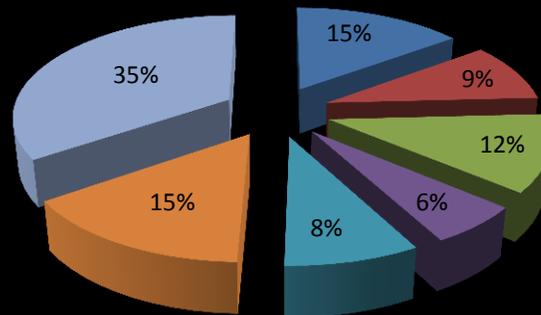


# SURVEY RESULTS

## AMENDING A TAX RETURN/DISPUTING A TAX BILL

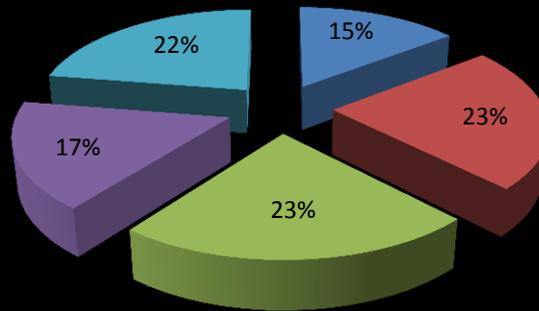
### Q1: Why did you file an abatement/amended application?

- I received additional documents after filing my tax return
- The income I reported was not taxable
- I misunderstood the tax law or instructions
- My awareness of filing requirements was increased
- I disagreed with your audit findings
- I am filing to dispute assessed penalties
- If other reason (Please specify) \_\_\_\_\_



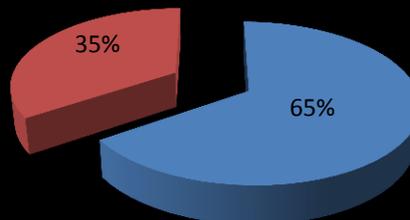
## Q2: How long did it take to resolve your case?

■ Under 1 month    ■ 1-2 months    ■ 3-4 months  
■ 5-6 months    ■ More than 6 months



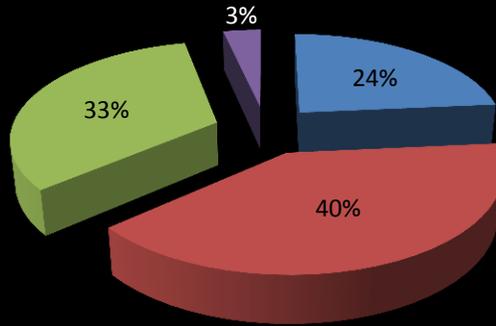
## Q3: Do you believe your case was resolved in a reasonable amount of time?

■ Yes, it was acceptable    ■ No, it was not acceptable



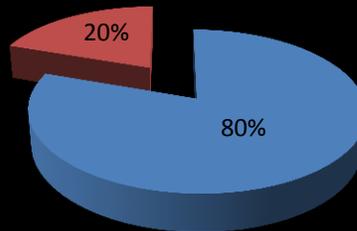
### Q3A: If no, what would have been a reasonable time frame?

■ Under 1 month ■ Under 2 months ■ 2-3 months ■ More than 3 months



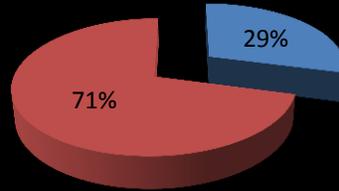
### Q4: Was the abatement approval/denial notice you received easy to understand?

■ Yes, it was easy to understand ■ No, it was not easy to understand



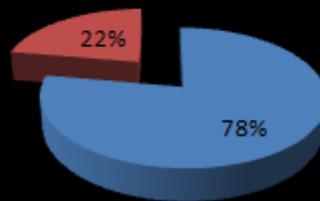
### Q5: Was additional information requested before your abatement could be processed?

- Yes, additional information was requested
- No, additional information was not requested



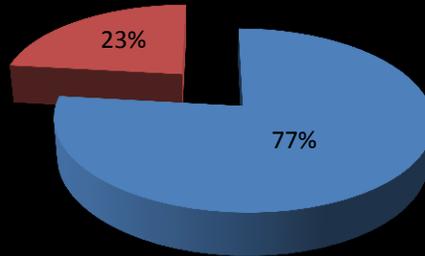
### Q5A: If yes, do you understand why additional information was required?

- Yes, I understand why it was required
- No, I do not understand why it was required



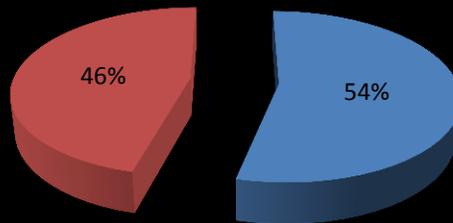
### Q5B: If yes, was the notice requesting additional information easy to understand?

■ Yes, it was easy to understand. ■ No, it was not easy to understand.



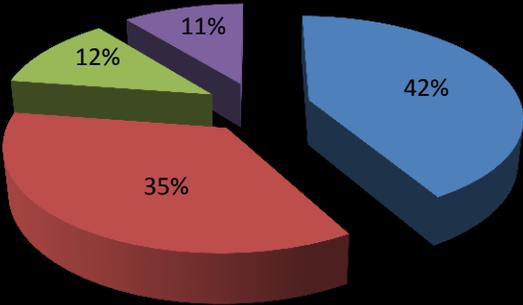
### Q6: Did you contact customer service about your case?

■ CONTACTED SERVICE REP ■ DID NOT CONTACT SERVICE REP



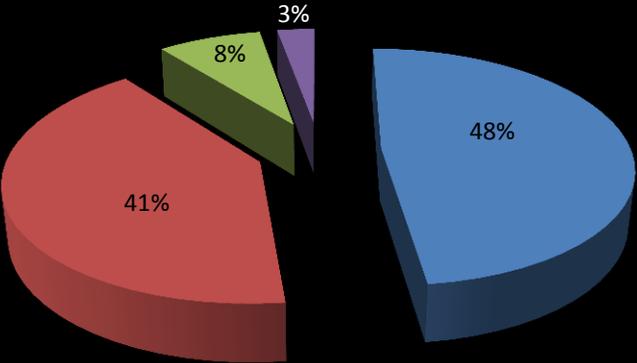
### Q6A: If yes, how helpful was the customer service representative?

■ Very Helpful ■ Helpful ■ Unhelpful ■ Very unhelpful



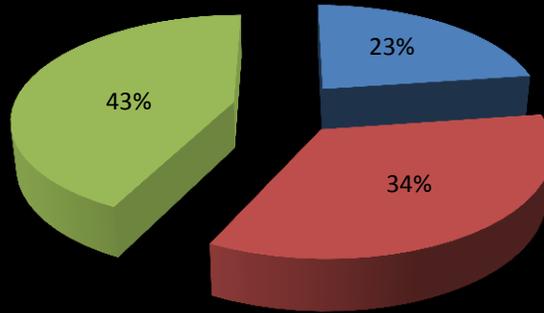
### Q6B: How courteous was the customer service representative?

■ Very Courteous ■ Courteous ■ Discourteous ■ Very Discourteous



**Q7: Did you know that you can file an abatement/amended application online at <http://www.mass.gov/dor/>?**

■ Yes, I filed online   ■ Yes, but I filed on paper   ■ No, I did not know



**Q8: Overall, how would you rate the service provided by the taxpayer service division?**

■ Excellent   ■ Very Good   ■ Good   ■ Fair   ■ Poor

