

[DRAFT-TAS Survey-Pilot QR Survey-Wave 2 Letter Content-all recipients]  
[TAS Letterhead Stationery]

Date:

John Doe  
123 Main Street  
Anytown, CT 66666

Dear [Name],

We recently sent you a postcard asking for your help with an important survey we are conducting to improve our service to taxpayers. If you have not taken the survey using the QR code or online at [www.XXXXXXX](http://www.XXXXXXX), you now have a paper option to complete the survey.

Included in the package is the TAS Customer Satisfaction Survey and a self-addressed, postage paid return envelope. Return the completed survey using the included envelope within 30 days. If you would like to take the survey online, you can scan the QR code below and enter this survey password XXXXXXXX to access the survey. The survey is also available at [www.XXXXX](http://www.XXXXX) and can be accessed using the same password. However, please only complete one survey option.

If you have questions or need assistance in completing this survey, please call 904-661-3146 and leave a message with your name and phone number. Someone will call you back shortly.

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.

**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.

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

QR Code

Enclosures:  
Survey Questionnaire  
Postage Paid Envelope