

This survey is expected to take a maximum of seven minutes to complete. We are required by law to report to you the OMB control number for this public information request. That number is 1545-1432. If you have any comments about the time estimate for completing this survey or other ways to improve the survey, please write to the Internal Revenue Service Special Services Section, SE:W:CAR:MP:T:M:S 1111 Constitution Ave. N.W. Washington DC 22024.

The Taxpayer Advocate Service (TAS) wants to obtain feedback about your satisfaction with the TAS Virtual assistant feature on its website. We would also like to obtain information about the Virtual Assistant's ease of use, the topics explored, and how helpful it was. As indicated, this survey should only take a few minutes to complete.

1. Rate your overall level of satisfaction with the TAS virtual assistant.

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. Rate the level of difficulty in using the TAS virtual assistant.

- Very Easy
- Easy
- Neutral
- Difficult
- Very Difficult

3. If you found the virtual assistant difficult or very difficult to use, please provide the reason(s): *(Max 50 characters)*

4. Which topic(s) were you seeking answers for? (select all that apply)

- My Refund
- Original Return
- Amended Return
- Federal Tax Bill
- IRS Notice
- Wrong Balance Due
- Identity Theft
- Contacting IRS
- Other max 50 characters

5. Please describe the helpfulness of the information received from the TAS virtual assistant.

- I received all the information I needed from the virtual assistant to answer my question.
- I received the necessary contact information so that the IRS or TAS could provide further assistance.
- My question was partially answered by the reference links provided.
- My question was not answered.

*If you selected that your issue was not answered or partially answered, continue to question 6; otherwise please submit your completed questionnaire.*

6. Continuing from Question 5, what information would you have needed from the virtual assistant to answer your question(s) for the topic(s) you selected? (Max 100 characters)