

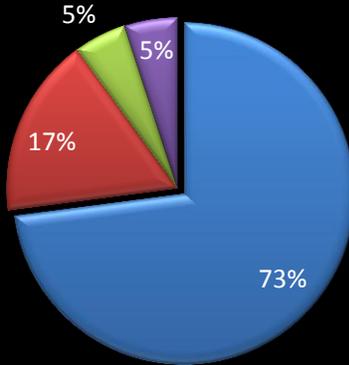
# SURVEY RESULTS

## AUTOMATED REFUND STATUS

### Question 1:

When you reach us by phone, is our recorded list of options easy to understand?

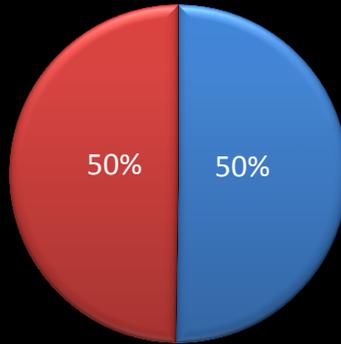
Very Easy Easy Difficult Very Difficult



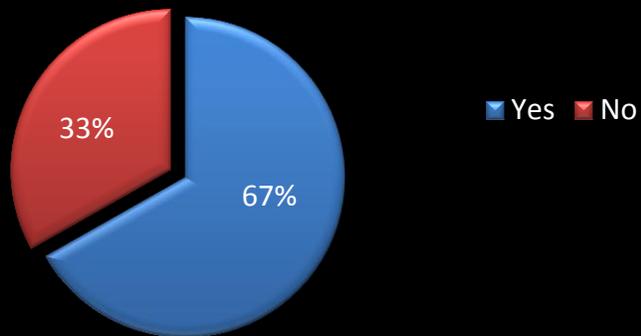
### Question 2:

Did you visit our website prior to calling the Department of Revenue?

Yes No



**Question 3:  
Was the Refund Status System easy to use?**



**Question 4:  
Were you able to determine your refund status?**

