

Dear

I need your help with an important initiative to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who've recently received a notice informing you of a balance due or return delinquency on your tax return.

In a few days, you will receive a survey from Fors Marsh asking your opinion about the collection process with the IRS. Please direct it to the person who had the most contact with the IRS on this matter. The survey should take about 5 minutes to complete. Your answers will be combined with others to give us an evaluation of customer satisfaction with IRS service.

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 Section 301 and 26 USC Sections 7801, 7803, and 7805.

All responses will be anonymous to the IRS, and participation is voluntary. However, if you don't answer the survey questions, the IRS may lack information it could use to improve taxpayer service. The information you provide may be disclosed to an IRS contractor when authorized by law. The contractor must follow, to the extent provided by law, protections required by the Privacy Act and Internal Revenue Code Section 6103.

I'm committed to improving IRS service to every taxpayer. Please help me in this effort by completing and returning the survey as soon as possible. If you have questions about this survey, please contact the Survey Helpline at 800-521-7177.

Note: Please don't send any correspondence in reply to this letter, which is only intended to notify you of a survey you'll be receiving from our contractor. Any other correspondence should be sent to your servicing IRS office.

Sincerely,

Frederick W. Schindler

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Director, Collection