

Dear

I'm reaching out to ask you to participate in a survey for the purpose of improving the services we provide taxpayers.

We'd like to know your opinion regarding the resources available to you when preparing your personal tax return. In a few days, you'll receive a letter with the survey, which takes about 15 minutes to complete with online or mail-in instructions.

Pacific Consulting Group, an independent research company, will administer the survey for us under the authority of Internal Revenue Code (IRC) Section 7801. We authorized them to receive case information, and they're legally compelled to protect it under the Privacy Act and IRC Section 6103. They'll send surveys, collect data, and provide survey results to us without information that could trace a response back to a person or case number. Your privacy will be protected to the extent of the law.

You can verify the authenticity of this survey and our contractor, Pacific Consulting Group, at irs.gov/css. If you have questions about the survey, you can call Pacific Consulting Group at 844-817-3520 or e-mail MPHelp@pcgsurveys.com.

Your participation is voluntary. Your opinions will help improve our service to you.

We are committed to improving service to every customer. Please help me in this effort by completing and returning the survey as soon as possible.

Sincerely,

Victor Aledo

Victor Aledo
Director, IRS Media & Publications