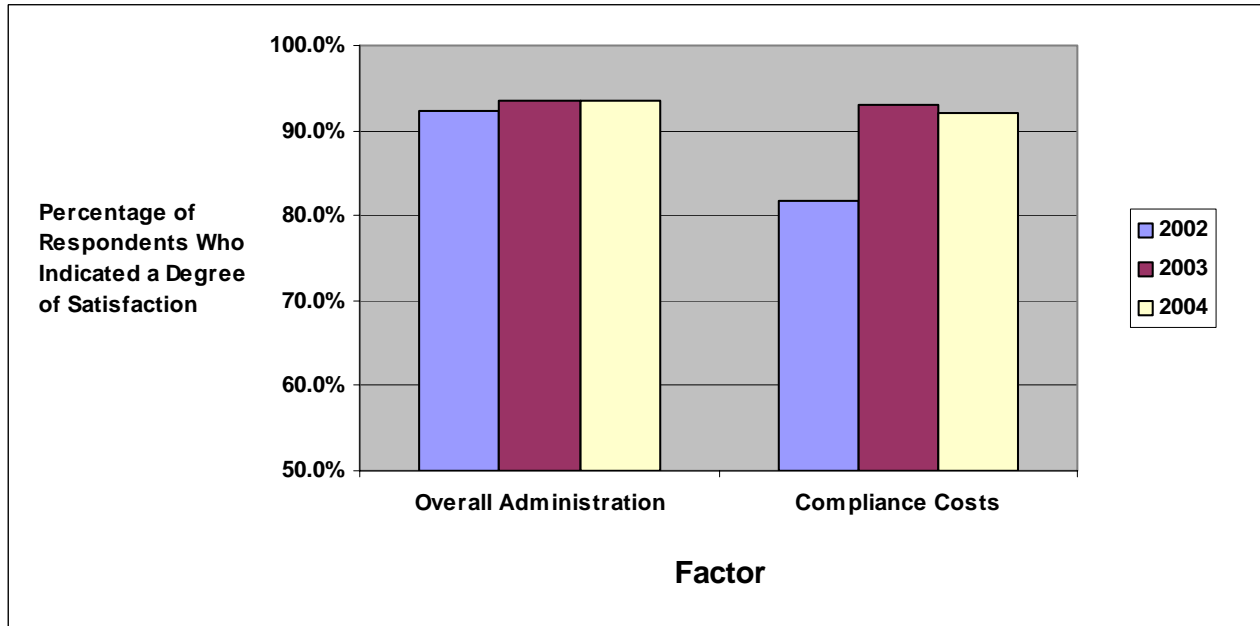


### Results Comparison for the Years 2002 to 2004



### Summary of Client Comments and Suggestions Provided on the 2004 Survey

Similar comments were combined and the numbers of such comments are noted in parenthesis.

- Satisfied with the administration of the program by TRA. (6)
- Telephone calls should be answered by staff and not machines. That way, calls are directed to the proper person. (1)
- I am not interested in Internet filing. It's bad enough that the government knows my business but to have it on the Internet with the potential for the whole world to see is unacceptable. (1)
- We would like to see an extension of the three-year limitation to the ARTC application. It is too restrictive. (1)
- Satisfied with TRA's service, but the refund process seems slow. (1)
- Increase the Royalty Tax Credit limit. (1)
- Service timeliness is excellent. (1)
- Unsatisfied with return processing timeliness. (1)
- It is unfair to withhold refunds that are less than five dollars. (1)