

Insolvency IVR Survey

[v. 12-13-2023]

Thank you for participating in this voluntary survey. Your input will assist the IRS to improve its Toll-Free service for callers like you. This survey is being conducted by Fors Marsh, an independent, third-party organization. All answers will be kept anonymous to the extent allowed by law. There are no penalties for not answering some or all of the survey questions.

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.

I am going to ask you several questions about your experiences during this call. At any point, press the star key (*) to repeat the question and response options.

Please rate your satisfaction with the following statement:

1. I am satisfied with the service I received during this call.
 - a. If you are very satisfied, press 5; For satisfied, press 4; For neither satisfied nor dissatisfied, press 3; For dissatisfied, press 2; For very dissatisfied, press 1.
2. **[SKIP LOGIC: Ask of those who responded 1-4 to Q1]** Please tell us how we could have improved your call today. (Open-ended)

Please rate how much you agree with the following statements:

3. The IRS treated me fairly during the call.
 - a. If you strongly agree press 5; For agree press 4; For neither disagree nor agree press 3; For disagree press 2; for strongly disagree press 1.
4. The representative I spoke with was professional.
 - a. Agreement Scale 1-5
5. The representative I spoke with was knowledgeable.
 - a. Agreement Scale 1-5
6. The representative listened to my concerns.
 - a. Agreement Scale 1-5
7. The representative presented information clearly.
 - a. Agreement Scale 1-5
8. Not including hold time, the length of the call met my expectations.

- a. Agreement Scale 1-5
9. Did you understand all of the words and phrases the representative used on the call?
 - a. For yes press 1; For no press 2.
10. **[SKIP LOGIC: Ask for those who responded 2 above]** What words or phrases can we explain better? (Open-ended)
11. Did the representative answer all of your questions today?
 - a. For yes press 1; For no press 2.
12. Will you need to take additional steps to resolve your issue?
 - a. For yes press 1; For no press 2.
13. Did the representative provide any resources to you such as points of contact, text resources, online account information, or the Withholding Estimator on the call?
 - a. For yes press 1; For no press 2.
14. If you are the taxpayer press 1; A tax professional or attorney press 2; For other press 3.
 - a. **[SKIP LOGIC: Ask of those who responded 2 to Q14]** How many cases did you talk to the representative about today? Press 1 through 4 for the number of cases. Press 5 for 5 or more cases.
15. **[SKIP LOGIC: Ask of those who responded 1 or 3 to Q14 or 1 to Q14a]** What was the primary reason for your call? (Open-ended)
16. **[SKIP LOGIC: Ask of those who responded 2-5 to Q14a]** What were the reasons for your call? (Open-ended)
17. **[SKIP LOGIC: Ask of those who responded 1 or 3 to Q14]** Including today, how many times have you called the Insolvency toll free phone line about this issue?
 - a. Press 1 through 4 for the number of times you have called. Press 5 for 5 or more times.
18. Please share how the IRS can improve the insolvency process. (Open-ended)
19. Fors Marsh occasionally conducts additional in-depth research related to the Centralized Insolvency Operation. Would you be willing for Fors Marsh to contact you to participate in an interview? For yes press 1; For no press 2.
 - a. [If Yes] Please state and spell your first and last name.
 - b. Please state and spell your email address.
 - c. Please provide your 10-digit phone number.