

EMPLOYEE PLANS LEADERSHIP TEAM

M
A
T
E
T
P
I
S
H
S
R
E
D
A
L
E
A

Carol D. Gold202-622-8300
Director

Mark O'Donnell202-622-7358
Director, Customer Education and Outreach

Paul Shultz202-622-7599
Director, Rulings and Agreements

Preston Butcher410-962-4092
Director, Examinations

John Ricketts513-263-3733
Director, TE/GE Customer Accounts Services

AREA MANAGERS AND LOCATIONS

Pacific Coast - Washington, Oregon, Idaho, California, Alaska, Hawaii.

Marcelo Gamez (*Los Angeles*)213-576-3080

Central Mountain - Minnesota, Iowa, Missouri, Kansas, Nebraska, North Dakota, South Dakota, Montana, Wyoming, Colorado, Utah, Nevada, Arizona, New Mexico.

Pat Cox (*Denver*)303-784-6001
.Ext. 346

Northeast - Maine, New Hampshire, Vermont, New York, Connecticut, Rhode Island, Massachusetts.

Robert Henn (*Brooklyn*)718-488-2014

Mid-Atlantic - Pennsylvania, New Jersey, Maryland, Delaware, Virginia, North Carolina, South Carolina.

Catherine Jones (*Philadelphia*) . . .215-656-7700
.Ext. 544

Great Lakes - Ohio, Indiana, West Virginia, Kentucky, Illinois, Michigan, Wisconsin.

Monika Butcher (*Chicago*)312-886-4700

Gulf Coast - Florida, Georgia, Alabama, Mississippi, Tennessee, Arkansas, Louisiana, Texas.

Jerry Jones (*Dallas*)214-767-1490

"We have created an organization that establishes end-to-end accountability for service delivery to a wide range of employee plans customers. We are committed to providing you with top quality service and tailored programs that meet your specific needs."

Evelyn Petschek,
Commissioner,
Tax Exempt and Government Entities

For
Customer Service
Call Toll-free
1-877-829-5500

For more information
Visit the IRS Website
www.irs.gov

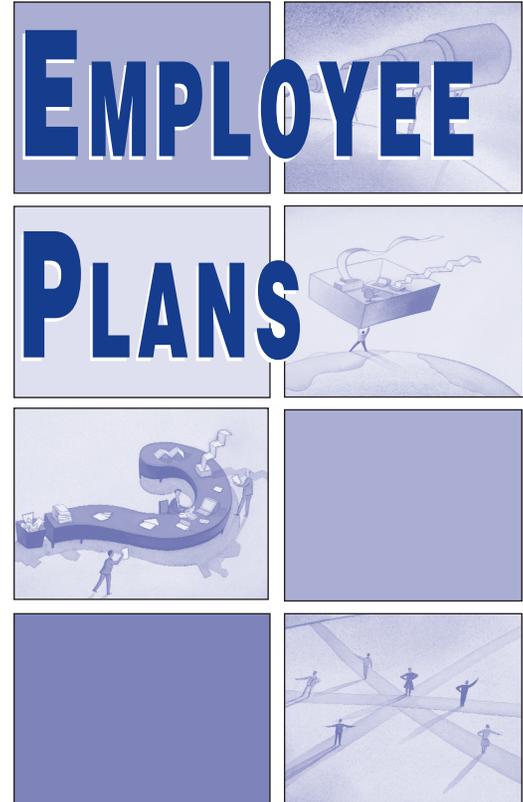
Under Tax Info for Business, see:
• Employee Plans Corner
• Tax Professionals' Corner



Department of the Treasury
Internal Revenue Service

www.irs.gov

Publication 3636 (7-2000)
Catalog Number 30288U

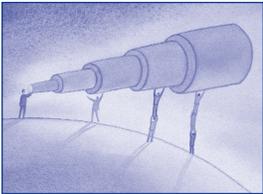


TE/GE MISSION STATEMENT

To provide Tax Exempt and Government Entities customers top quality service by helping them understand and comply with applicable tax laws and to protect the public interest by applying the tax law with integrity and fairness to all.

EP MISSION To provide Employee Plans customers top quality service by helping them understand and comply with the applicable tax laws and to protect the public interest by applying the tax law with integrity and fairness to all.

FOUR UNIQUE SERVICES DESIGNED TO MEET YOUR NEEDS

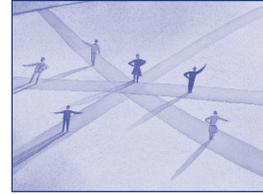


CUSTOMER EDUCATION AND OUTREACH

Major emphasis is on a proactive customer education and outreach effort. Our goal is to promote voluntary,

up-front compliance by helping you to better understand the complex tax laws we administer. Products and services include:

- Workshops and conferences around the country
- Interactive web sites containing timely and useful information
- Newsletters and publications designed specifically for you



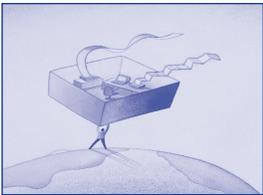
EXAMINATIONS

Focus is on identifying and correcting noncompliance. Participating on cross-functional teams with CE&O and Rulings and Agreements, Examinations

staff assists in developing customer education programs, products and services. Our goal is to assist you in up-front compliance and prevent filing errors and mistakes.

Products and services include:

- Centralizing the selection and review process to enhance consistency
- Casework assigned to highly skilled employees who specialize in your distinct business market



RULINGS AND AGREEMENTS

Provides top quality customer service in our determination, voluntary compliance, and private letter ruling programs. End-to-end

accountability comes from concentrating technical oversight of all three programs under one director. Services include:

- Issuing Employee Plans determination letters
- Providing customers with technical advice
- Private letter rulings
- Interpretation and published guidance



CUSTOMER ACCOUNT SERVICES

Is committed to providing you with accurate and timely responses to your telephone and written inquiries. Centralizing

customer inquiries in Cincinnati enhances the quality, efficiency and level of service you have come to expect from the new IRS. Products and services include:

- Toll-free telephone customer service support
- Personalized response to your written inquiries
- Centralized processing of tax returns