



IRS MEDIA & PUBLICATIONS DIVISION
INDIVIDUAL TAXPAYER SURVEY

Dear

A few days ago, you received a letter from Victor Aledo, Director, IRS Media & Publications, asking you to participate in a survey for the purpose of improving their service to taxpayers. Pacific Consulting Group is administering the survey to gather information from taxpayers that prepare and file personal returns.

You were chosen at random to participate in this survey. We want to know your opinions about the service you received. Your response is critical to the accuracy of our research and evaluation. It should take about 15 minutes to complete.

Your participation is voluntary, and your privacy will be protected to the extent of the law.

The survey takes about 15 minutes to complete. You can complete the survey one of two ways:

- Online: **tax.pcgsurveys.com** using the following **password: [password]** .
Note: You'll be able to exit the survey and re-enter later using this password. It will save your entries before you exit. We won't share your password with the IRS during or after this study.
- Mail: Complete and return the attached paper survey in the postage-paid envelope.

Please respond online or by mail, by **[Month Day, Year]**.

We're administering the survey for the IRS under the authority of Internal Revenue Code (IRC) Section 7801. The IRS authorized us to receive case information, and we're legally compelled to protect it under the Privacy Act and IRC Section 6103. We'll send surveys, collect data, and provide survey results to the IRS without information that could trace a response back to a person or case number.

You can verify the authenticity of this survey at irs.gov/css.

If you have any questions about the survey, you can call 844-817-3520 or e-mail MPHelp@pcgsurveys.com.

Thank you in advance for your cooperation.

Sincerely,

Yvonne Nomizu

Yvonne Nomizu

Managing Director, Pacific Consulting Group