

## TAXWORKS CUSTOMER

# Bill of Rights

As a TaxWorks customer you are entitled to:

### **THE RIGHT to FREE Electronic Filing**

Beginning in 2007, TaxWorks became the first fully featured, professional tax software to offer free electronic filing. Previously, the price for unlimited e-filing had been \$1250, with our new free e-filing program our clients will see an immediate benefit to their bottom line.

Last year our customers e-filed over one million tax returns through the TaxWorks program. Our E-File Center is known for its ease of use, allowing users to generate reports and letters, send returns, receive acknowledgments and even check the status of any e-file anytime from anywhere.

### **THE RIGHT to independence and privacy**

Your privacy is one of our most important priorities. We remain committed to protecting our clients' independence and your customers' privacy. TaxWorks has *never* and will *never* sell or give our client lists to any company. (You may receive a variety of offers and correspondence from other companies. These mailings use address lists available publicly from the federal government, and not our internal client information.) We remain committed in our promise to protect you and your clients' information.

### **THE RIGHT to reasonable software costs**

TaxWorks will continue to offer you the best value in the tax software industry. TaxWorks is committed to providing great software at reasonable costs.

### **THE RIGHT to aggressive bank products**

TaxWorks is committed to leading the way and working with banks to drive down the costs of bank products. As a TaxWorks client you will have access to some of the most innovative and aggressively priced bank products in the industry. This commitment ensures that your clients benefit by getting money faster with these products, while helping you become more competitive.

### **THE RIGHT to timely releases of software**

TaxWorks now has access to unparalleled resources and will be able to provide you with new services and product offerings that are unmatched in the industry. With increased staff and resources we now have the ability to build stronger products that include additional features, improvements, and timely system releases.

### **THE RIGHT to exceptional technical support**

We are pleased to announce that for the 2008 tax season we are preparing to substantially expand technical support hours and capability. TaxWorks has always prided itself on great customer support. We want to make it even better. We now are able to provide an even higher level of service and support to our clients, which will directly help increase your firm's profitability.

### **THE RIGHT to stability**

Even though ownership has changed, our vision remains the same. TaxWorks is, and will always be, committed to serving the needs of our customers, your clients and our employees. We will continue to listen to your ideas and your concerns.

### **THE RIGHT to speak to your salesperson**

Do you have a question or concern? Do you need to make a change in the TaxWorks package you purchased? Call us. You have the right to have your questions answered.

### **THE RIGHT to your money back**

We want to ensure that you remain as happy with TaxWorks in the future as you have been in the past. If you feel we are not meeting your expectations, we will provide you with a full product refund by February 15th.

*If you have additional questions call your sales representative at 800.230.2322 or look online for additional details.*