

EXHIBIT A

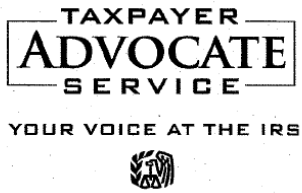
DRAFT-TAS Survey-Pilot QR Survey-Wave 1 Postcard Content-Taxpayer Version]  
[8.5 x 11inch letter folded to 5.5 x 8.5inch postcard]

**[Panel 1 Outside]**

**INTERNAL REVENUE SERVICE  
TAXPAYER ADVOCATE SERVICE  
STOP 2301  
400 W BAY STREET  
JACKSONVILLE FL 32202**

**NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE ZIP CODE**

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[Panel 2 Inside]



[Name]

Date: [Month DD, YYYY]

As the National Taxpayer Advocate, I lead the Taxpayer Advocate Service (TAS) in helping taxpayers resolve problems with the IRS. You were randomly selected to participate in a survey, which will take about 5-10 minutes to complete and will assist TAS in providing better service to taxpayers and representatives. Your participation is voluntary. By completing and returning the survey you can let us know what we did well and what we could have done to make your experience with us even better.

**How you can help us and take the survey. You have two options (please select only one):**

- **Online.** You can scan the QR code below and enter this survey password **XXXXXXXX** to take the survey. The survey is also available at [www.XXXXX](http://www.XXXXX) and can be accessed using the same password.
- **By paper.** You will receive a survey package from TAS within the next few weeks that will include the TAS Customer Satisfaction Survey and a self-addressed, Business Reply postage paid envelope. You will be able to complete the survey and mail it to us using the postage paid envelope.

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**[Panel 3 Inside]**

**Questions or assistance**

If you have any questions or need assistance in completing this survey, please call 904-661-3351 and leave a message with your name and phone number. Someone will call you back shortly.

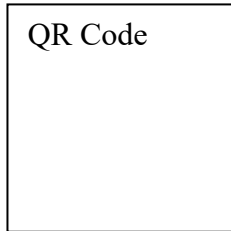
**Verification**

To verify the authenticity of our survey, please visit [www.irs.gov](http://www.irs.gov) and enter the search term "[customer surveys](#)". The IRS Customer Satisfaction Survey webpage contains a list of IRS surveys and includes a reference to the TAS survey.

The results are anonymous and will only be used to assist TAS in improving our service to taxpayers and their representatives. The TAS team is committed to providing the best service to every taxpayer and I look forward to hearing about your experience with TAS.

Sincerely,

Erin Collins  
National Taxpayer Advocate



THE OFFICE OF THE TAXPAYER ADVOCATE OPERATES INDEPENDENTLY OF ANY OTHER IRS  
OFFICE AND REPORTS DIRECTLY TO CONGRESS THROUGH THE NATIONAL TAXPAYER ADVOCATE.

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## EXHIBIT A

### **[Panel 4 Outside]**

#### **Privacy Act Notice**

The primary purpose for requesting this information is to help the IRS improve its service to taxpayers. Our authority for requesting the information is 5 USC and 26 USC 7801. Providing information is voluntary. However, if you do not answer all or part of the survey questions, the IRS and TAS may lack information it could use to improve taxpayer service. TAS is required to follow confidentiality protections required by the Privacy Act and /or Internal Revenue Code section 6103.

**Paperwork Reduction Act:** 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 the survey or about ways to improve the survey, please write to the Internal Revenue Service, Special Services Section, SE:W:CAR:MP:T:M:S, Room 6129, 1111 Constitution Ave. NW, Washington, DC 20224.