



Important COVID-19 Protocols for Tax Season 2021

Your health and wellbeing 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 policy changes. 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. We ask that all individuals remain at a 6 foot distance from staff members and passing clients while in our office.
- 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.
- 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 during your appointment.

In-Person Client Meetings

- Use of our waiting room will be suspended this tax season. This will limit your exposure to other clients during your appointment time. When you arrive for your appointment please call us at 508-586-5800. Please do not call us before you have

arrived at our parking lot. At the time of your call you may be told that we are ready for you and may enter, or told that you will receive a call back from us when your preparer is ready.

- When you receive the invitation to enter our office, Peter or Anne will meet you in the waiting room. We are requesting that all in person clients allow us to take their temperature via a touchless, temporal thermometer. If the thermometer reading is 100.0 degrees Fahrenheit or higher, you will be required to reschedule with us for a later date. Each client will also be asked a series of COVID-19 related questions to determine your risk of exposure to the virus. If the answer to any of these questions indicates a higher risk of COVID-19, you may be asked to reschedule with us for a later date.
- 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, you will be asked to reschedule.

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 always available next to our drive-up window. As always, 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

- We are very excited to announce that we have also re-implemented the use of our drive-up window for pick-up of your tax returns. 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 3-8pm
 - Thursday 3-8pm
 - 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.