

Note to: Yvette Lawrence  
IRS Reports Clearance Office  
Tax Forms and Publication SE:W:CAR:MP:T:T:SP

From: Laura R. Rasmussen  
Chief, Statistical Support Team  
Statistics of Income RAS:S:S:S

Subject: OMB Approval Request for CAS e-Help Customer Survey, CS-11-298

Please find attached the documentation needed by the Office of Management and Budget for approval of CAS e-Help Customer Survey, CS-11-298.

The burden hours associated with this study is 960.

If you have any questions regarding this project, please direct them to me at (202) 874-1269.

Attachments:  
Cover Memorandum to OMB  
Clearance Request  
Attachments  
Survey

NOTE TO THE REVIEWER OF: OMB Clearance  
# 1545-1349

From: Laura R. Rasmussen  
Chief, Statistical Support Team  
Statistics of Income RAS:S:S:S

Subject: OMB Approval for CAS e-Help Customer Survey, CS-11-298

Please accept the enclosed materials for approval under the OMB Clearance package 1545-1432, "Customer Satisfaction Research". In accordance with our agreement with OMB, I am submitting a brief description of the study and the materials to be used in the study at least two weeks in advance of the start of the study.

The total estimated burden for this study is 960 hours.

If there are any questions regarding this project, please direct them to me at (202) 874-1269.