

## National Nexus Program – Taxpayer Survey Multi-state Voluntary Disclosure

**MTC YY-NNN**

In order to improve the quality of its services, the National Nexus Program requests that you complete and return this satisfaction survey. Please mark the satisfaction rating that most closely describes your experience with the voluntary disclosure you recently completed. Please return your completed survey to Survey Coordinator at [asoto@mtc.gov](mailto:asoto@mtc.gov). Thank you for your participation.

**Did your client meet its objectives through the Commission's voluntary disclosure program?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**Without regard to whether objectives were met, how satisfied are you with how the Commission handled this disclosure?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**Did Commission staff have (or acquire) sufficient knowledge of nexus and voluntary disclosure procedure to answer your questions and provide quality service?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**Did Commission staff assist to your satisfaction with inquiries to states about specific matters?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**Was the person with whom you primarily worked polite and pleasant?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**When a response was appropriate, were your telephone calls and e-mails returned no later than the next business day?**

<input type="radio"/> Always	<input type="radio"/> Usually	<input type="radio"/> Inconsistently	<input type="radio"/> Infrequently	<input type="radio"/> Never
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**Without regard to the outcome, do you believe that the Commission's process gave you the tools you needed to secure the best possible outcome for your client?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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**Did the speed with which the Commission and states processed your disclosure meet your client's needs?**

<input type="radio"/> Completely	<input type="radio"/> Mostly	<input type="radio"/> Somewhat	<input type="radio"/> A Little	<input type="radio"/> Not At All
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