



# Professional Tax Services

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Dear Clients,

We at Professional Tax Services want to extend our deepest gratitude for your continued business and support of our team for over 50 years. This past tax season was a success thanks to your gracious cooperation. In spite of the technical difficulties that our computer server sustained, you were very patient with us, so we thank you for your understanding throughout this issue. The server is now working properly.

Thank you for referring your family and friends to our preparers this past year. We strive to deliver excellent services, and your trust in our business provides opportunities to serve many more clients. For those that made referrals this year, you can expect a gift soon as a token of our gratitude.

We also want to express our condolences to the families of clients who have recently passed away. There are no words for such loss, but please know that we cherish their memories, and recognize that their lives were a blessing to many.

**In the interim before next tax season, while many of you are in extension, we want to inform you of our new policies.**

- **Payment policy – Beginning on June 1st, we will charge a late fee with interest.** After about 30 days have passed from April 15<sup>th</sup>, refunds from the federal government or state should have gone through and you should have received them. Therefore, we will be charging a late payment penalty.
- **Printing tax returns – We are not automatically printing out tax returns once they are finalized and filed.** Last year, there were tax returns sitting in our pickup area for months, which was not secure to have your personal information on paper sitting out, which ultimately was wasted and shredded. To avoid this again, we are asking our clients to call ahead 30 minutes to an hour or to simply stop by the office and request it be printed when you arrive.
- **Reminder –** When we send the DocuSign signatures, (which allows you to authorize us to e-file your tax return) you can view your tax return in PDF format. You can also call our office to request an emailed format of your tax

return which contains a password protected PDF which you can print from home.

Thank you for understanding and agreeing to our new policies. Our goal is to provide you the best service in the most efficient manner. Thank you again for your continued support, and we wish you and your family all the best.

Sincerely,

**Professional Tax Services**