



Introduction

Introduction. The IRS is working to improve the service it provides taxpayers. You can help in this important mission by answering the questions below.

This voluntary survey should take less than 7 minutes to complete. Your responses will be kept as anonymous as allowed by law.

The survey asks about your most recent Injured Spouse filing.

. Privacy Act and Paperwork Reduction Act Notice

Our authority for requesting information with this survey is 5 U.S.C. Section 301, and 26 U.S.C. Sections 7801, 7803, and 7805. The information you provide allows the IRS to analyze interactions between the IRS and taxpayers. This information will also help us to improve taxpayer service. Data collected will be shared with IRS staff, but your responses will be used for research and aggregate reporting purposes only and will not be used for other non-statistical or non-research purposes. The information that you provide will be protected as required by law. We estimate that it will take 7 minutes to complete this survey, including the time for reviewing instructions and completing the collection of information. Providing the information is voluntary; not providing all or part of the information requested will have no impact on you but may reduce our ability to address taxpayer concerns regarding taxpayer service. We may not conduct or sponsor, and you

are not required to respond to, a collection of information unless it displays a valid OMB control number. The OMB number for this survey is 1545-2290. Send comments regarding this burden estimate for completing the survey or any other aspect of this collection of information, including suggestions for reducing this burden to: IRS, Special Services Section, SE:W:CAR:MP:T:M:SP, Room 6129, 1111 Constitution Avenue, NW, Washington, DC 20224.

Injured Spouse program

Q1. I am satisfied with the service I received from the IRS about my most recent Injured Spouse filing (Form 8379).

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q2. It was easy to find out about the Injured Spouse program.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q3. I understood the Injured Spouse process.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Completing Form 8379 and IRS Communication

Q4. Did you complete the Injured Spouse Form 8379 yourself?

- Yes
- No

Q4A. Who prepared the form?

- A tax professional (e.g. Attorney, CPA)
- Volunteer Income Tax Assistance (VITA)
- Family member or Friend
- Other

Q4B. It was easy to complete the Injured Spouse Form 8379.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q5. The length of time it took to receive an outcome was reasonable.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q6. I understood the IRS's decision about my Injured Spouse filing.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q7. Did you receive a letter or notice from the IRS?

- Yes
- No

Q7A. What type of letter or notice did you receive?

- A letter stating the IRS used all or part of my refund to pay a tax debt.

- A letter stating the Bureau of Fiscal Service used all or part of my refund to pay past due child or spousal support, federal non-tax debt (i.e. Student Loans), or a state income tax obligation.
- Other

Q8. What type of debt issue caused your most recent Injured Spouse filing?

- Federal tax debt issue.
- Non-Federal tax debt issue (e.g. child support, student loans, state income tax obligations).
- Both (Federal tax and non-Federal tax debt).

Using IRS.gov

Q9. Did you visit the IRS website (irs.gov) to get any help or information about the Injured Spouse program?

- Yes
- No

Q9A. Which of the following did you **look for** on IRS.gov?

- Get a description of the process
- Determine if I am qualified
- Get the form
- Get instructions
- Help prepare
- Get a status update
- Get help understanding

Q9B. Which of the following did you **find** on IRS.gov?

- » Get a description of the process
- » Determine if I am qualified
- » Get the form
- » Get instructions
- » Help prepare
- » Get a status update
- » Get help understanding

Injured Spouse Timeframes

Q10. How many weeks did you expect the Injured Spouse process to take?

Q11. Approximately how many weeks did it take to receive the outcome of your Injured Spouse filing?

Q12. When did you submit your most recent Injured Spouse filing (form 8379)?

- With my original tax return.
- After my refund was applied to a debt.
- With an Amended Individual Tax Return (Form 1040X).

Q13. Did the IRS ask you to submit additional information for your Injured Spouse filing?

- Yes
- No

Q14. What was the final outcome of your Injured Spouse filing?

- Full refund
- Partial refund
- No payment
- Case was denied

Q15. Did you call the IRS regarding your Injured Spouse filing?

- Yes
- No

Customer Service Representative Questions

Q16. The representative provided me with clear information.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q17. Did you call the IRS for any of the following reasons?

	Called IRS for this reason?		Were all your questions answered the first time you called the IRS?		
	Yes	No	Yes	No	Not applicable
Help preparing the Injured Spouse Form 8379.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Status update about my filing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submit additional information for my filing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation for the IRS's decision about my filing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q18. In 5 sentences or less, please explain why you called the IRS?

Q19. It was easy to get through to an IRS representative.

Strongly agree

- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q20. The representative was willing to help me.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q21. The representative was professional.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Q22. The representative was knowledgeable.

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree

Questions

Q23. Overall, how well did the IRS meet your expectations while handling your Injured Spouse filing?

- Much better than expected
- Better than expected
- As expected
- Worse than expected
- Much worse than expected