
Online Information and Services Survey

Please share your preferences for online information and services related to filing and paying taxes by answering the questions below. This voluntary survey should take less than five minutes to complete. No personal identifying information will be gathered. All of the information you provide on the survey will be maintained in the strictest confidence. Your feedback will be used to improve the services IRS.gov provides.

To complete this survey, enter a "✓" in the box next to your selected response, or type your answer in the space provided. (To submit the survey, please see the Return Survey Instructions at the end of the survey.)

Thank you again for your participation. If you have any issues with the survey process please contact [Maryamm Muzikir](mailto:Maryamm.Muzikir@irs.gov), 240-595-0604.

The following question asks what type of taxpayer you are.

1. I am a(n):

- Individual (filed a Form 1040A or Form 1040EZ)
- Individual (filed a Form 1040 without a Schedule C)
- Individual (filed a Form 1040 with a Schedule C)
- Business taxpayer (filed Form 1065, Form 1120 or Form 1120S)
- Tax practitioner
- Other (type in answer)

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The Paperwork Reduction Act requires that the IRS display an OMB control number on all public information requests along with the address where you can send comments regarding the study. The OMB number for this study is 1545-1432. If you have any comments regarding this study, please write to:

IRS, Tax Products Coordinating Committee,
SE:W:CAR:MP:T:T:SP, 1111 Constitution Avenue, NW,
Washington, DC 20224

The following questions have to do with the types of tasks you would like to be able to complete online.

2. I would like to be able to do the following online (select all that apply)

- Determine my current balance due
- Verify my payment was received
- Find out what to do if I can't pay
- Access income information reported about me to the IRS
- Find out how to get a levy released
- Check status of my request for an Offer In Compromise or Installment Agreement
- Find out if a notice of lien has been filed
- Check status of my request for lien release, subordination, discharge, or withdrawal
- Check status of my request to be contacted by the IRS
- Other (type in answer)

3. I would like to be able to complete the following tasks related to my account online (select all that apply):

- Respond to a notice from the IRS
- Submit information requested by the IRS (for example, amended return information, other documentation, substantiation, etc.)
- Reset my Personal Identifying Number (PIN)
- Determine Federal Tax Deposit (FTD) amount using a web-application FTD amount calculator
- Provide financial information to assist the IRS in determining my ability to pay
- Establish an installment agreement for business taxes
- Determine if I'm eligible for a refund or abatement of interest, penalties, or tax
- File a claim for a refund or abatement of interest, penalties, or tax
- Request lien [discharge](#), [subordination](#) or [withdrawal](#)
- Ask the IRS to call me
- Update my contact information
- Other online services offered by the private sector I would like to see on IRS.gov (type in answer)

Return Survey Instructions:

Once you have completed the survey, just click the **“Submit by Email”** button, below. If you have a desktop email application such as Outlook, an email with your completed survey should be automatically generated back to the web survey team. If your survey response email is not automatically generated for you, then save your completed survey to a location on your computer. Open the email application of your choice. Create a new email addressed to the web survey team at sbse-irs-gov-websurv@irs.gov. Attach your completed survey to your email addressed to the web survey team and send.

Thank you!