

**IRS SMALL BUSINESS/SELF-EMPLOYED
CUSTOMER SATISFACTION SURVEY
COMPLIANCE SERVICES COLLECTION OPERATION**

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 five minutes to complete. When completing this survey, please mark your responses with an 'x' using a blue or black pen like this example . Do not mark outside of the response area like this example . Your responses will be kept completely confidential. If you have any questions about this survey, you may call The Survey Processing Center at 1-866-377-8208.

- 1. The questions that follow ask your opinion regarding how the IRS handled your most recent collection process. For each question, regardless of whether you agree or disagree with the final outcome, please indicate your opinion by choosing a number from 1 to 5, where 1 means "Very Dissatisfied" and 5 means "Very Satisfied."**

	Very Dissatisfied				Very Satisfied
<i>Please consider only the written notices you received from the IRS when answering the following questions.</i>					
a. Ease of understanding the initial notice.	1	2	3	4	5
b. Ease of understanding the letter you received in response to your written inquiry.	1	2	3	4	5
c. Personalization of the notice you received in response to your written inquiry.	1	2	3	4	5
d. Accuracy of information provided in response to your written inquiry.	1	2	3	4	5
e. Ease of obtaining the information you needed from the IRS.	1	2	3	4	5
f. Correspondence from the IRS adequately addressing all of your issues.	1	2	3	4	5
g. Time given you to respond to the IRS.	1	2	3	4	5
h. Time the IRS took to respond to your written inquiry.	1	2	3	4	5
i. Consideration given to the information you submitted.	1	2	3	4	5
j. Length of the correspondence collection process, from when you first wrote to the IRS to finish.	1	2	3	4	5
k. Explanation of the actions the IRS took to resolve your issue.	1	2	3	4	5
l. Follow through of the IRS on what they said they were going to do.	1	2	3	4	5
m. Understanding that you have payment options.	1	2	3	4	5
n. The IRS keeping you informed of the status of your case.	1	2	3	4	5
o. Notifying you of case closure.	1	2	3	4	5
p. Resolving this matter through written correspondence.	1	2	3	4	5
q. Fairness of treatment by the Collection unit.	1	2	3	4	5

- 2. Did you attempt to contact the IRS by phone regarding this issue?**
 Yes (*Continue Below*) No (*Skip to Question 3*)

How would you rate the ...

- | | | | | | |
|---|---|---|---|---|---|
| a. Length of time to get through to an IRS representative by phone? | 1 | 2 | 3 | 4 | 5 |
| b. Usefulness of the information provided on the phone? | 1 | 2 | 3 | 4 | 5 |
| c. Courtesy and professionalism of the IRS representative? | 1 | 2 | 3 | 4 | 5 |

3. Regardless of whether you agree or disagree with the final outcome, how would you rate your overall satisfaction with the way your correspondence collection process was handled? 1 2 3 4 5

4. Was your issue with the IRS completely resolved?

- Yes
 No (*Skip to Q6*)
 Not sure (*Skip to Q6*)

5. Was your issue resolved via phone contact or by mail?

- Phone
 Mail
 Not sure

6. Did you agree with the outcome of your case?

- Yes
 No
 Not sure

7. Did you ...?

- Use a tax professional to assist you with resolving this issue
 Represent yourself in resolving this issue
 Both

Occasionally, we conduct additional in-depth IRS-related research. Research participants may receive a small monetary incentive to participate depending on the research. If you are interested in participating in future research, please provide us with your telephone number, best time of day to call, and your email address (if available). This information will not be shared with the IRS and will be used only for the purpose of survey research.

Telephone #: _____ Best time to call: _____

Email address: _____

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.

8. Use this space for comments or suggestions for improvement.

Paperwork Reduction Act Notice

The Paperwork Reduction Act requires that the IRS display an OMB Control Number on all public information requests. The OMB Control Number for this study is 1545-1432. Also, if you have any

comments regarding the time estimates associated with this study or suggestions on making this process simpler, please write to the: Internal Revenue Service, Tax Products Coordinating Committee, SE:W:CAR:MP:T:T:SP, 1111 Constitution Ave. NW, Washington, DC 20224.

**Thank you for completing the survey.
Please return the questionnaire by mail using the enclosed business return envelope.**