

Dear

The Internal Revenue Service (IRS) Office of Appeals works hard to continually improve how we operate. To that end, we are contacting taxpayers and tax professionals who have recently appealed a tax issue with the IRS Appeals office to ask that you take part in the IRS Appeals Customer Satisfaction Survey. The survey should take about ten minutes to complete.

ICF, an independent research company, is administering the survey on behalf of the Office of Appeals. The survey is available online, and I encourage you to complete the survey by typing the following link into your web browser and entering the unique password provided. If you are unable to complete the survey online, ICF will attempt to reach you by telephone to complete the survey.

**<http://www.IRSAppealsSurvey.com>** Password: XXXXXXXXXX

The primary purpose for requesting this information is to improve service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801. Providing information is voluntary. The information you provide through the survey may be disclosed to an IRS contractor when authorized by law. The contractor is required to follow confidentiality protections by the Privacy Act and/or IRC 6103.

To verify the authenticity of this survey, please visit [IRS.gov](http://IRS.gov) and enter the search term 'customer surveys.' The IRS Customer Satisfaction Survey page contains a list of valid, current, and unexpired, IRS surveys, and as of this issuance, should provide a reference to Appeals.

The Office of Appeals is fully committed to serve the public in the best manner possible. To do this, we need to hear from you. Please complete the survey!

If you have any questions regarding the survey or if you wish to verify IRS sponsorship of the survey, please call the ICF survey help desk at 1-800-427-4275. Thank you for your input.

Thank you in advance for your participation.

Sincerely,

*Donna C. Hansberry*

Donna C. Hansberry,  
Chief, Appeals  
Internal Revenue Service