



DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
Washington, D.C. 20224

SMALL BUSINESS/SELF-EMPLOYED DIVISION

November 29, 2002

Dear \_\_\_\_\_:

I need your help with an important initiative I am undertaking to improve our service to America's taxpayers. I want to get feedback from taxpayers like you who have had a recent correspondence audit conducted by the Internal Revenue Service.

In a few days, you will receive a questionnaire asking your opinions about working with the IRS to resolve the issues raised in your audit. Please direct it to the person in your household who had the most contact with the IRS on this matter. The questionnaire should take less than 3 minutes to complete. Your answers will be combined with others to give us an evaluation on customer satisfaction with IRS service.

To keep all replies confidential, we have asked an independent research company to administer the survey. The survey processing center employees will process the questionnaires and report only statistical totals to us.

~~I am committed to improving IRS service to every taxpayer. Please help me in~~  
this effort by completing and returning the questionnaire as soon as possible.

Sincerely yours,

A handwritten signature in black ink that reads "Thomas R. Hull".

Thomas R. Hull  
Director, Compliance  
Small Business/Self Employed Division



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