

Exhibit F  
OMB Application for Taxpayer Advocate Service  
FY 2021 TAS Digital Customer Satisfaction Pilot

**Taxpayer Advocate Service Customer Satisfaction Online Survey**

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Please enter your password that is included in your correspondence you received from TAS.

If you want to continue in Spanish, please select Spanish. Otherwise, select English.

Spanish

English

[new page]

Department of the Treasury – Internal Revenue Service

**TAXPAYER ADVOCATE SERVICE SURVEY**

The Taxpayer Advocate Service (TAS) is an independent organization within the IRS which helps taxpayers resolve problems with the IRS. TAS is asking you to participate in a short survey. Your cooperation in answering these questions will help to ensure that you, whether a taxpayer or tax professional receive fair, courteous, and timely treatment from the Taxpayer Advocate Service. Even though you may have had contacts with other personnel of the IRS, please limit your responses to your experience with the Taxpayer Advocate Service.

This survey should take about 10 minutes. If you close the survey before finishing, your answers to that point will be saved and you can resume the survey by entering your password again.

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.

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This survey will ask you questions only about your most recent experience with the Taxpayer Advocate Service. Even though you may have had contacts with other areas of the IRS, please limit your responses to your interactions with the Taxpayer Advocate.

*[Programmer, questions A, 1a to 2, use responses 1 to 5 for each question below, show as grid with buttons, no numbers]*

- A. How satisfied were you with the assistance of the intake advocate, the first person you spoke with about your tax issue?

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- 1a. How satisfied are you with your advocate's explanation of what he or she would do to help you with your problem?
- 1b. How satisfied are you that your advocate treated you with courtesy?
- 1c. How satisfied are you with your advocate's explanation of the time it would take to work your case?
- 1d. How satisfied are you with your advocate's updates on the progress of your case?
- 1e. How satisfied are you that your advocate listened to you?
- 1g. How satisfied are you that your advocate stayed with you every step of the way?
- 1h. How satisfied are you that your advocate cared about helping you?
- 1i. How satisfied are you with your advocate's responsiveness?
- 1j. How satisfied are you with your advocate's explanation of what cause your problem?
- 1k. How satisfied are you that your advocate was easy to reach?
- 1l. How satisfied are you with the length of time to work your case?
- 1m. How satisfied are you that your advocate treated you fairly?
- 1n. How satisfied are you with your advocate's knowledge of your specific issue?
- 1o. How satisfied are you with your advocate's explanation of the final outcome?
- 1p. How satisfied are you with your advocate's explanation of your rights as it applied to your case?

2. Thinking only of your satisfaction with the Taxpayer Advocate Service and not other parts of the IRS, overall how satisfied are you with your Taxpayer Advocate Service experience?

*[Responses 1 to 5 for questions A, 1a to 2, show as grid with buttons with text above, no numbers]*

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neither
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied

3. How satisfied are you with the helpfulness of the letters you received (if you did not receive any correspondence, please mark N/A)?

*[Programmer, use responses 1 to 5 for each question below, show as grid with buttons with text above, no numbers]*

- 5 Very Satisfied
- 4 Somewhat Satisfied
- 3 Neither
- 2 Somewhat Dissatisfied
- 1 Very Dissatisfied
- 0 N/A

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4. To what extent did the Taxpayer Advocate Service solve your problem?

*[Programmer, use responses 1 to 5 for question 4, show as grid with buttons with text above, no numbers]*

- 1 Completely
- 2 Partially
- 3 Not at all
- 4 Case is still open

5. As a result of your experience with the Taxpayer Advocate Service, would you say your impression of the IRS is:

*[Programmer, use responses 1 to 5 for question 5, show as grid with buttons, no numbers]*

- 5 Much more positive
- 4 More positive
- 3 Same
- 2 More negative
- 1 Much more negative

6. How could the Taxpayer Advocate Service improve the service you received? Please do not provide any Personally Identifiable Information (PII) such as names or social security numbers.

*[Programmer, opened ended question, limit number of characters allowed]*

*[new page]*

*[Programmer add message stating "By clicking "[name of button shown]" you will submit your survey."]*

*[new page]*

**END**

You have completed the survey, thank you!