MyTax.DC.gov User Guide: How to Provide Feedback

We encourage you to participate in a short customer survey. The answers you submit will help the Office of Tax and Revenue (OTR) as we strive to provide taxpayers with quality customer service.
MyTax.DC.gov User Guide: How to Provide Feedback

1. On the MyTax.DC.gov homepage, locate the Quick Links section. Click “Submit a Customer Service Survey”. You will be navigated to our Customer Service Survey.
2. Please take a moment to answer each question.
   - Which of the following tax type best describes your visit to MyTax.DC.gov:
   - How do you rate the service provided today?
   - How satisfied are you with using the MyTax application to manage your tax account(s)?
   - If further assistance was needed to complete your transaction, how would you rate that service?
3. Entering your Contact Information is optional.
4. Please provide any General Comments/Suggestions for Improvements
5. Click submit to complete your survey.

Customer Service Survey

Customer Service Survey

Which of the following tax type best describes your visit to MyTax.DC.gov *

How do you rate the service provided today? *

How satisfied are you with using the MyTax application to manage your tax account(s)? *

If further assistance was needed to complete your transaction, how would you rate that service? *

Contact Information (Optional)
First Name
Last Name
Phone Number
Email

General Comments / Suggestions for Improvements

Submit
6. Your survey results have been submitted. A confirmation page will appear.