



Updated COVID-19 Protocols for Tax Season 2022

Your health and well being is of the utmost importance to us, therefore we ask that you please review the following tax season protocols *carefully before* your visit with us. This tax season we are limiting access to our office to clients who have arrived for a previously booked, in person appointment with us. Access to our offices will not be granted otherwise. We appreciate your cooperation and understanding with these policies. We look forward to seeing you soon!

General Tax Season Information

- Masks, covering your nose and mouth must be worn and in place at all times during your in-person appointment with us. We ask that all individuals remain at a distance from staff members and passing clients while in our office.
- We ask that only the individual(s) having their return prepared arrive for their in-person appointment with us. For example - if you file jointly with your spouse, you would attend your appointment together. Otherwise, you would attend alone, unless you require special assistance from a caretaker.
- In between each client meeting, frequently touched surfaces such as desktops, chairs and pens will be sanitized by our preparers. An air purification system has also been installed in our office to assist with killing airborne particulates including bacteria and viruses.
- Hand sanitizer and disposable masks will be available to you in our lobby.

In-Person Client Meetings

- We will resume use of our waiting room this tax season. However with the recent resurgence of Covid-19 cases, we again request that you attend your appointment

alone, or only with your spouse in the case of couples filing jointly. Please wait until your designated appointment time to enter our building.

- We ask that if you are feeling under the weather, or if you are exhibiting any COVID-19 symptoms at the time of your appointment including cough, sneezing or shortness of breath, that you reschedule your appointment with us.

Our No-Contact Option; Drop-Offs/Pick-Ups

- All drop-offs and pick-ups must be done via the use of our drop slot and drive-up window. *There will be no entry into our offices for either purpose.* Thank you again for your understanding of our policy changes.
- Existing clients have the option of using our drop slot conveniently located and next to our drive-up window. Please label your materials with the best telephone number to reach you. Also, as in prior years, existing clients also have the option to mail their tax materials to us. Our mailing address is:

The Tax Center, Inc.
P.O. Box 488
West Bridgewater, MA 02379

- Last tax season you made our drive-up window for pick-up of your tax returns a big success. This year, once again you will be able to pick up your filings, sign the necessary paperwork and provide payment for our services from the comfort of your car. The drive-up window is located on the side of our building nearest to our parking area, and will be indicated by signage. Please be prepared to provide a government issued photo ID for identity verification at pick up. The drive-up window will be available ONLY during the following hours:
 - Monday 3-7pm
 - Wednesday 3-7pm
 - Saturday 8:30am-3pm

Secure Upload via SmartVault

- We are pleased to offer our clients the option of using SmartVault, our secure portal to upload your documents to us. SmartVault encrypts your documentation and notifies us when it is available for download. If you would like to use this option, please call our offices at 508-586-5800 and inform our receptionist that you would like to utilize this option. We will ask you for your email address to send you an invitation to use the portal. From there you can upload your documentation to us.

We will post any updates to these policies to our website www.thetaxcenterinc.com as necessary. Again, we appreciate YOU! Thank you for your understanding and cooperation of our policies this tax season. We truly are in this together.