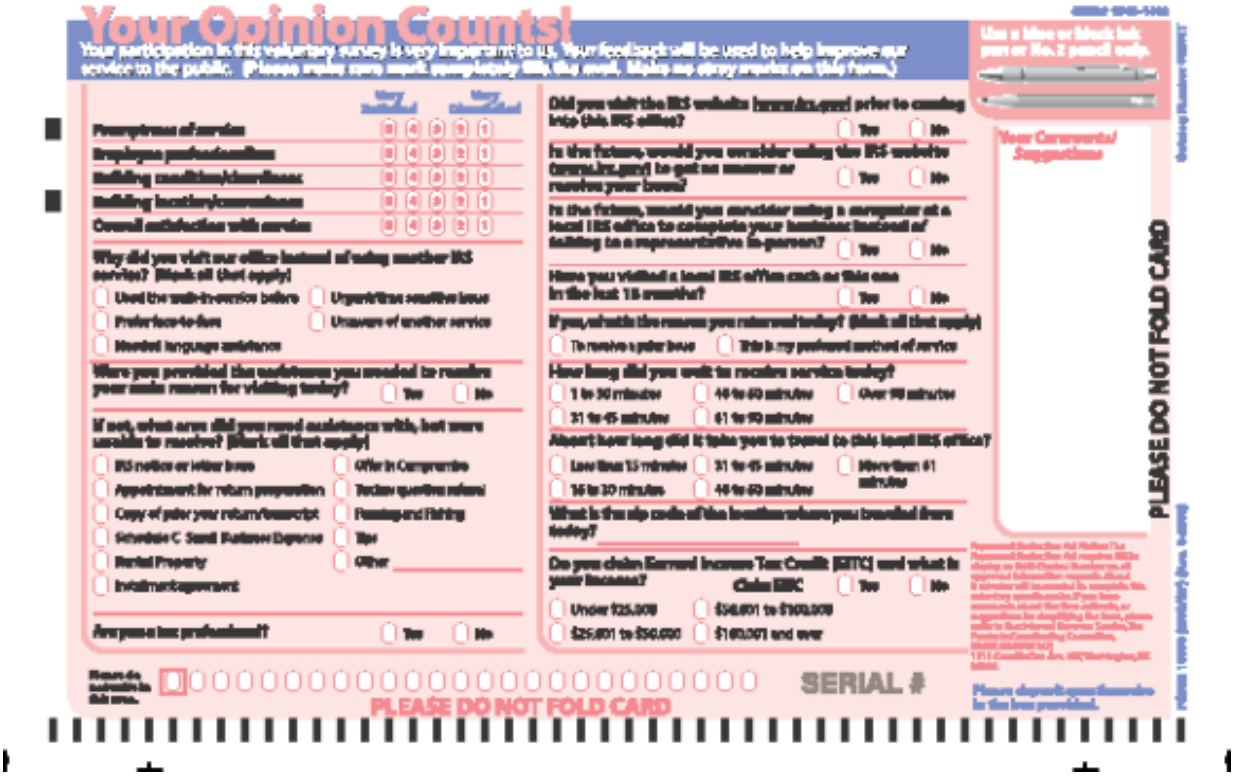

Your Opinion Counts!

Your participation in this voluntary survey is very important to us. Your feedback will be used to help improve our service to the public. (Please make sure mark completely fills the oval. Make no stray marks on this form.)

Use a blue or black ink pen or No. 2 pencil only.

	Very Poor				Very Good
Promptness of service	5	4	3	2	1
Employee professionalism	5	4	3	2	1
Building condition/cleanliness	5	4	3	2	1
Building location/convenience	5	4	3	2	1
Overall satisfaction with service	5	4	3	2	1

Why did you visit our office instead of using another IRS service? (Mark all that apply)

- Used the walk-in service before
- Urgent/time sensitive issue
- Prefer face-to-face
- Unaware of another service
- Needed language assistance

Were you provided the assistance you needed to resolve your main reason for visiting today? Yes No

If not, what area did you need assistance with, but were unable to resolve? (Mark all that apply)

- IRS notice or letter issue
- Offer in Compromise
- Appointment for return preparation
- Notice question/refund
- Copy of prior year return/transcript
- Penalty and Filing
- Schedule C Small Business Expense
- Tax
- Rental Property
- Other _____
- Installment agreement

Are you a tax professional? Yes No

Did you visit the IRS website www.irs.gov prior to coming into this IRS office? Yes No

In the future, would you consider using the IRS website www.irs.gov to get an answer or resolve your issue? Yes No

In the future, would you consider using a computer at a local IRS office to complete your business instead of talking to a representative in-person? Yes No

Have you visited a local IRS office such as this one in the last 18 months? Yes No

If yes, what is the reason you came out today? (Mark all that apply)

- To resolve a prior issue
- This is my preferred method of service

How long did you wait to receive service today?

- 1 to 30 minutes
- 46 to 60 minutes
- Over 90 minutes
- 31 to 45 minutes
- 61 to 90 minutes

About how long did it take you to travel to this local IRS office?

- Less than 15 minutes
- 31 to 45 minutes
- More than 61 minutes
- 16 to 30 minutes
- 46 to 60 minutes

What is the zip code of the location where you travelled from today? _____

Do you claim Earned Income Tax Credit (EITC) and what is your income? Claim EIC: Yes No

- Under $25,000
- $40,001 to $100,000
- $25,001 to $40,000
- $100,001 and over

Your Comments/ Suggestions

PLEASE DO NOT FOLD CARD

Return do not write in this area.

SERIAL #

PLEASE DO NOT FOLD CARD

Please deposit your form in the box provided.