would you rate your overall satisfaction with the way our examination was handled?

|                   |                       |                                    |                    |                |                           |     |
|-------------------|-----------------------|------------------------------------|--------------------|----------------|---------------------------|-----|
| Very Dissatisfied | Somewhat Dissatisfied | Neither Satisfied nor Dissatisfied | Somewhat Satisfied | Very Satisfied | Don't Know/Not Applicable | Ref |
| 1                 | 2                     | 3                                  | 4                  | 5              | 98                        | 99  |

3. Are you...?

- The taxpayer
- A tax professional who represented the taxpayer
- Someone else who represented the taxpayer

**INFORMATION**

If you have been unable to resolve any specific problems with your tax matter through the normal IRS channels, or now face a significant hardship due to the application of the tax law, we encourage you to contact the Taxpayer Advocate Service at 1-877-777-4778.

4. Please share any comments or suggestions for improvement. [OE]

5. Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate.

If you are interested in participating in future research, please provide us with your telephone number and email address (if available). This information will not be shared with the IRS and will only be used for research purposes.

Telephone number:

Email address: