

## Form CT-CSU Request for Assistance from the DRS Constituent Services Unit

Complete and attach Form CT-CSU through **myconneCT** at [portal.ct.gov/DRS-myconneCT](http://portal.ct.gov/DRS-myconneCT). See instructions on Page 2.

### Purpose

Use **Form CT-CSU** to request assistance from the Connecticut Department of Revenue Services (DRS), Constituent Services Unit.

**Incomplete or unreadable forms will be rejected.**

### Part I Taxpayer Information

Taxpayer's name				Social Security Number		
Business name (if applicable)		Representative's name (if applicable)		Connecticut Tax Registration Number		
Mailing address (number and street)		PO Box	Apt. no.	City	State	ZIP code
Physical address (number and street) (if different from above)		PO Box	Apt. no.	City	State	ZIP code
Daytime telephone number - -		Email address				
Business contact name (if applicable)			Business contact title			
Business contact telephone number - -		Business contact email address				
<input type="checkbox"/> A Power of Attorney is in effect (attach copy of completed LGL-001)						

### Part II Complete this part to identify the tax type and issue you wish to resolve.

Tax type	Tax form(s)	Tax year(s) or period(s)
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Describe the tax problem you are having, how you tried to resolve the problem, and the DRS unit you contacted to discuss. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe how the Constituent Services Unit can assist you. Please attach any supporting documentation. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Part III Signature

<b>Sign Here</b>  Keep a copy for your records.	Your signature	Date
	Spouse's signature (if joint return)	Date
	Signature and title of owner, officer, or representative	Date
	Print name and title of owner, officer, or representative	Daytime telephone number (optional) - -

## Form CT-CSU Instructions

### How to Contact the DRS Constituent Services Unit

Use **Form CT-CSU, Request for Assistance from the DRS Constituent Services Unit**, to:

- Help you obtain basic information from DRS.
- Help you navigate the various bureaus and divisions within DRS.
- Evaluate whether all statutory and any associated procedural requirements were properly applied and followed by DRS.

Submit **Form CT-CSU** through the following methods:

#### **Online:** Use **myconneCT**.

(Note: Using **myconneCT** is the quickest and safest method to contact the Constituent Services Unit.)

To attach Form CT-CSU through a secure message in **myconneCT**:

- Log into **myconneCT**.
- Open the *More...* menu.
- Locate the *Correspondence* group and click the *Send a Secure Message* link.
- Select the account, period, message, area (e.g. account, return, refund), and category.
- Type your subject, message, and attach your Form CT-CSU.

**By Email:** [DRSConstituentServices@ct.gov](mailto:DRSConstituentServices@ct.gov)

#### **By Mail:**

Connecticut Department of Revenue Services  
Constituent Services Unit  
450 Columbus Blvd Ste 1  
Hartford CT 06103-1837

### Taxpayer Information

**Taxpayer registration number:** Enter your Connecticut tax registration number if this request involves a business or non-individual entity (e.g., a partnership, corporation, trust, or self-employed individual).

**E-mail address:** DRS may contact you by e-mail if we are unable to reach you by telephone. E-mail communication will not be used to discuss the specific details of your case.

**Tax type:** Enter the tax type (for example, personal income tax, corporation tax, sales tax, etc.) that relates to this request.

**Tax form(s):** Enter the form number(s) that relates to this request. For example, an individual taxpayer with an income tax issue might enter Form CT-1040.

**Tax period(s):** Enter the quarterly, annual, or other tax period(s) that this request is about. For example, if this request is an income tax issue, enter the calendar or fiscal year; if an employment tax issue, enter the calendar quarter.

**Business contact person:** If a business entity is filing this form, enter the name of the person to contact. This may be the corporate officer signing the request, or another person authorized to discuss the matter.

**Power of attorney:** If you choose to have a representative act on your behalf, complete **LGL-001, Power of Attorney**, and include a copy with Form CT-CSU.

### E-Services Update

Use **myconneCT** to file taxes, make payments, view filing history, and communicate with the agency simply and more efficiently on virtually any mobile device, including laptops, tablets, and smartphones, 24 hours a day, 7 days a week. For updated information, please visit the DRS website at [portal.ct.gov/DRS-myconneCT](http://portal.ct.gov/DRS-myconneCT).