



IRS SMALL BUSINESS/SELF-EMPLOYED CUSTOMER EXPERIENCE SURVEY
AUTOMATED COLLECTION SYSTEM SUPPORT

Dear

A few days ago, you received a letter from the IRS Director of Collection, asking for your help with an important research project.

We're administering a nationwide survey among people who've had contact with the IRS. We want to know your opinions about the collection process you went through which began with a notice informing you of a balance due or a return delinquency. Your responses are critical to the accuracy of this research.

We're sending surveys to a random sample of taxpayers who've gone through the collection process on a recent tax return. All responses will be anonymous to the IRS, and your participation is voluntary. We'll group your responses with others, so that no individual reply can be traced back to any one person.

You may complete this survey by mail or online. To complete it online, type the following link into your browser: **IRSacssSurvey.com**. Then enter your password below.

Password:

Providing your password ensures that only those invited to take the survey can access it. We won't share your password with the IRS at any time during or after this study.

The survey is brief and should take about 5 minutes to complete. If you choose to respond by mail, please use the postage-paid reply envelope to return your completed survey. If you have questions about this survey, please call the Survey Helpline at 800-521-7177.

The IRS is committed to improving its performance and service to every taxpayer. A first step in this process is to gather reliable information from those who've had contact with IRS services and employees. Your honest opinions will help bring about this improvement.

Thank you in advance for your cooperation.

Sincerely,

Kimberly Wyborski
Senior Director, Survey Operations Data Collection