

Request for Assistance from the Department of Labor, Employee Benefits Security Administration
OMB Number 1210-0146
Expiration date: 03/31/2024

Justification for Nonmaterial/Nonsubstantive Change

1210-0146

EBSA is submitting this non-substantive change request to make the following changes to the “Request for Assistance from the Department of Labor, Employee Benefits Security Administration” online form:

- Changing the name to “Request Assistance from a Benefits Advisor
- Requiring an email address and removing the current instruction “Email address is not required; however if not provided the Department will not be able to contact you by email.”
 - o The Department would like to require respondents include their email address because the inquirer is submitting their inquiry online, an electronic response would allow the Agency to make the quickest response. This will improve customer service as part of the Department’s implementation of the Executive Order EO 14058: Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government.
- The Department is looking to shorten the initial screen and then the button at the bottom links to the rest of the form for those who want to provide the more detailed information – as a way to increase the number of people who submit their inquiries online.
 - o All required fields (i.e. identifying information - Name, State/Zip Code, Email) will be on the initial screen. The additional information was and will continue to be voluntary but moving it to later pages so the form does not seem overwhelming when a respondent opens it up.
 - o These are the same information fields in the currently approved ICR, that have now been rearranged.
 - o The screenshots showing the new formatting are included in the submission.

These changes would also allow EBSA’s benefits advisors to respond in the inquirers’ preferred format and share information that responds to the inquirers’ request electronically.

Under OMB Control Number 1210-0146, the Department estimated that the public reporting burden for this voluntary collection of information is estimated to range from fifteen (15) minutes to one (1) hour, with an average of thirty (30) minutes per response, including time for reviewing general information about requesting assistance, gathering information, completing and reviewing the collection of information, and uploading attachments if applicable. Based on the foregoing, the Department believes that the estimated burden for online inquirers would not change from that approved under OMB Control Number 1210-0146.