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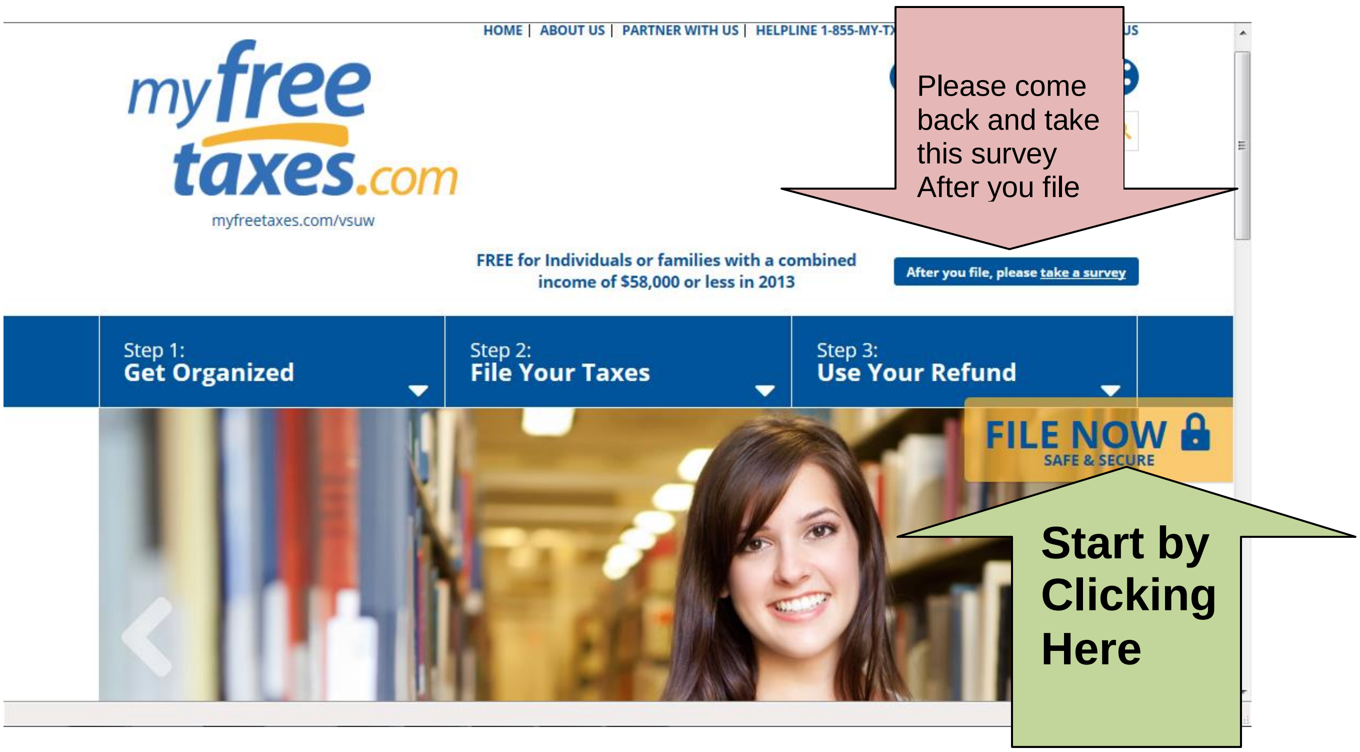
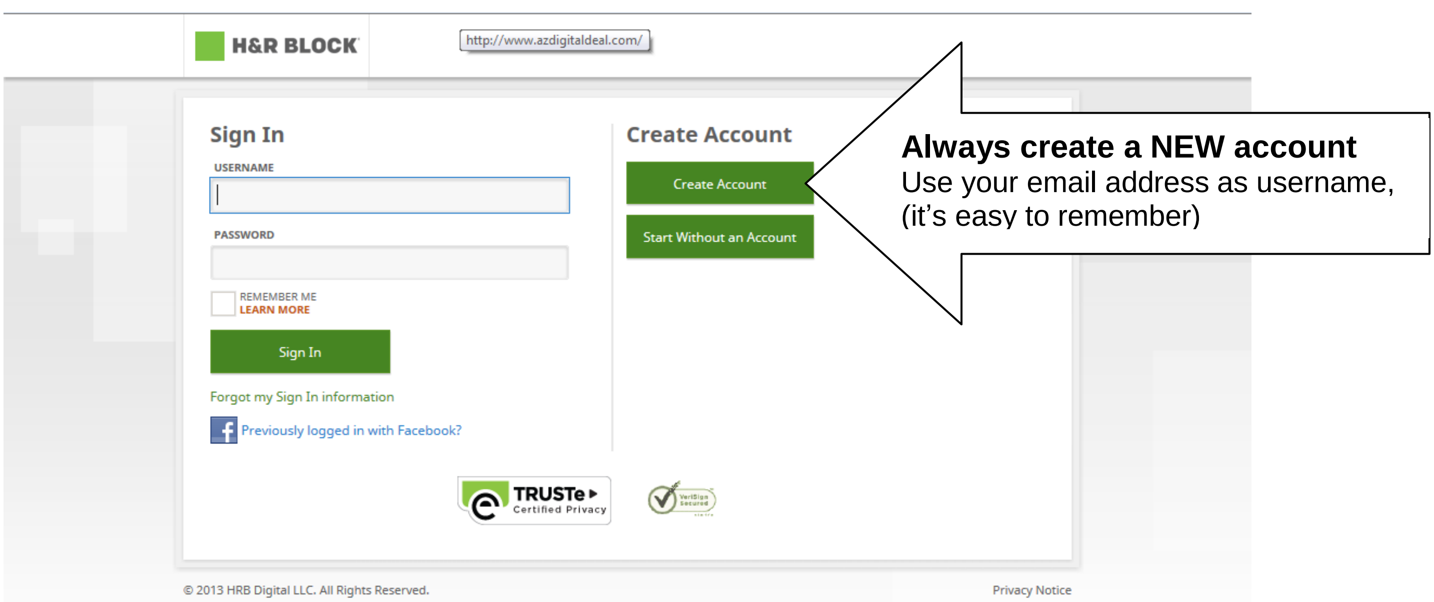
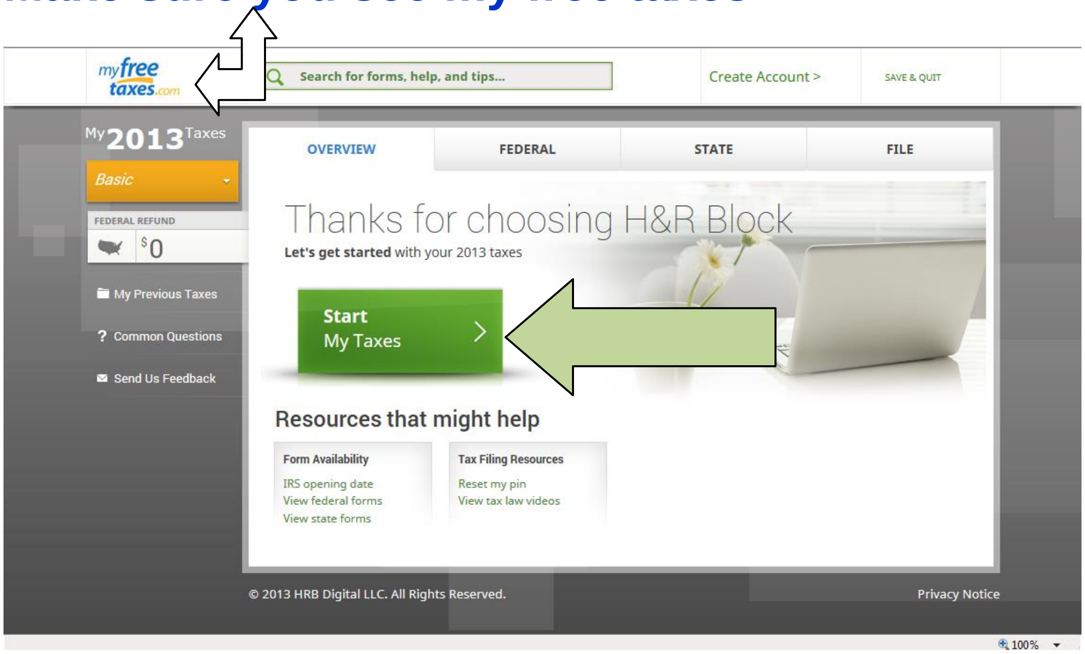
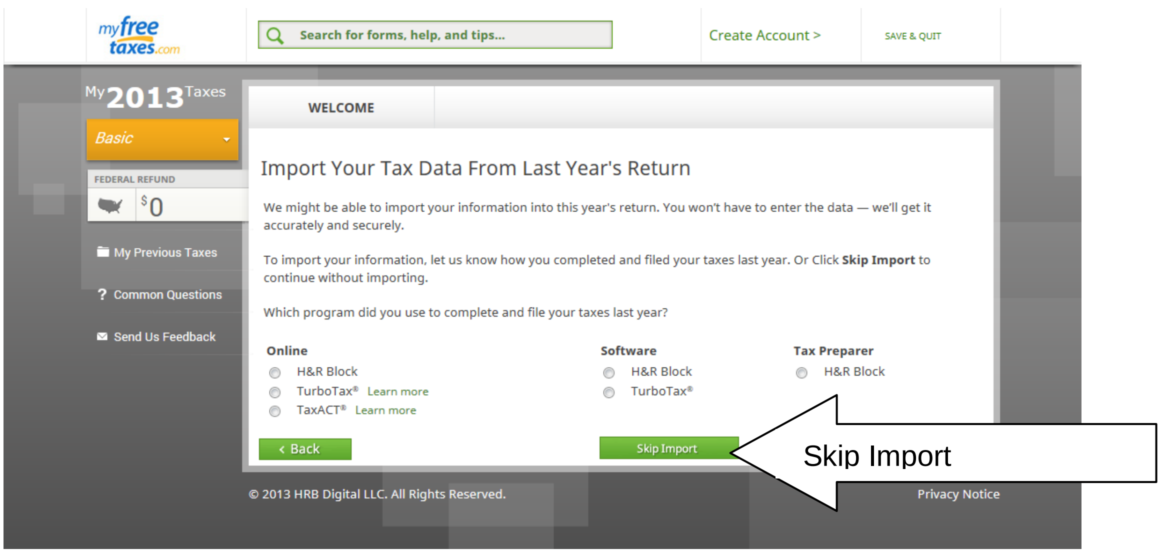
# Navigation Manual

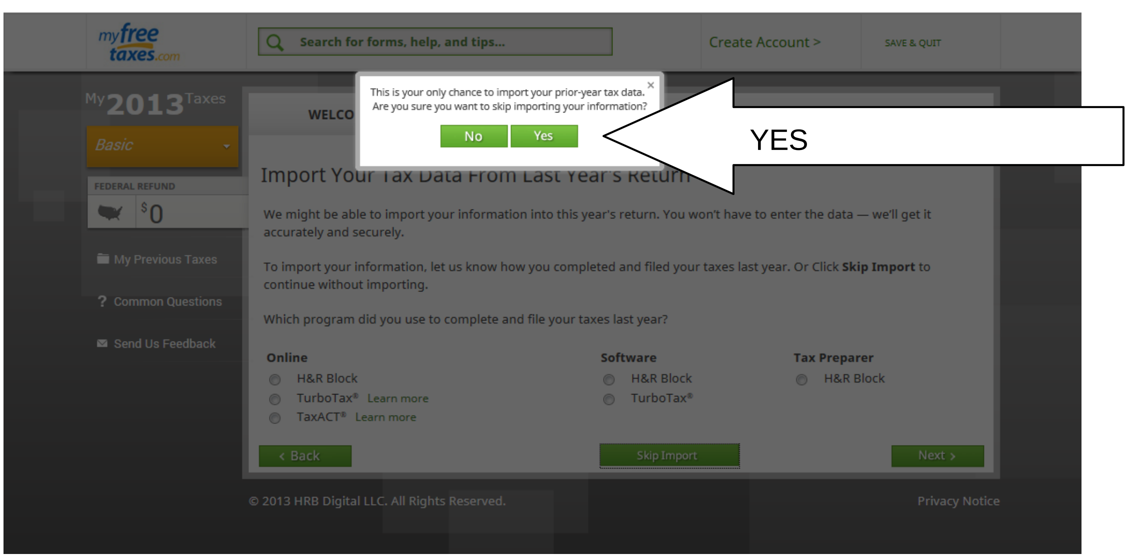


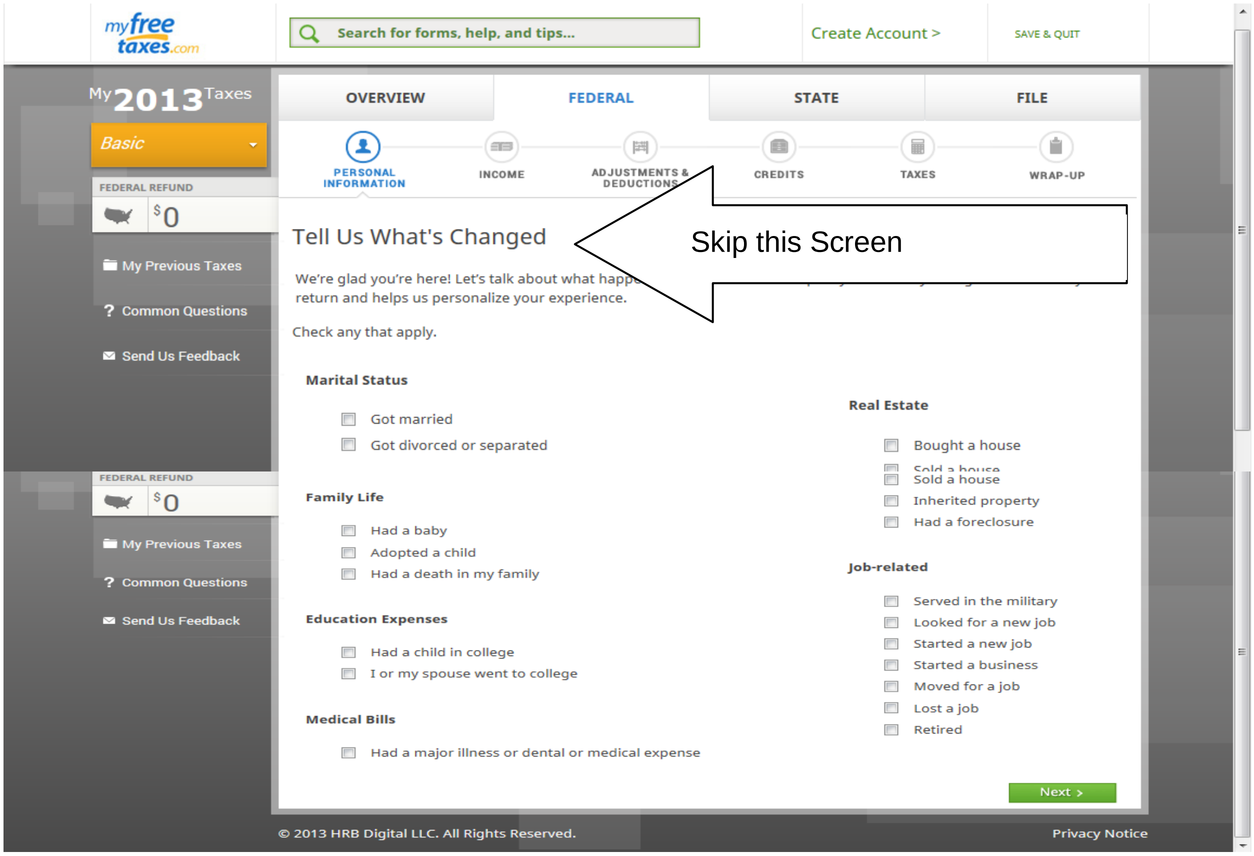
# Make sure you see my free taxes



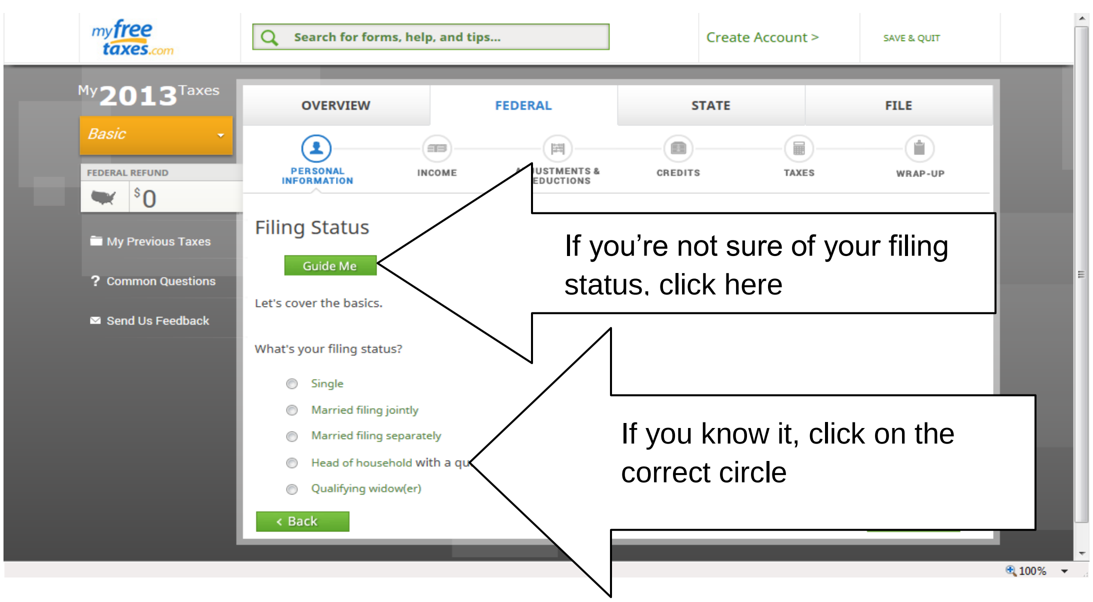



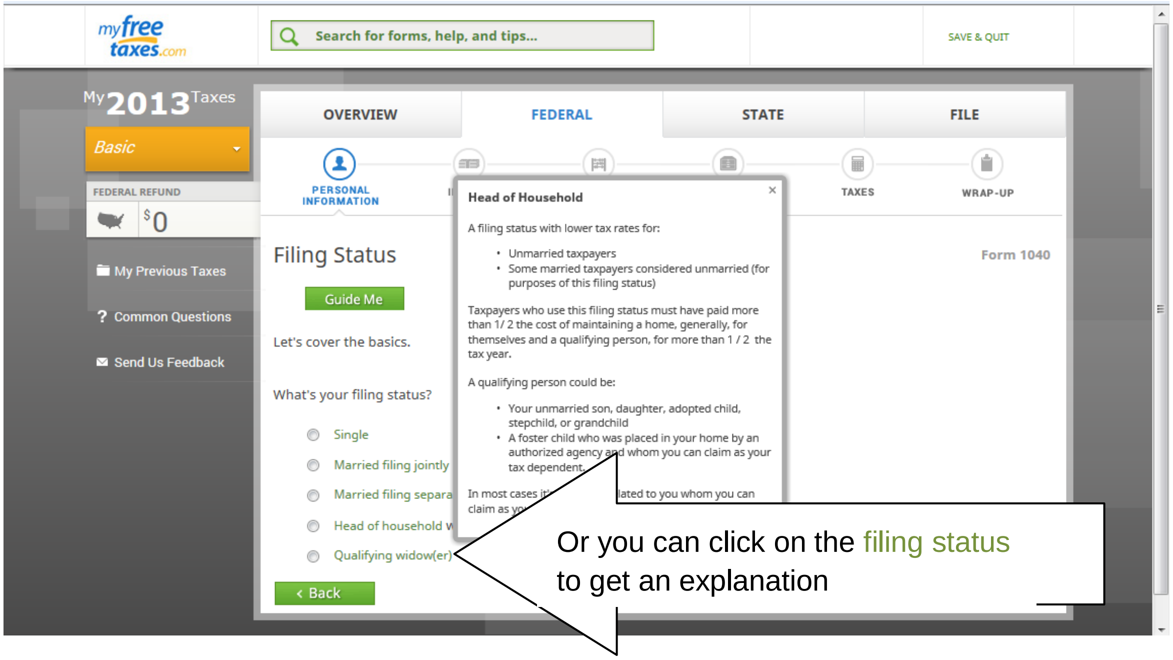



Unless these instructions say to skip a screen (see below), **read each page carefully** and check all the boxes and click on all buttons that apply to you and the members of your household. Fill in all the information that is requested for each form that is displayed.

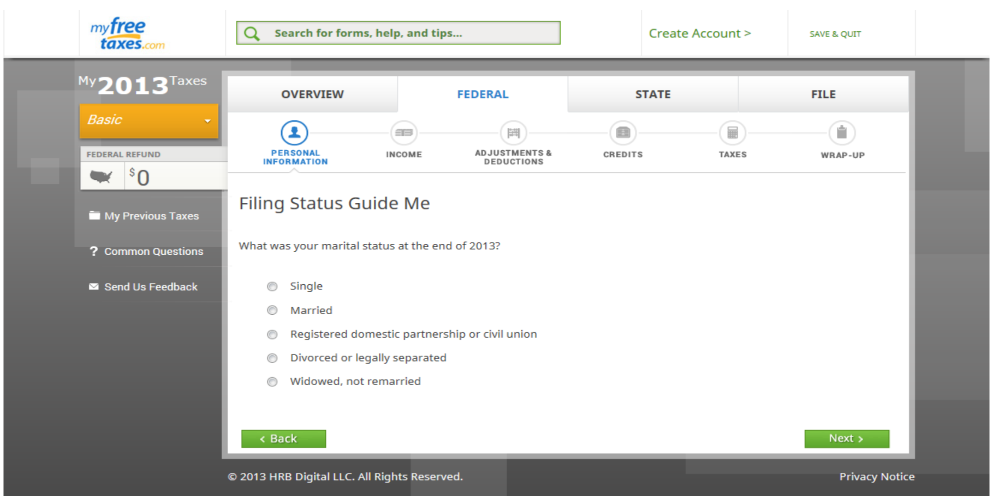


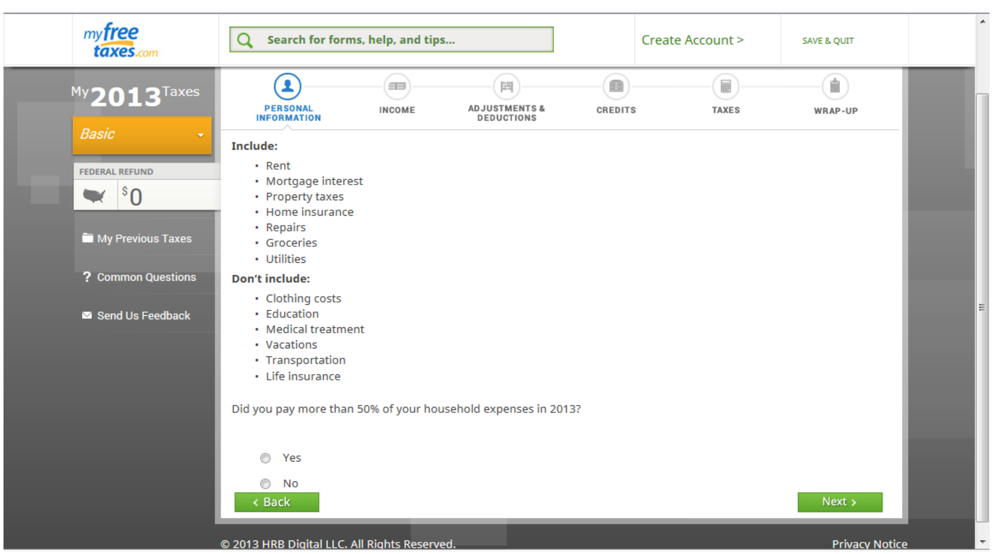

It is extremely important to enter the correct filing status

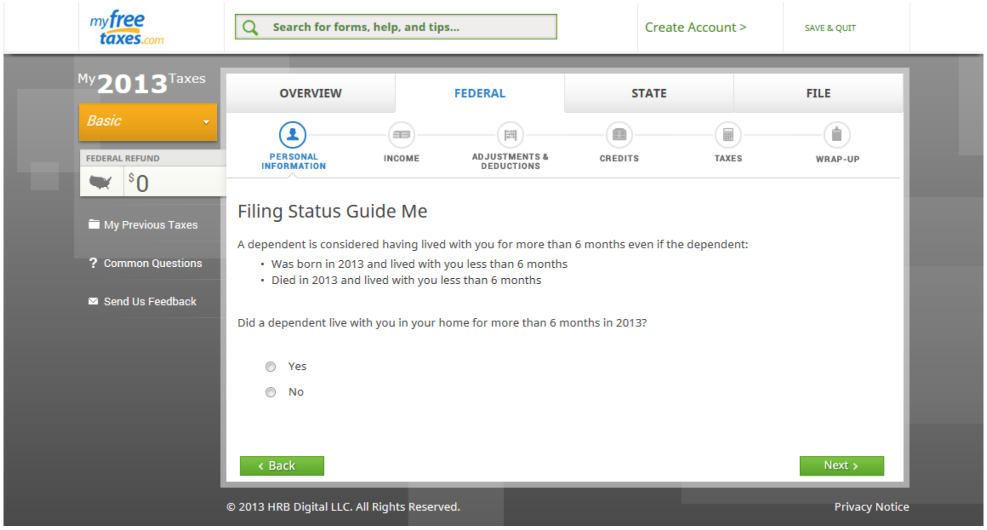





# If you choose Guide Me, answer the following questions:

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Filing Status Guide Me
A dependent is considered having lived with you for more than 6 months even if the dependent:
• Was born in 2013 and lived with you less than 6 months
• Died in 2013 and lived with you less than 6 months
Did a dependent live with you in your home for more than 6 months in 2013?
Yes
No
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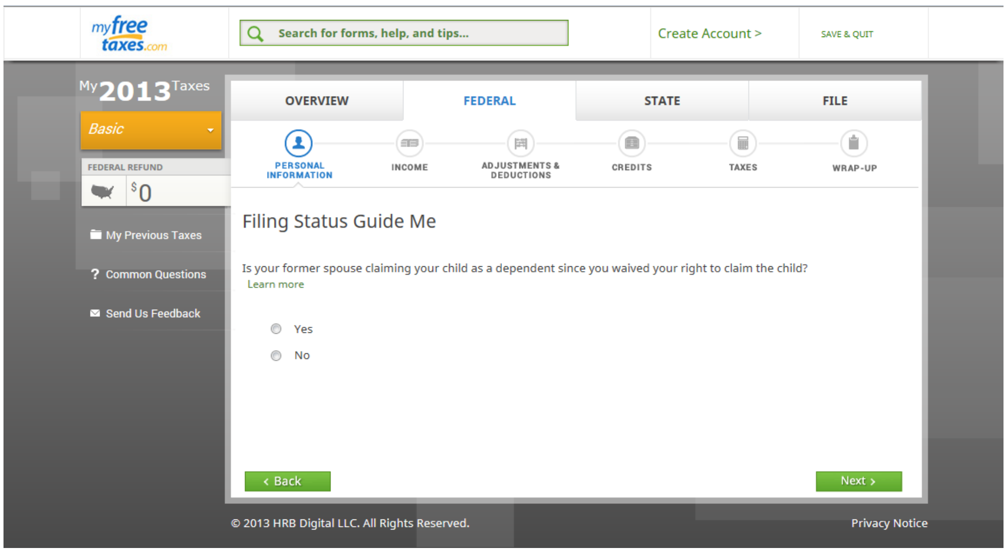
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Is your former spouse claiming your child as a dependent since you waived your right to claim the child?
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Yes
No
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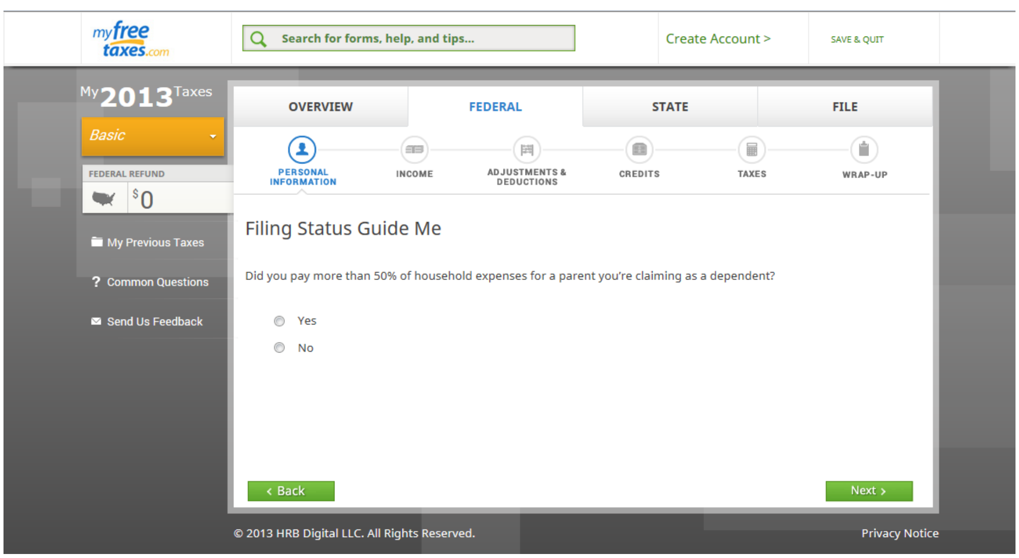
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Did you pay more than 50% of household expenses for a parent you're claiming as a dependent?
Yes
No
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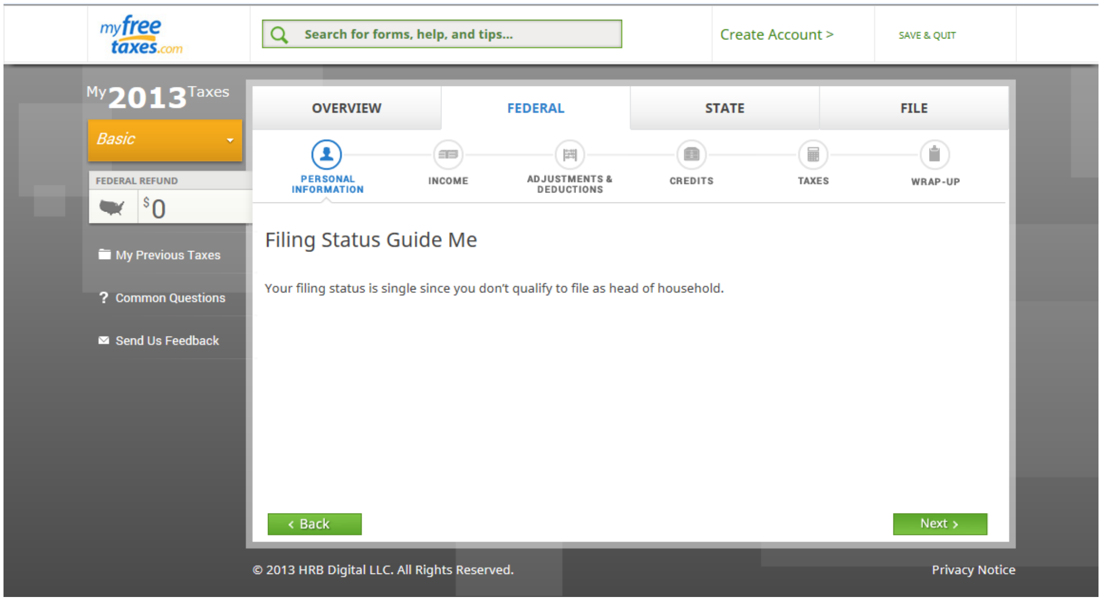
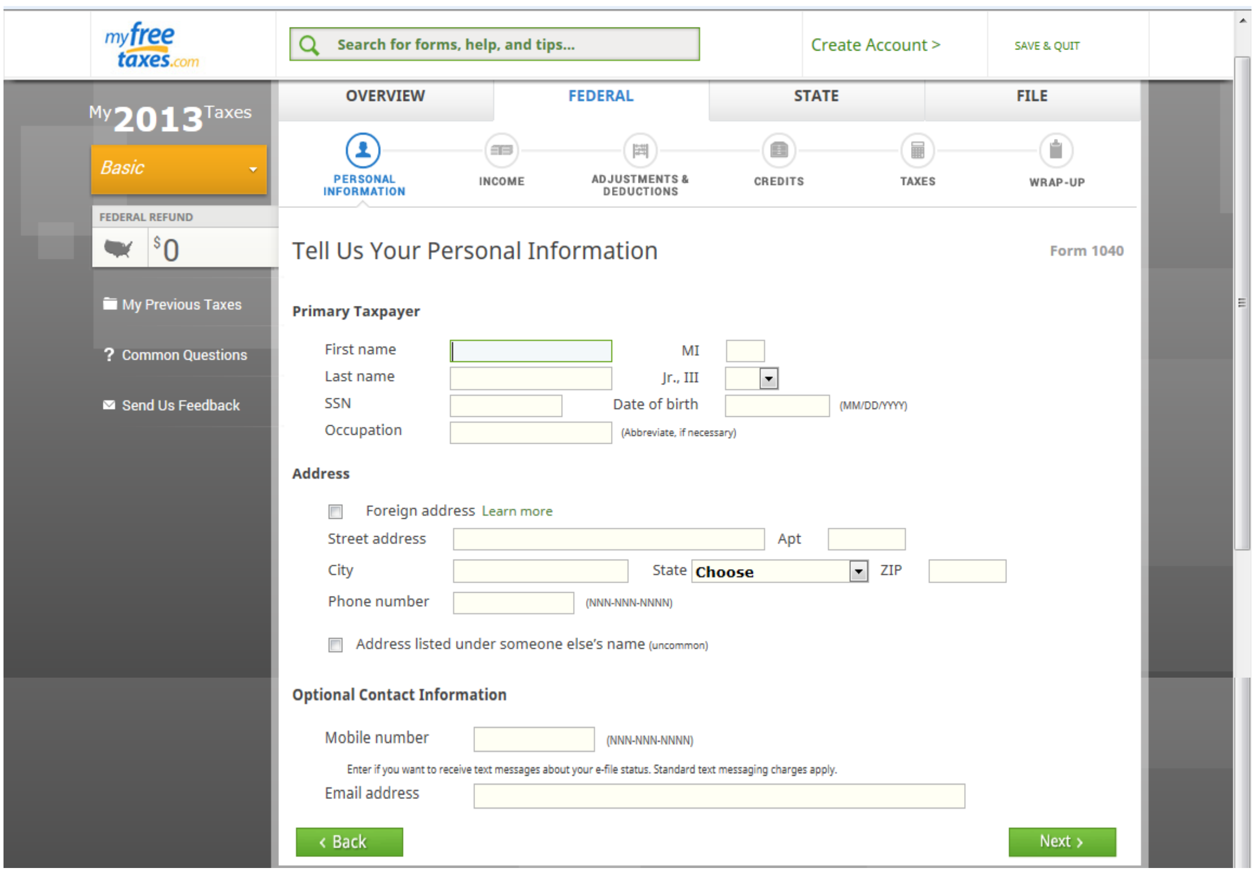
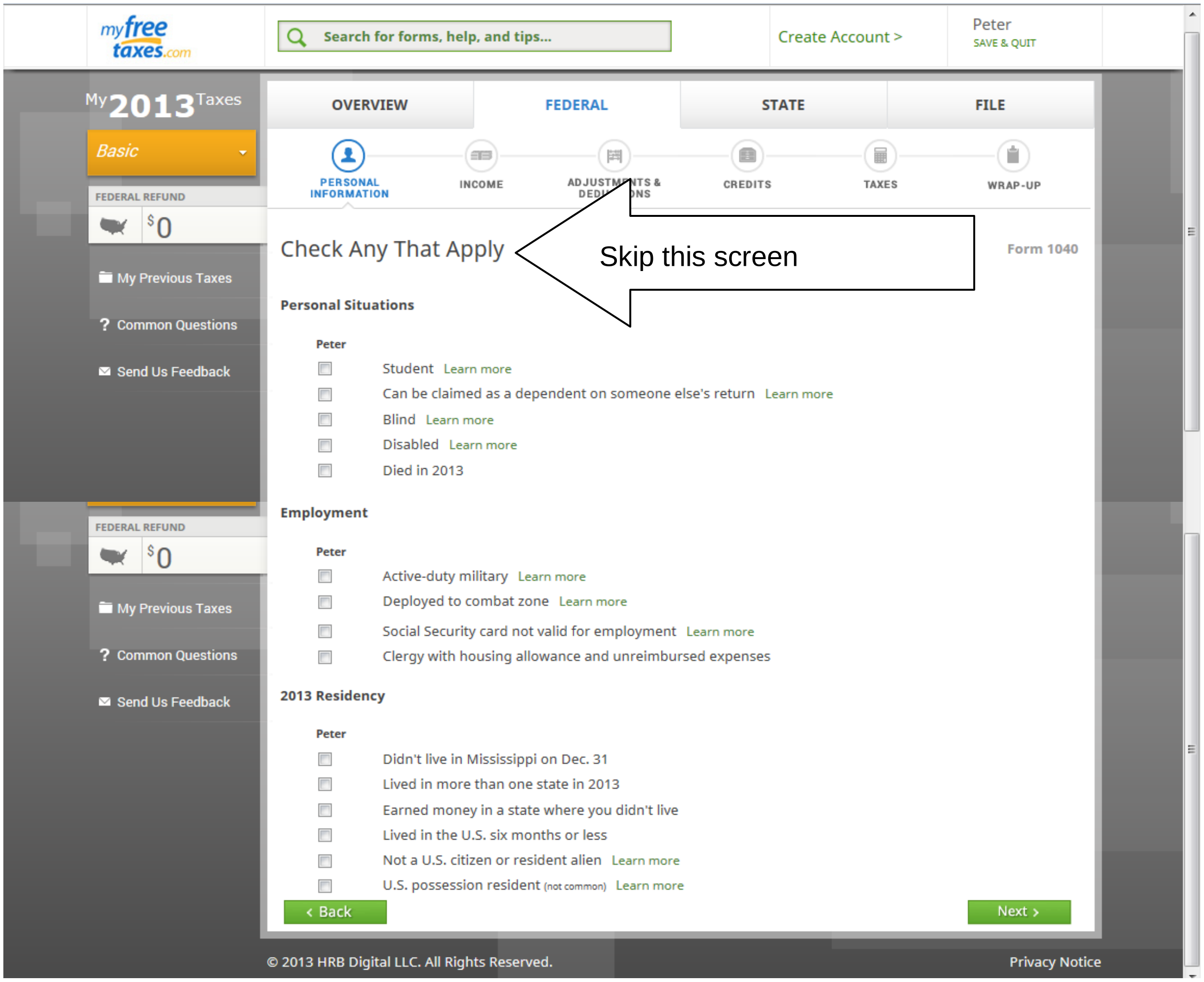
# Your Filing Status is based on your answers to the questions




# Complete this page and click on Next

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Can be claimed as a dependent on someone else's return Learn more
Blind Learn more
Disabled Learn more
Died in 2013
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Active-duty military Learn more
Deployed to combat zone Learn more
Social Security card not valid for employment Learn more
Clergy with housing allowance and unreimbursed expenses
2013 Residency
Peter
Didn't live in Mississippi on Dec. 31
Lived in more than one state in 2013
Earned money in a state where you didn't live
Lived in the U.S. six months or less
Not a U.S. citizen or resident alien Learn more
U.S. possession resident (not common) Learn more
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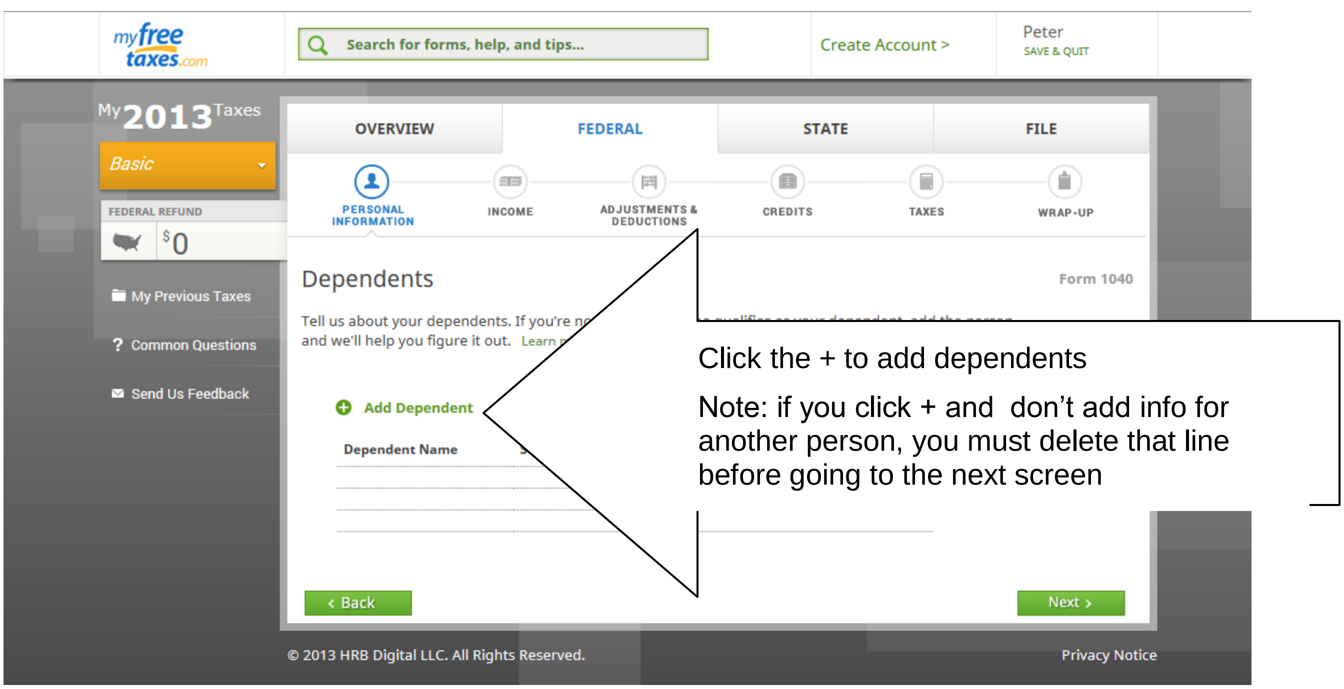
Click the + to add dependents
Note: if you click + and don't add info for another person, you must delete that line before going to the next screen
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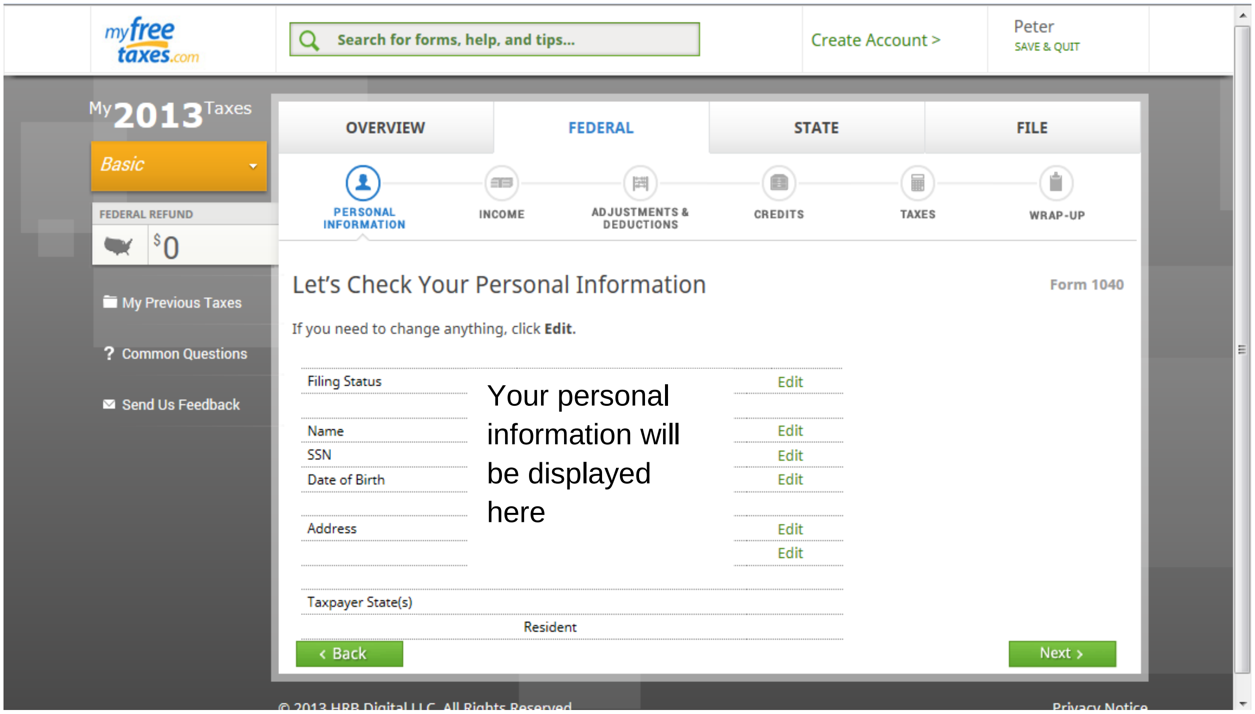
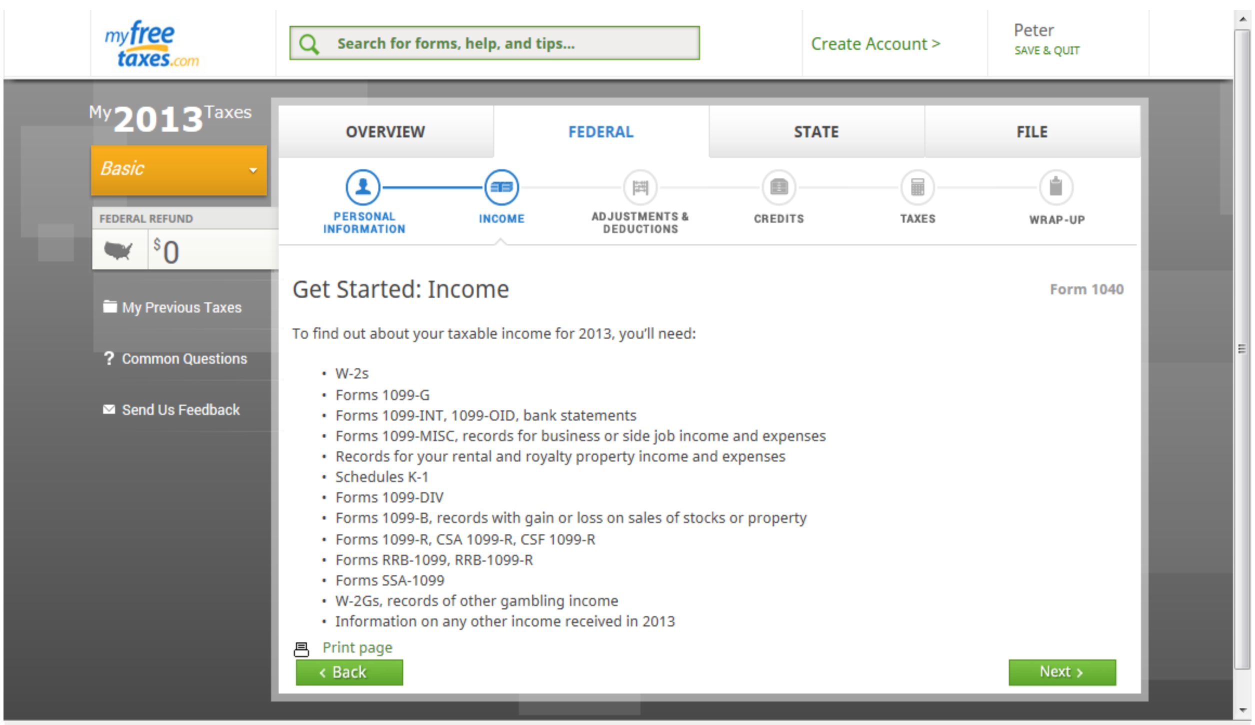


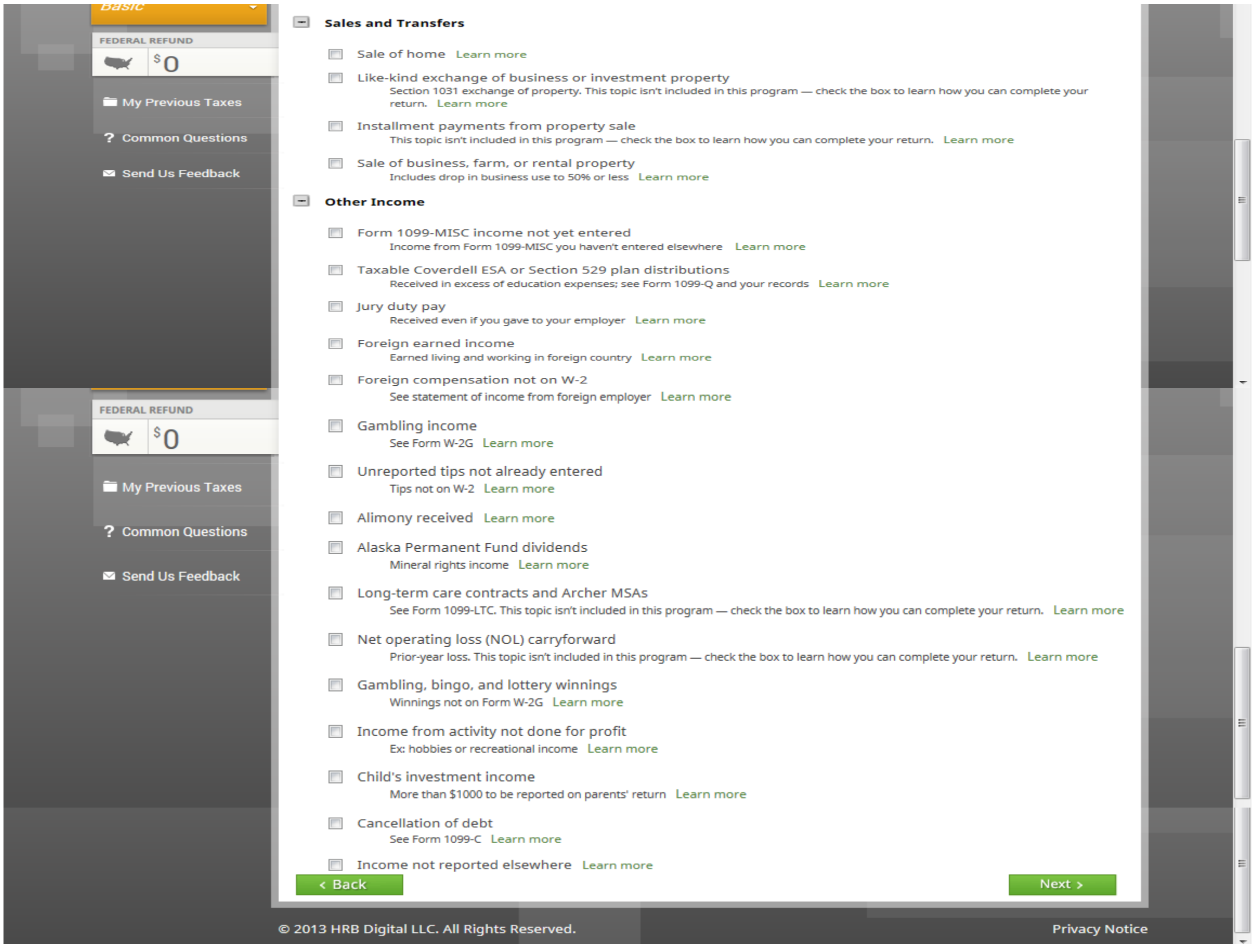

## INCOME: ENTER THE INFORMATION ABOUT ALL YOUR SOURCES OF INCOME FROM YOUR TAX DOCUMENTS



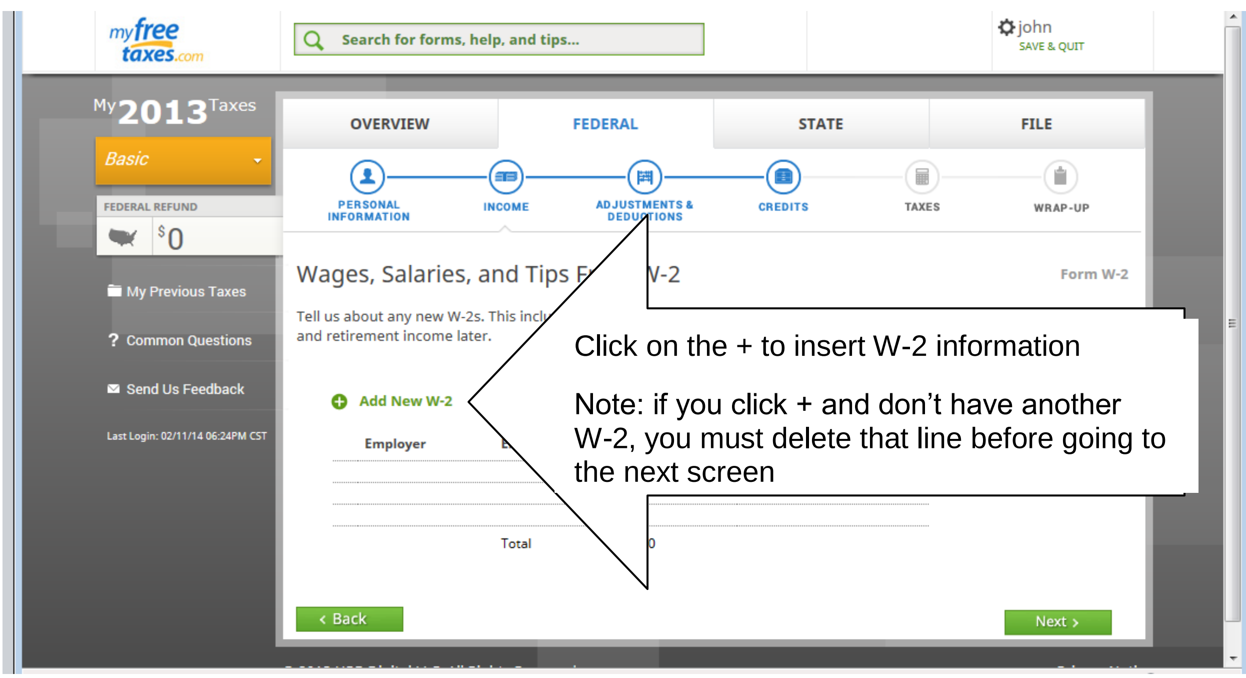
# Click on box next to all income sources that applied for 2013

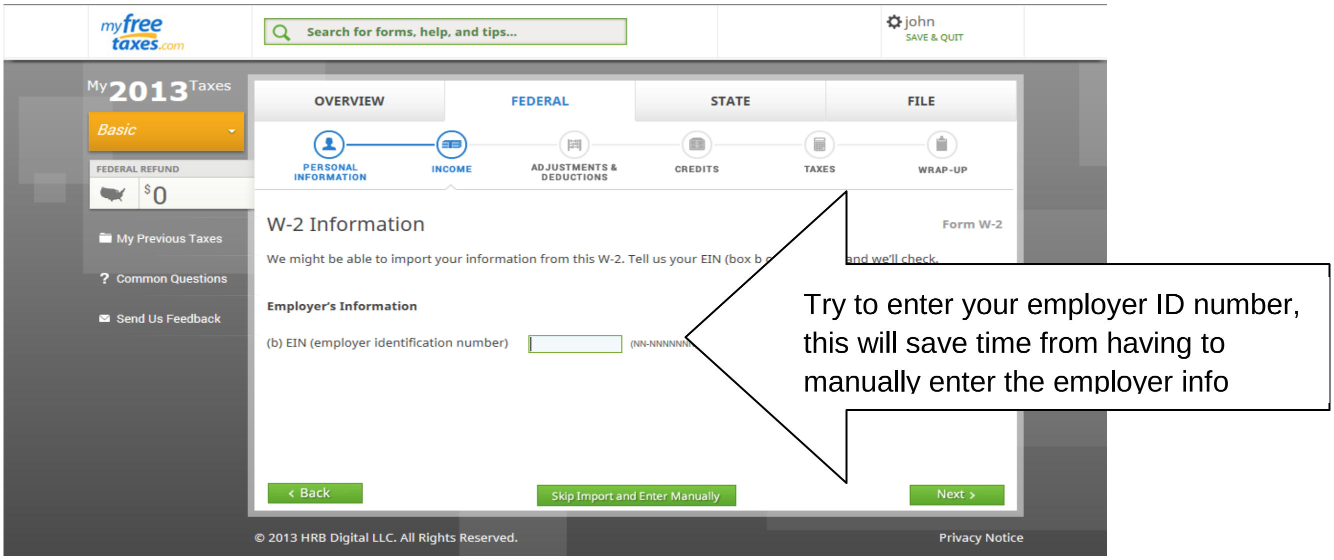

If you're not sure if something applies, click on Learn More

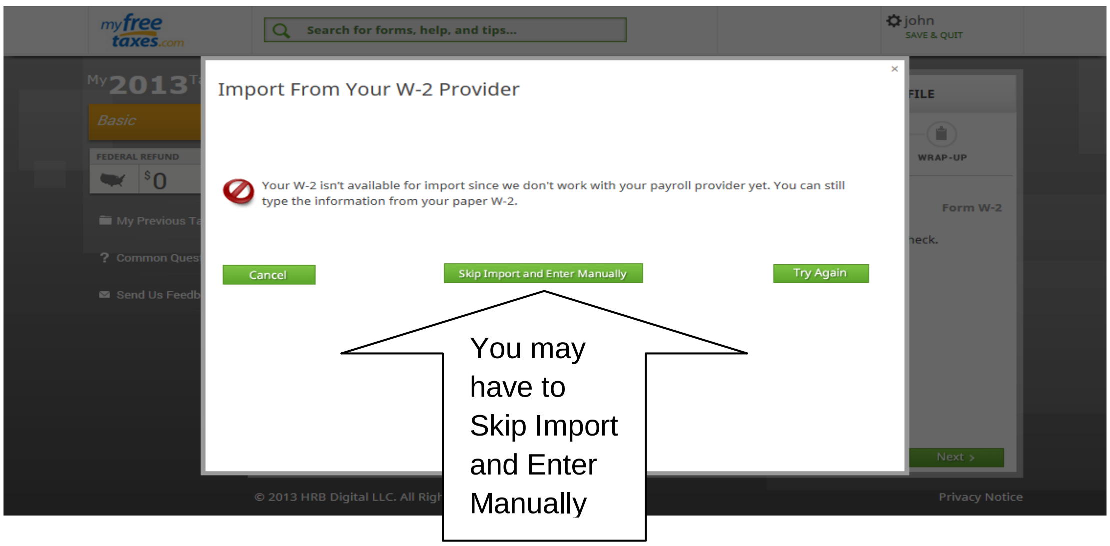
Click on + to open each section and check all sources of income that apply



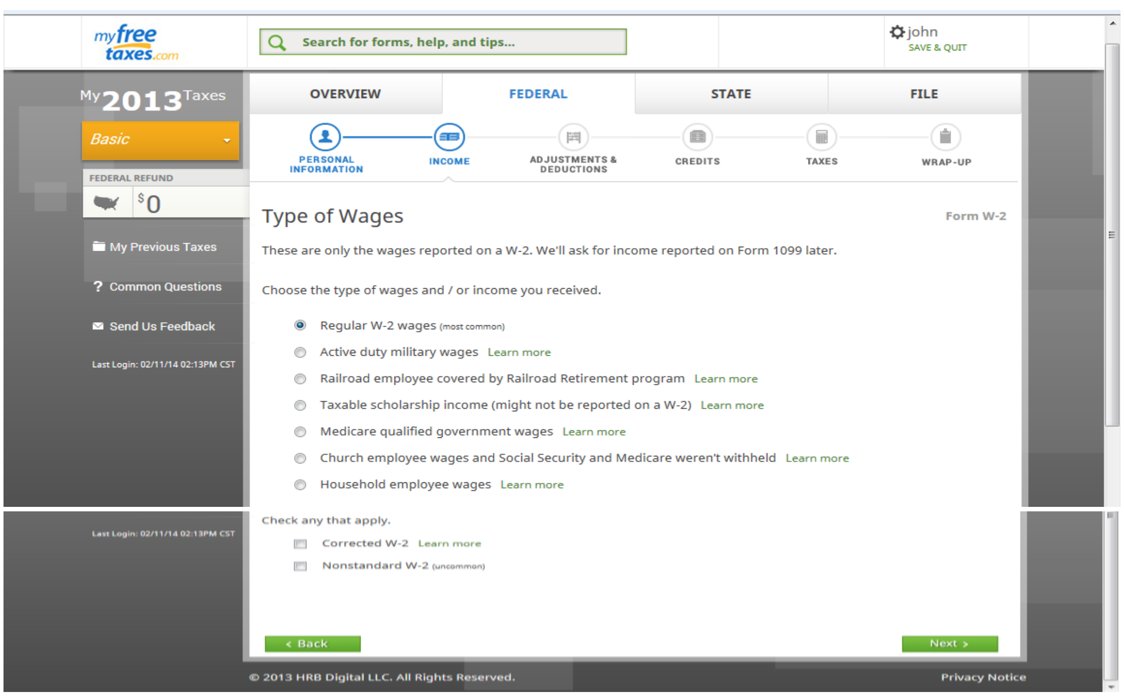

## Forms for each source of income that is checked will be generated and must be completed



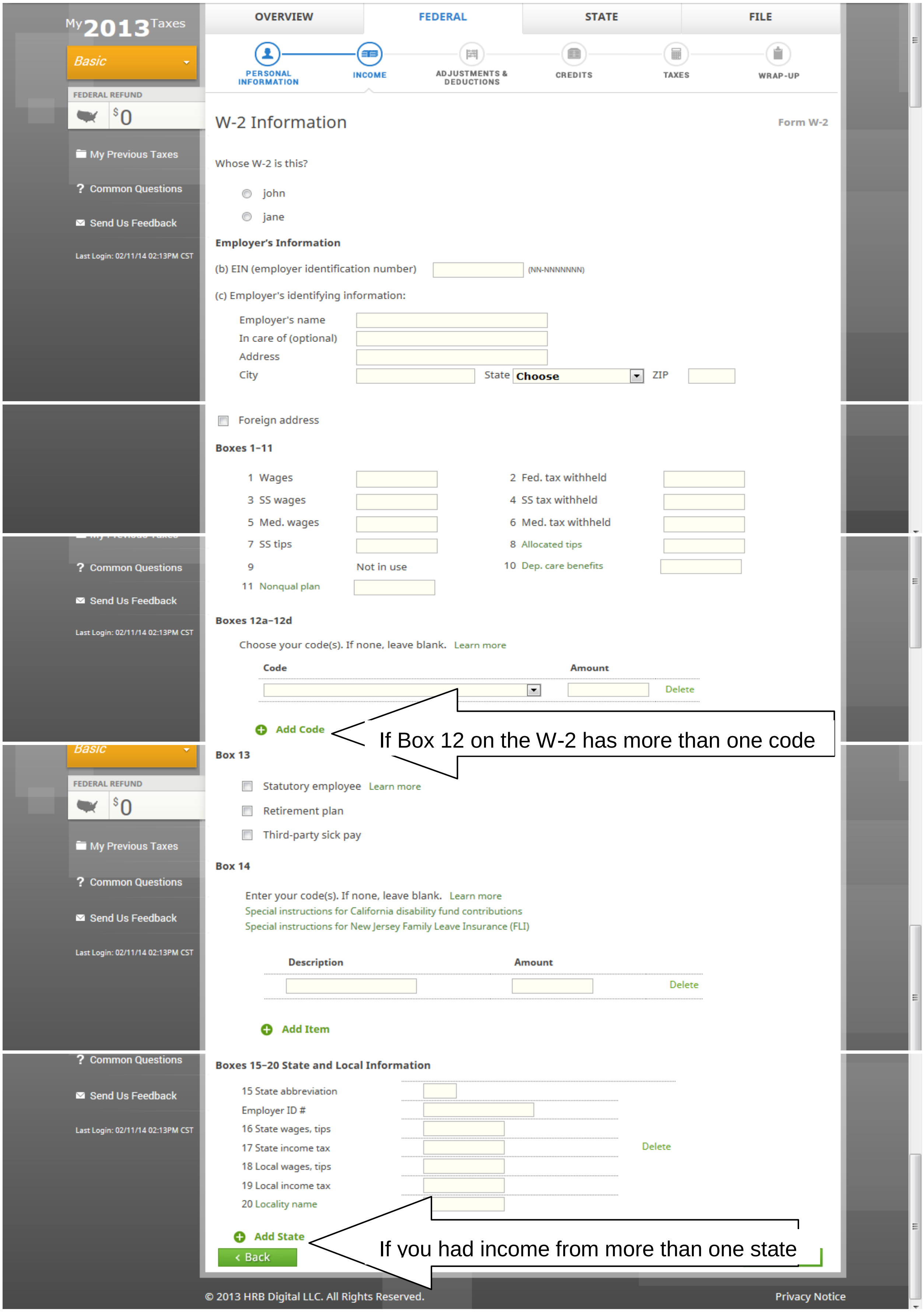



Enter requested information



Enter information from W-2 form - You must enter information in boxes 1 – 6 or you will get an error message. **Enter 0 (zero) if any of those boxes are empty on the W-2.**



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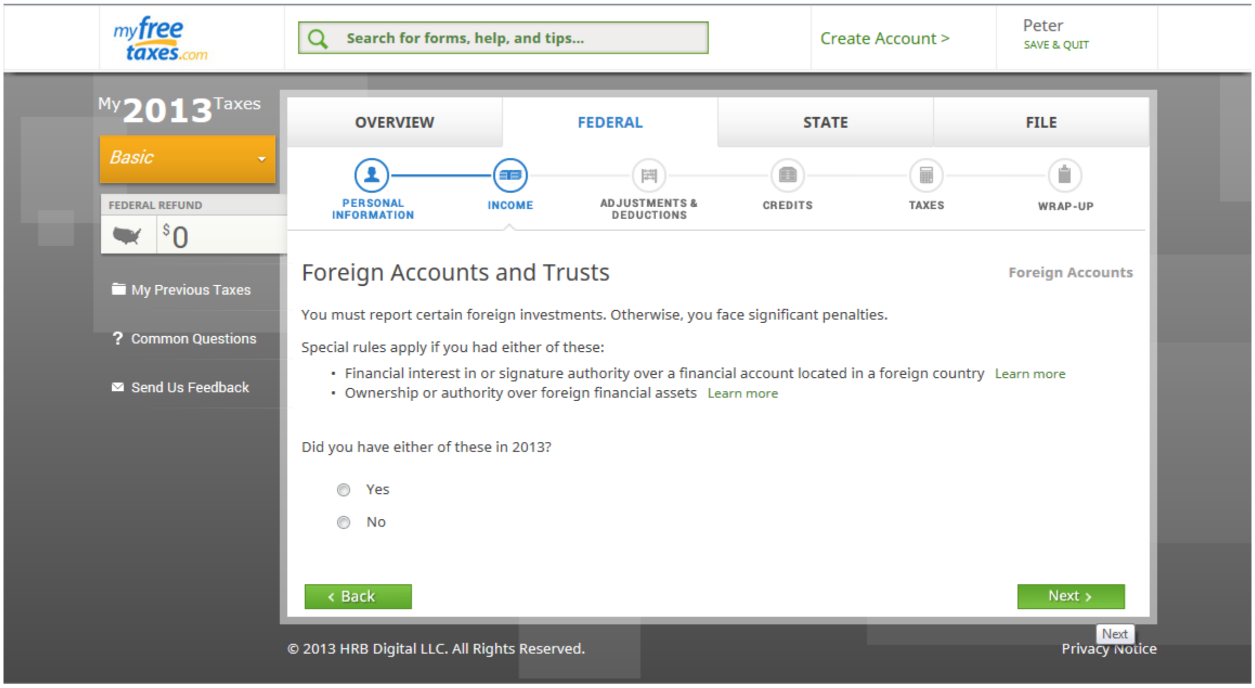
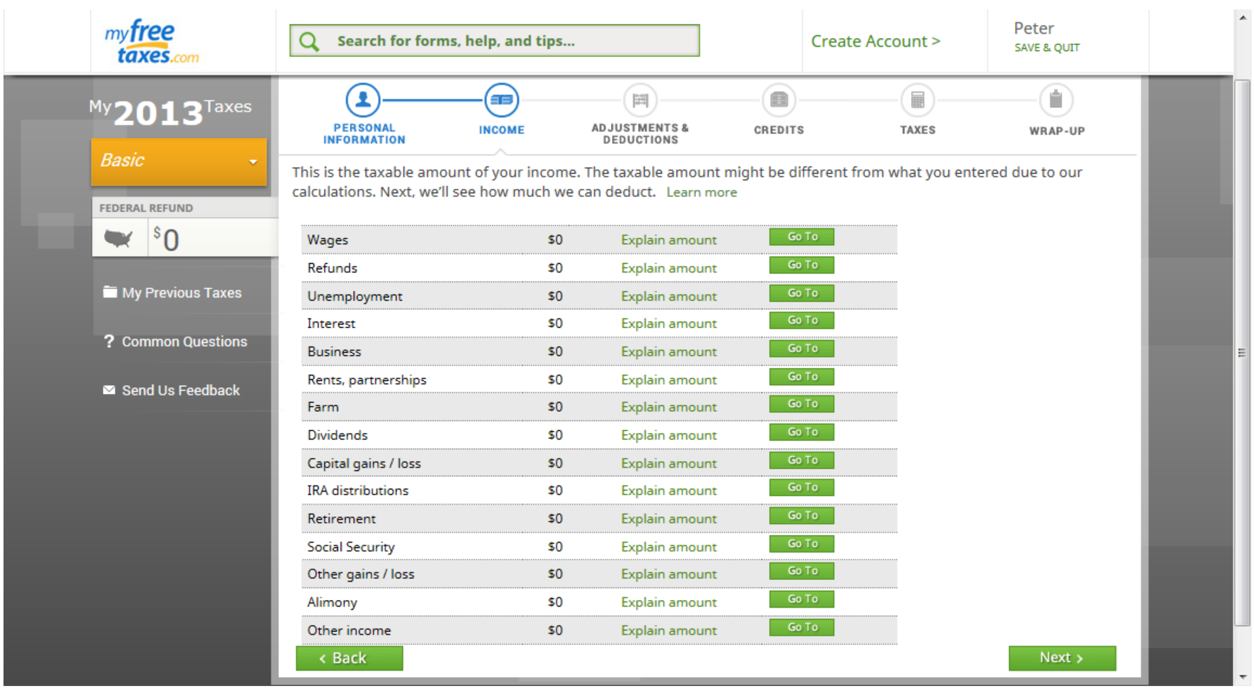



This Summary Page is a recap of all the sources of income that have been entered, if you forgot to enter information click on the Go To button

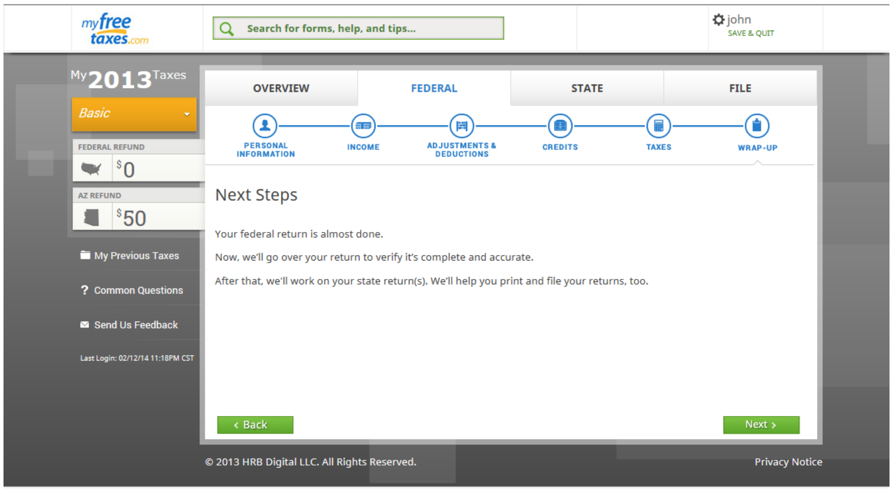



Follow the same process as above for:

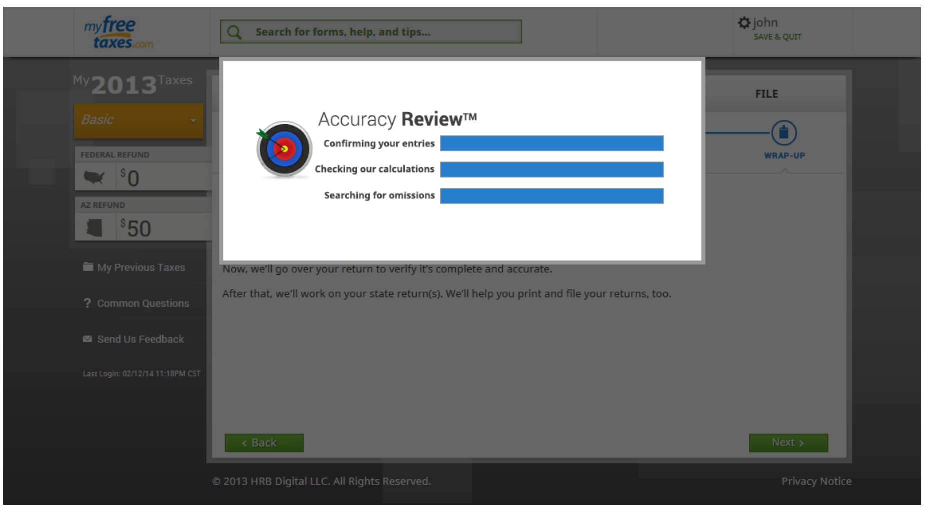
- Adjustments and Deductions
- Credits
- Taxes Penalties and Payments

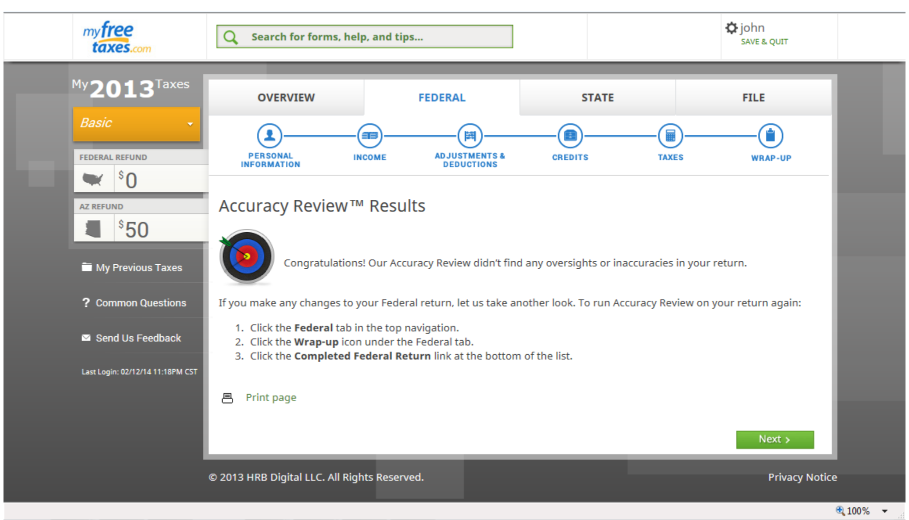
**Be sure to review the Summary Page at the end of each section**

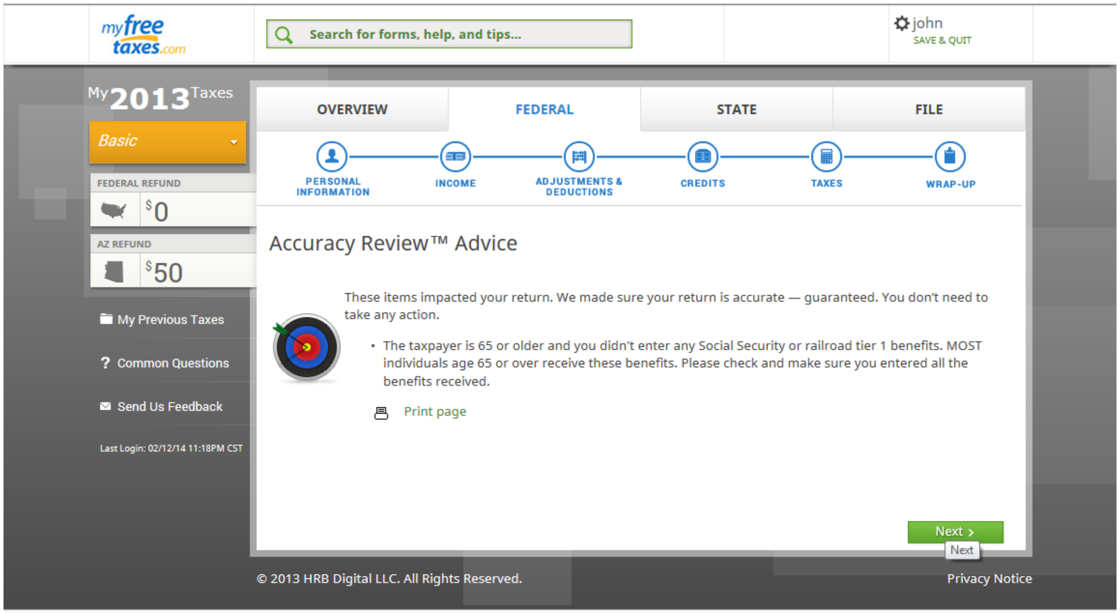
# After you have completed those sections:

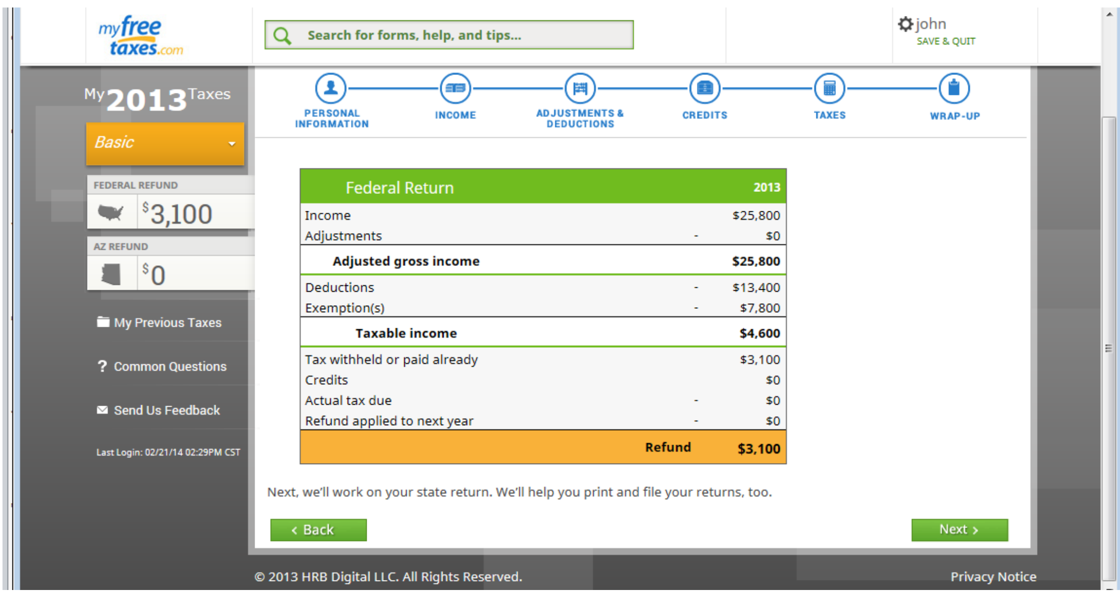



# The return will be reviewed for errors

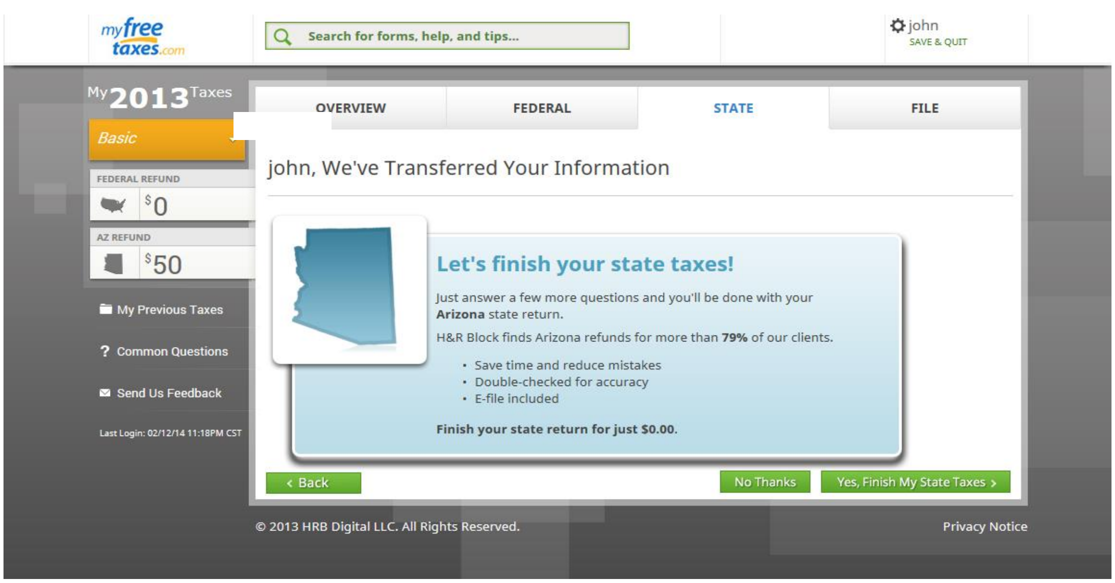


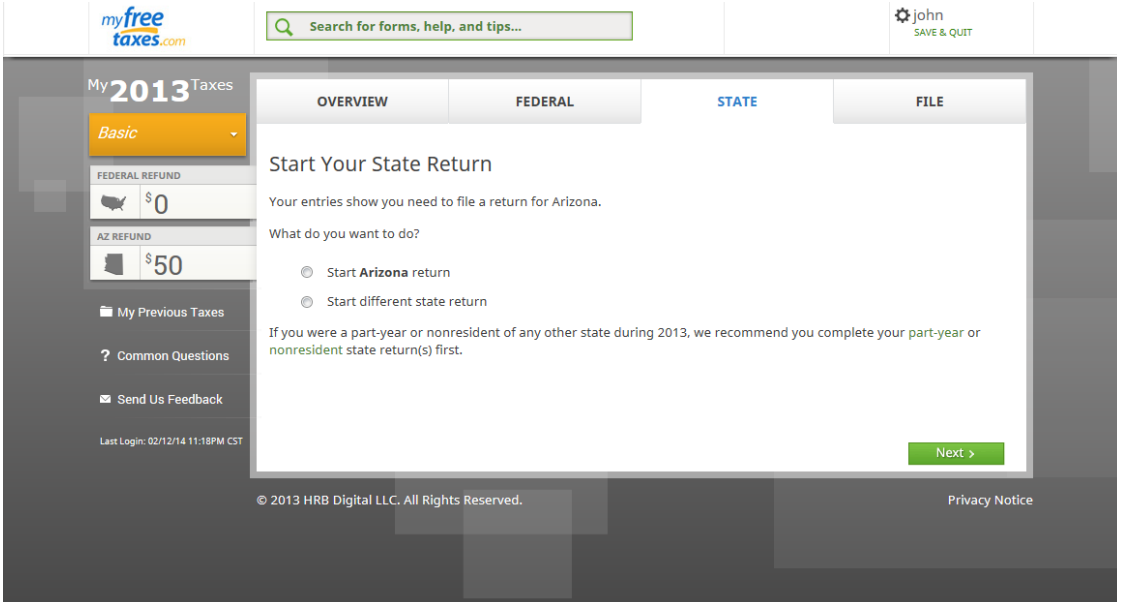






Your information will then be transferred to the state return





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Your entries show you need to file a return for Arizona.
What do you want to do?
Start Arizona return
Start different state return
If you were a part-year or nonresident of any other state during 2013, we recommend you complete your part-year or nonresident state return(s) first.
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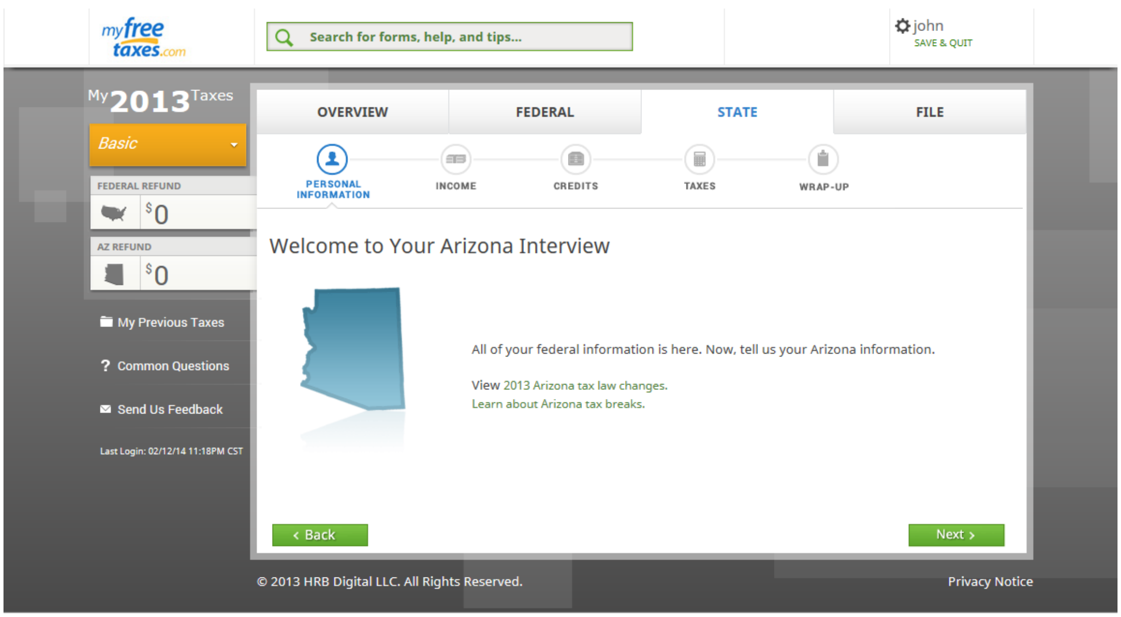

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View 2013 Arizona tax law changes.
Learn about Arizona tax breaks.
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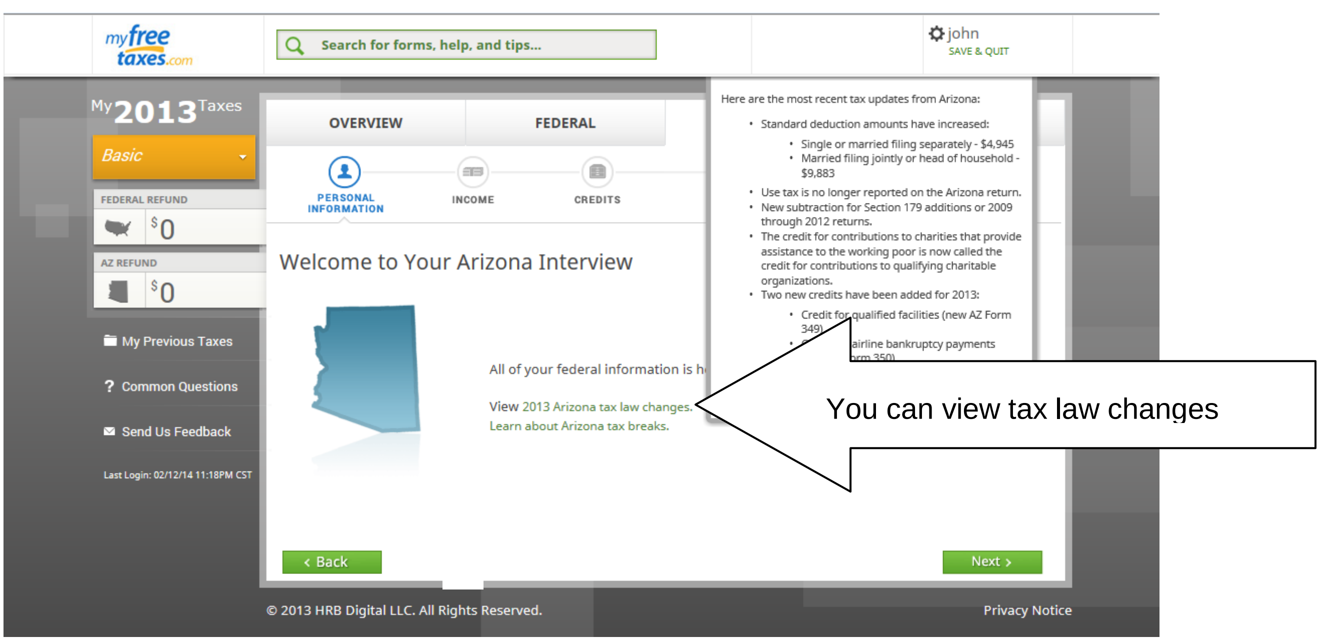

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View 2013 Arizona tax law changes.
Learn about Arizona tax breaks.
Here are the most recent tax updates from Arizona:
Standard deduction amounts have increased:
Single or married filing separately - $4,945
Married filing jointly or head of household - $9,883
Use tax is no longer reported on the Arizona return.
New subtraction for Section 179 additions or 2009 through 2012 returns.
The credit for contributions to charities that provide assistance to the working poor is now called the credit for contributions to qualifying charitable organizations.
Two new credits have been added for 2013:
Credit for qualified facilities (new AZ Form 349)
airline bankruptcy payments
You can view tax law changes
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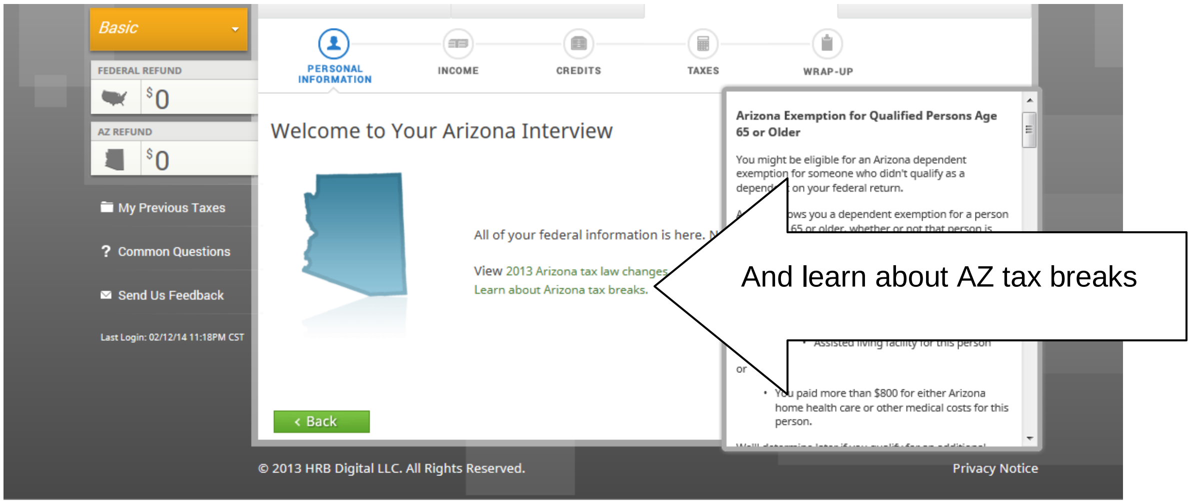
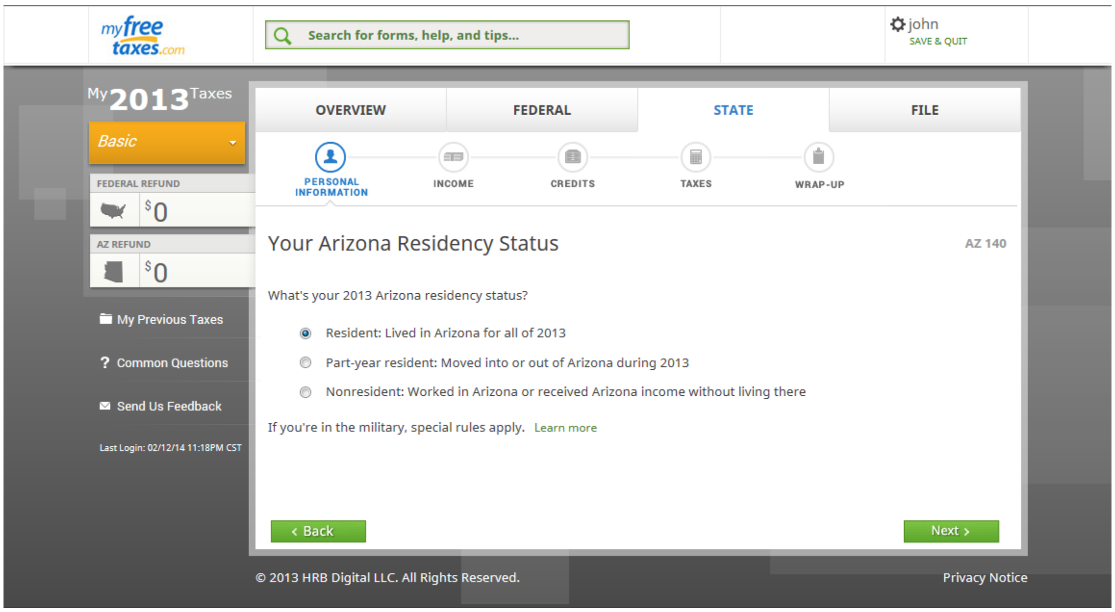
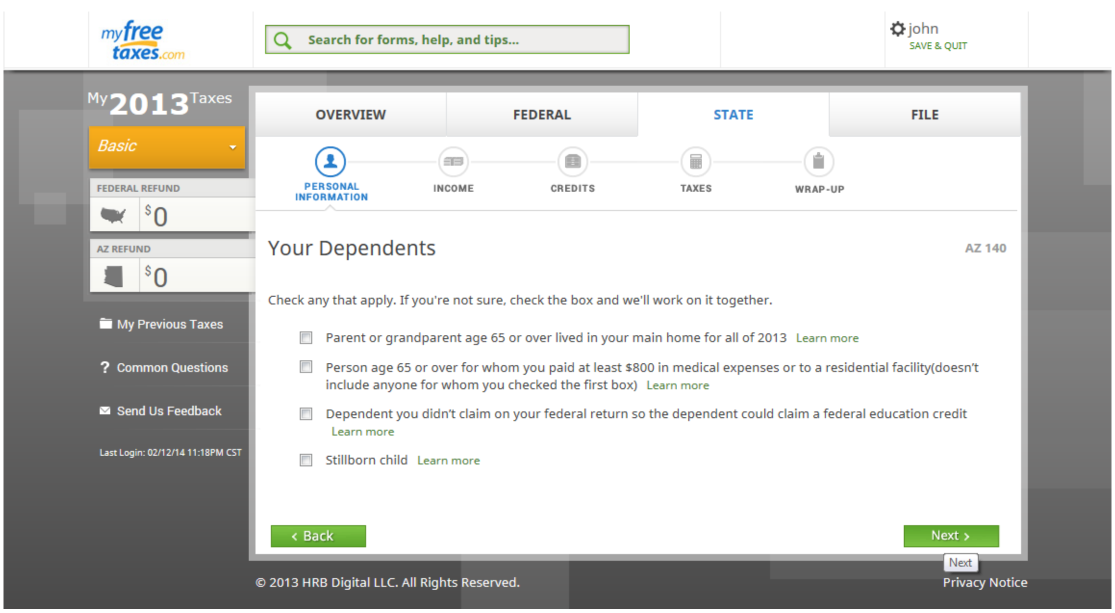



# As with the Federal sections, answer the questions



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## Additions to Income

AZ 140

We already know about:

Check any that apply — even if you don't have a form or statement. If you're not sure, check the box and we'll work on it together. We've checked any that we already know about.

- ☐ Medical savings account (MSA) distributions Learn more
- ☐ Long term health savings account (LTHSA) distributions Learn more
- ☐ Other Additions Learn more

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## Subtractions From Income

AZ 140

Check any that apply — even if you don't have a form or statement. If you're not sure, check the box and we'll work on it together. We've checked any that we already know about.

- ☐ Non-Arizona state refunds Learn more
- ☑ Net long-term capital gain subtraction Learn more
- ☐ U.S. government, Arizona state, or local government pension Learn more
- ☐ Native American wages earned working on a reservation Learn more
- ☐ Medical savings account (MSA) deposits and employer contributions Learn more
- ☐ Long term health savings account (LTHSA) deposits and contributions Learn more
- ☐ Active service wages Learn more
- ☐ Net operating loss adjustment Learn more
- ☐ Section 179 additions on 2009 through 2012 returns Learn more
- ☐ Other subtractions Learn more

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## Net Long-Term Capital Gain Subtraction

AZ 140

Enter the total net long-term capital gains or (losses) from the following forms in each applicable column. We will calculate a 10% subtraction from income for the amount entered.

| From Schedule D | Amount | Acquired before 1/1/2012 | Acquired after 12/31/2011 |
|---|---|---|---|
| Form 8949 and 1099B | $0 | | |
| Form 4797 | $0 | | |
| Form 2439 | $0 | | |
| Form 4684 | $0 | | |
| Schedule K1 | $0 | | |
| Form 1099 | $0 | | |
| Long term loss carryover | $0 | | |

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## Arizona Itemized Deductions

Schedule A

Check if it applies.

☐ Expenses on federal return related to income not subject to Arizona tax Learn more

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## Arizona Itemized or Standard Deduction

Schedule A

Your Arizona standard deduction is $9,883 and your itemized deductions are $0.

Since your standard deduction amount is more than or equal to your itemized deduction, we'll use it as your Arizona deduction.

To itemize your Arizona deductions, you'll need to tell us about your itemized deductions in the federal section of the interview.

Make sure you've told us about all your medical expenses in the federal interview, because Arizona allows you to deduct your medical expenses in full. There's no income limit.

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## Let's Check Your Arizona Income

This is the taxable amount of your income. The taxable amount might be different from what you entered due to our calculations.

| | | | |
|---|---|---|---|
| Federal adjusted gross income | $0 | Explain amount | |
| Arizona additions | $0 | Explain amount | Go To |
| Arizona subtractions | $2,100 | Explain amount | Go To |
| Arizona standard deduction | $9,883 | Explain amount | |

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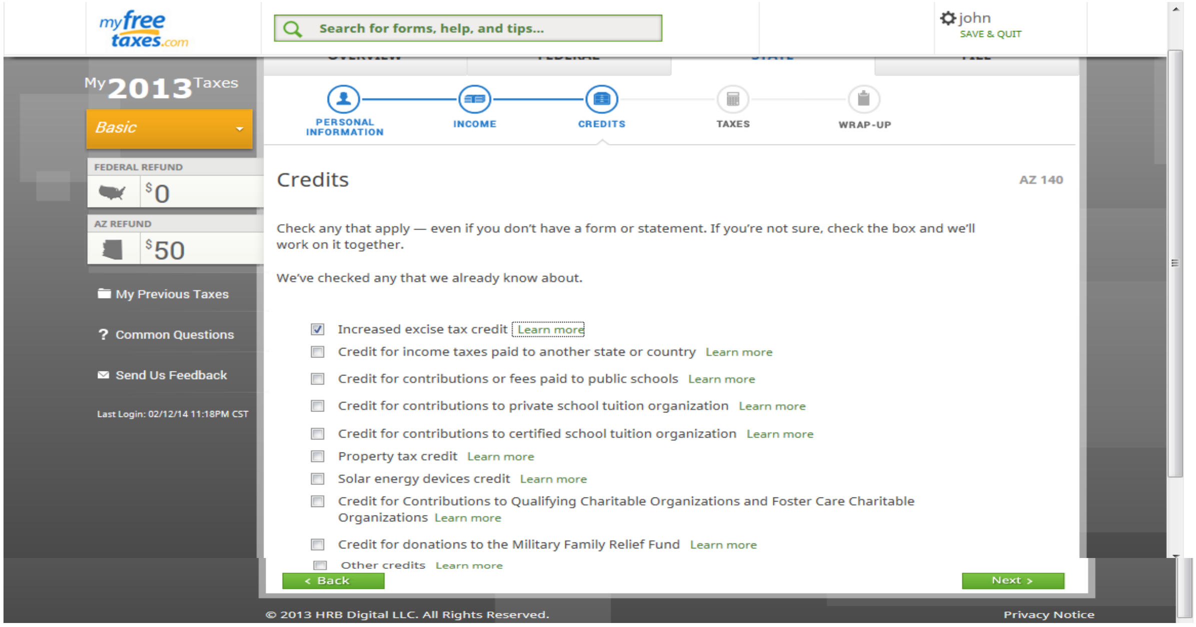
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Credits
AZ 140
Check any that apply — even if you don't have a form or statement. If you're not sure, check the box and we'll work on it together.
We've checked any that we already know about.
Increased excise tax credit Learn more
Credit for income taxes paid to another state or country Learn more
Credit for contributions or fees paid to public schools Learn more
Credit for contributions to private school tuition organization Learn more
Credit for contributions to certified school tuition organization Learn more
Property tax credit Learn more
Solar energy devices credit Learn more
Credit for Contributions to Qualifying Charitable Organizations and Foster Care Charitable Organizations Learn more
Credit for donations to the Military Family Relief Fund Learn more
Other credits Learn more
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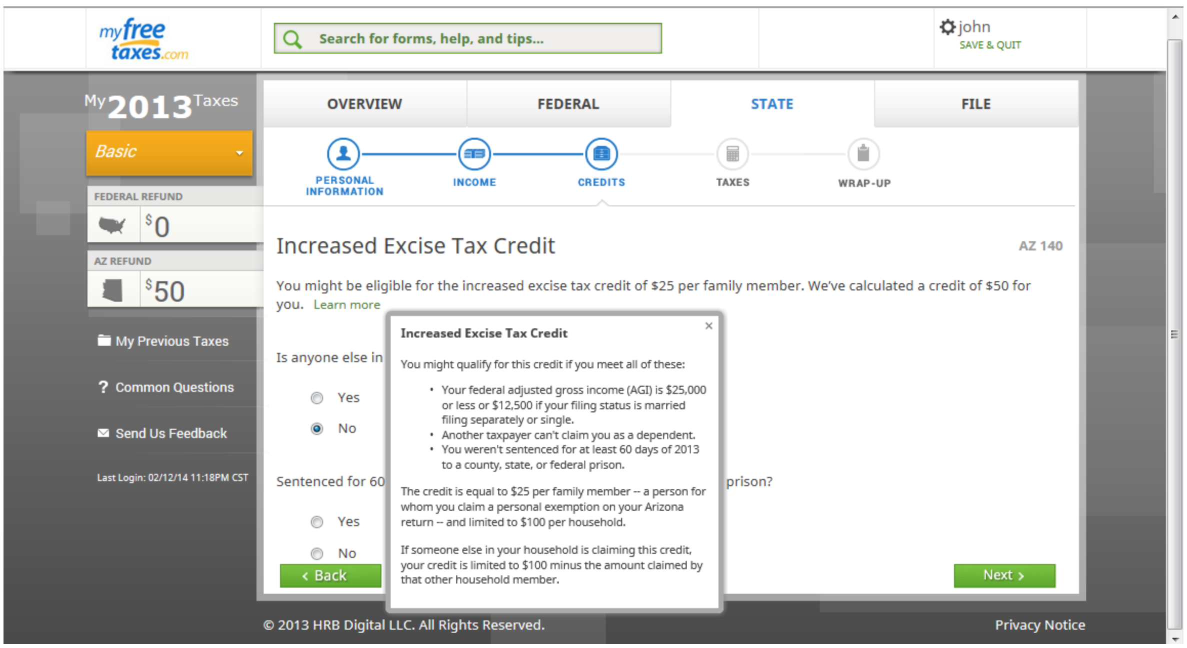
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Increased Excise Tax Credit
AZ 140
You might be eligible for the increased excise tax credit of $25 per family member. We've calculated a credit of $50 for you. Learn more
Is anyone else in
Yes
No
Sentenced for 60
prison?
Yes
No
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Increased Excise Tax Credit
You might qualify for this credit if you meet all of these:
• Your federal adjusted gross income (AGI) is $25,000 or less or $12,500 if your filing status is married filing separately or single.
• Another taxpayer can't claim you as a dependent.
• You weren't sentenced for at least 60 days of 2013 to a county, state, or federal prison.
The credit is equal to $25 per family member -- a person for whom you claim a personal exemption on your Arizona return -- and limited to $100 per household.
If someone else in your household is claiming this credit, your credit is limited to $100 minus the amount claimed by that other household member.
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FEDERAL REFUND $0

AZ REFUND $50

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PERSONAL INFORMATION — INCOME — CREDITS — TAXES — WRAP-UP

## Let's Check Your Arizona Credits

These amounts might be different from what you entered due to our calculations.

| | | | |
|---|---|---|---|
| Increased excise tax credit | $50 | Explain amount | Go To |
| Credit for tax paid to another state or country | $0 | Explain amount | Go To |
| Contributions to public schools credit | $0 | Explain amount | Go To |
| Contributions to private tuition organization | $0 | Explain amount | Go To |
| Contributions to certified school tuition org | $0 | Explain amount | Go To |
| Property tax credit | $0 | Explain amount | Go To |
| Solar energy devices credit | $0 | Explain amount | Go To |
| Contributions to qualifying charitable organizations | $0 | Explain amount | Go To |
| Military family relief fund credit | $0 | Explain amount | Go To |
| Alternative energy credits | $0 | Explain amount | Go To |
| Environmental credits | $0 | Explain amount | Go To |
| Business credits | $0 | Explain amount | Go To |
| Donation of school site credit | $0 | Explain amount | Go To |
| Contributions to qualifying charitable organizations | $0 | Explain amount | Go To |
| Military family relief fund credit | $0 | Explain amount | Go To |
| Alternative energy credits | $0 | Explain amount | Go To |
| Environmental credits | $0 | Explain amount | Go To |
| Business credits | $0 | Explain amount | Go To |
| Donation of school site credit | $0 | Explain amount | Go To |
| Motion picture production credit | $0 | Explain amount | Go To |
| Renewable energy production credit | $0 | Explain amount | Go To |
| Solar liquid fuel credit | $0 | Explain amount | Go To |
| Credit for new employment | $0 | Explain amount | Go To |
| Credit for increased research activities | $0 | Explain amount | Go To |
| Credit for qualified health insurance plans | $0 | Explain amount | Go To |
| Credit for increased research activities - individuals | $0 | Explain amount | Go To |
| Credit for renewable energy industry | $0 | Explain amount | Go To |
| Credit for qualified facilities | $0 | Explain amount | Go To |
| Credit for airline bankruptcy payments | $0 | Explain amount | Go To |

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PERSONAL INFORMATION — INCOME — CREDITS — TAXES — WRAP-UP

## Taxes, Payments, and Penalties

AZ 140

Check any that apply — even if you don't have a form or statement. If you're not sure, check the box and we'll work on it together.

- ☐ Recapture of prior year credits (uncommon) Learn more
- ☐ 2013 Arizona filing extension payment Learn more

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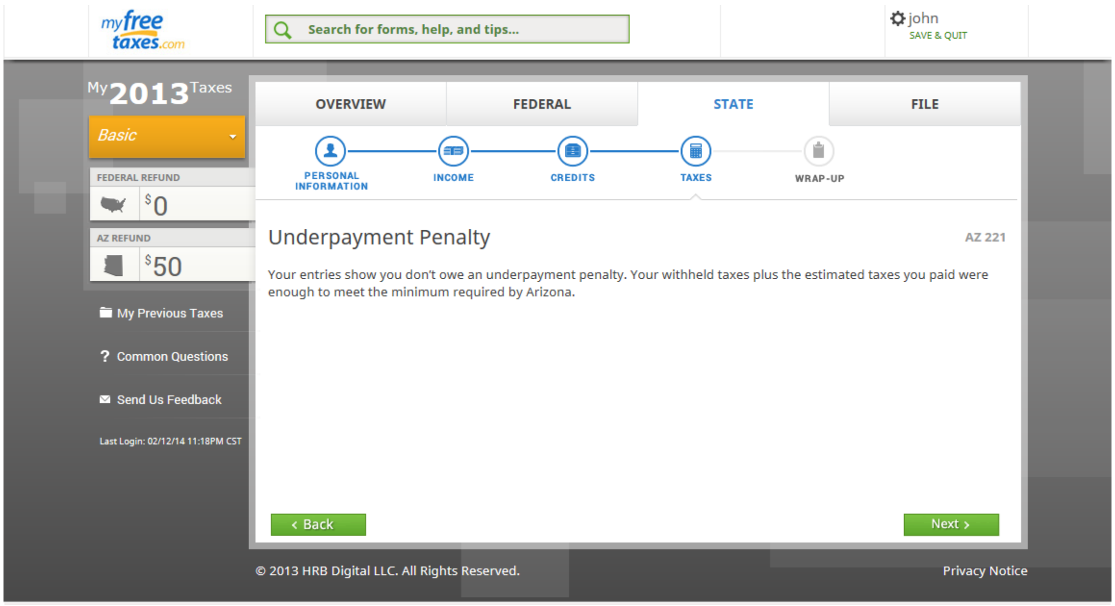
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Underpayment Penalty
AZ 221
Your entries show you don't owe an underpayment penalty. Your withheld taxes plus the estimated taxes you paid were enough to meet the minimum required by Arizona.
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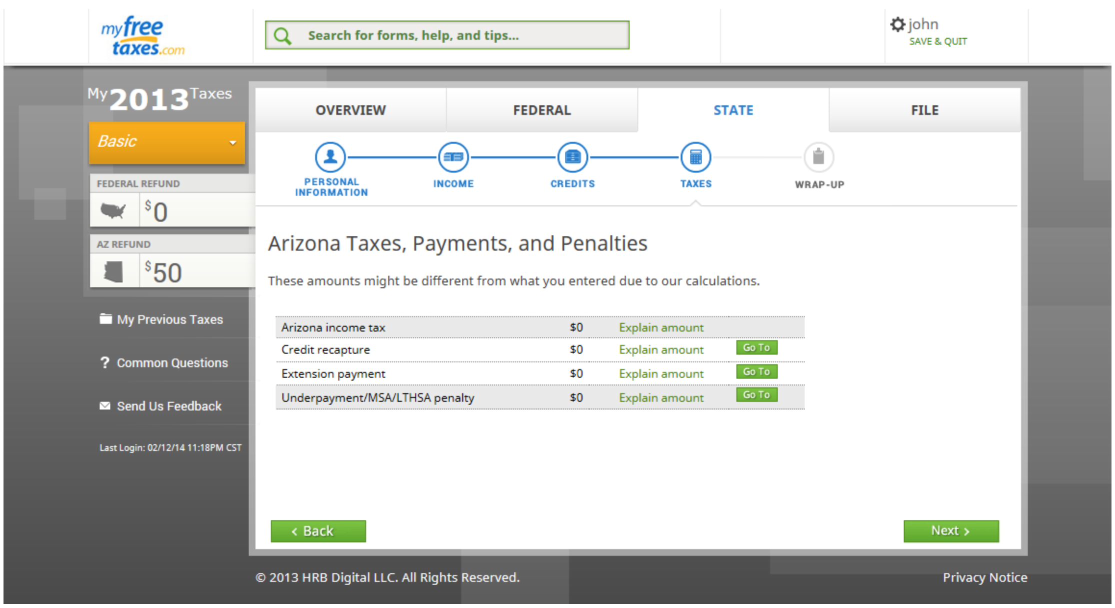
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Arizona Taxes, Payments, and Penalties
These amounts might be different from what you entered due to our calculations.
Arizona income tax $0 Explain amount
Credit recapture $0 Explain amount Go To
Extension payment $0 Explain amount Go To
Underpayment/MSA/LTHSA penalty $0 Explain amount Go To
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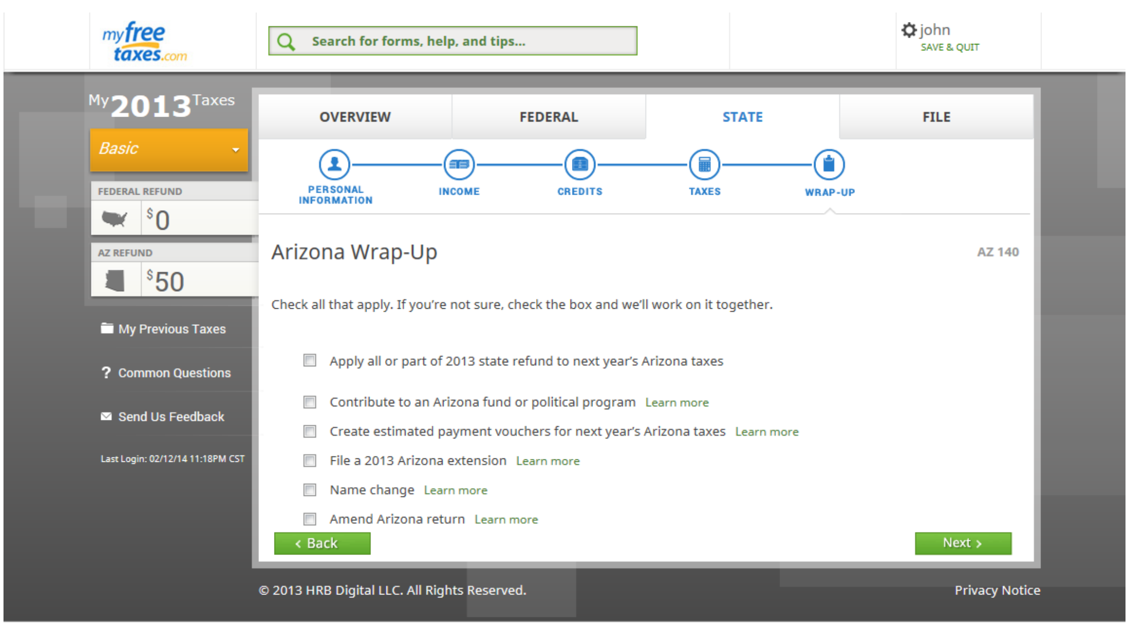
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Check all that apply. If you're not sure, check the box and we'll work on it together.
Apply all or part of 2013 state refund to next year's Arizona taxes
Contribute to an Arizona fund or political program Learn more
Create estimated payment vouchers for next year's Arizona taxes Learn more
File a 2013 Arizona extension Learn more
Name change Learn more
Amend Arizona return Learn more
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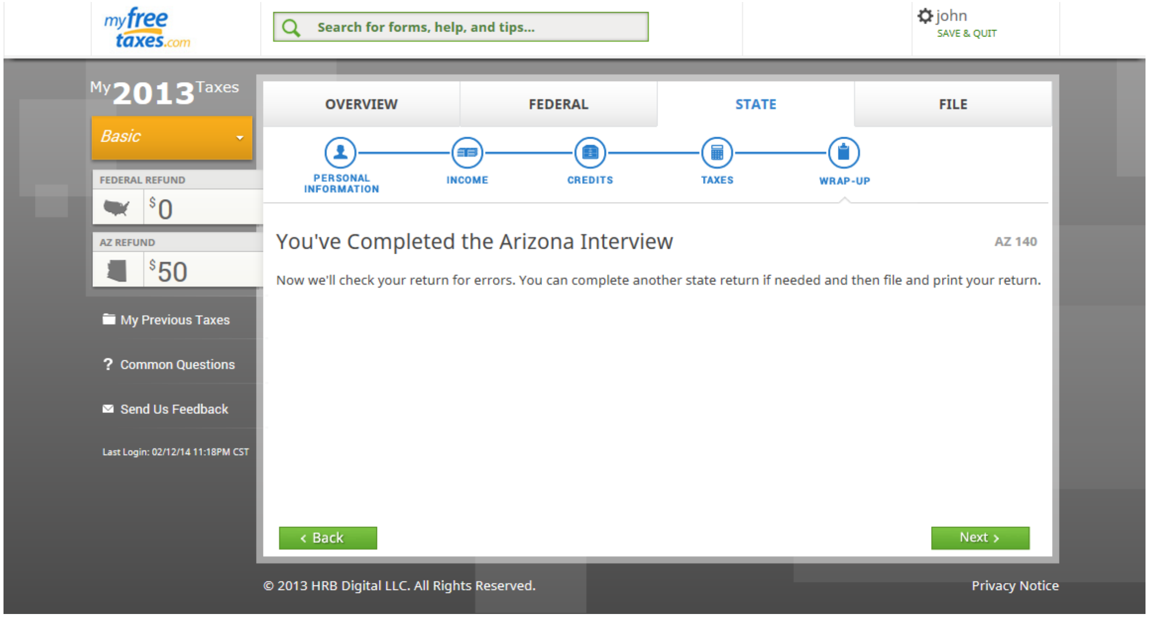
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You've Completed the Arizona Interview
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Now we'll check your return for errors. You can complete another state return if needed and then file and print your return.
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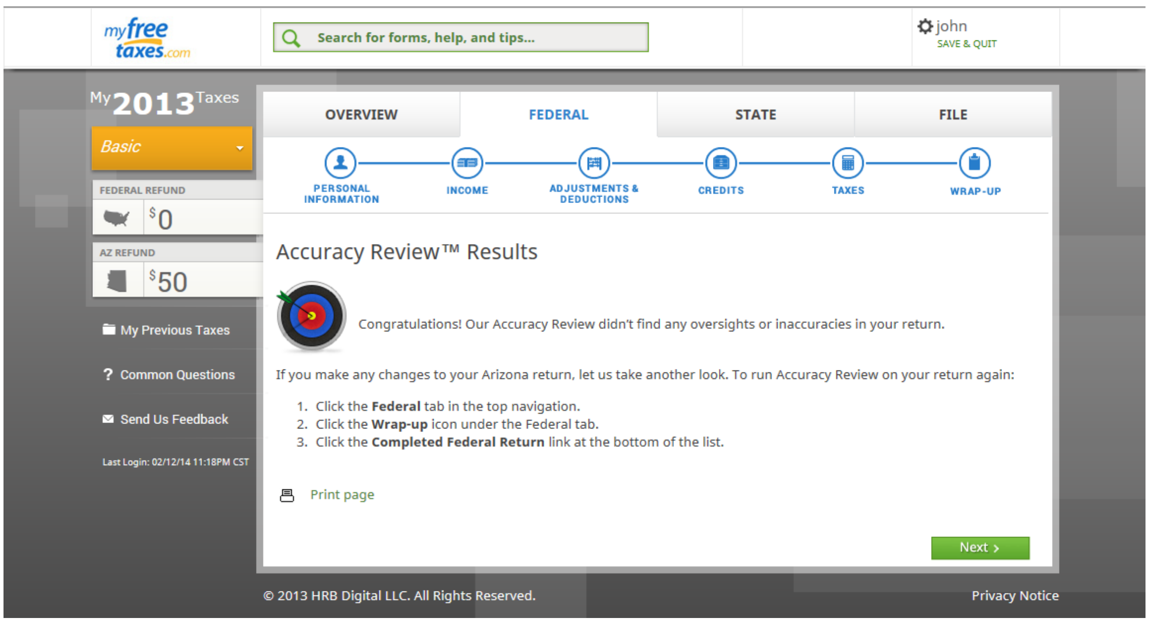
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Accuracy Review™ Results
Congratulations! Our Accuracy Review didn't find any oversights or inaccuracies in your return.
If you make any changes to your Arizona return, let us take another look. To run Accuracy Review on your return again:
1. Click the Federal tab in the top navigation.
2. Click the Wrap-up icon under the Federal tab.
3. Click the Completed Federal Return link at the bottom of the list.
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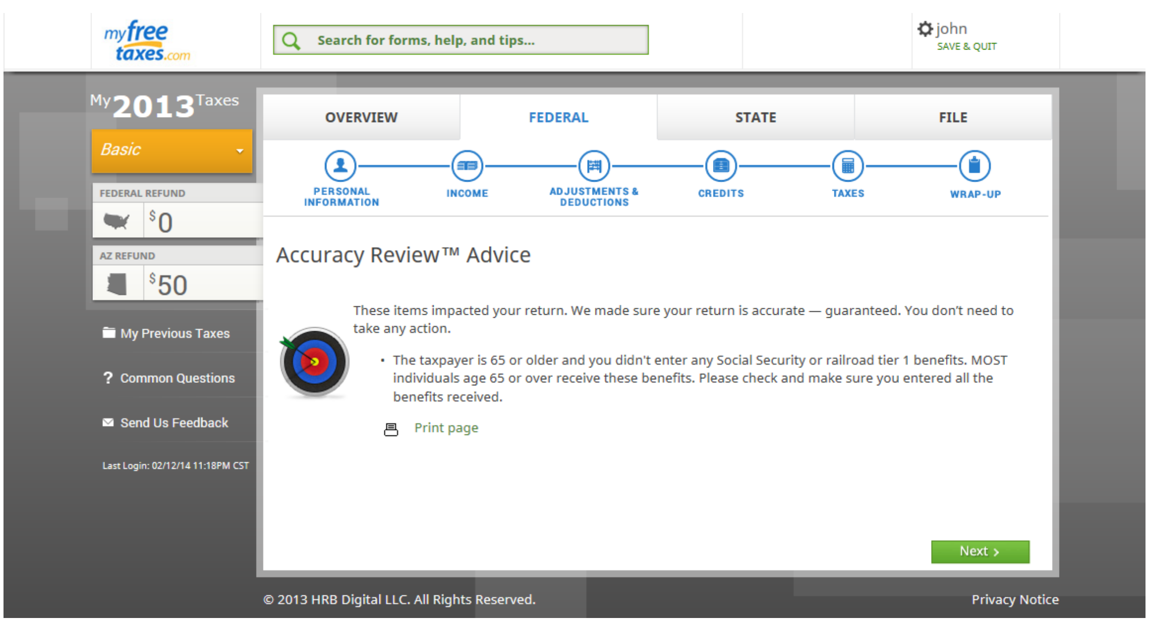
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Accuracy Review™ Advice
These items impacted your return. We made sure your return is accurate — guaranteed. You don't need to take any action.
• The taxpayer is 65 or older and you didn't enter any Social Security or railroad tier 1 benefits. MOST individuals age 65 or over receive these benefits. Please check and make sure you entered all the benefits received.
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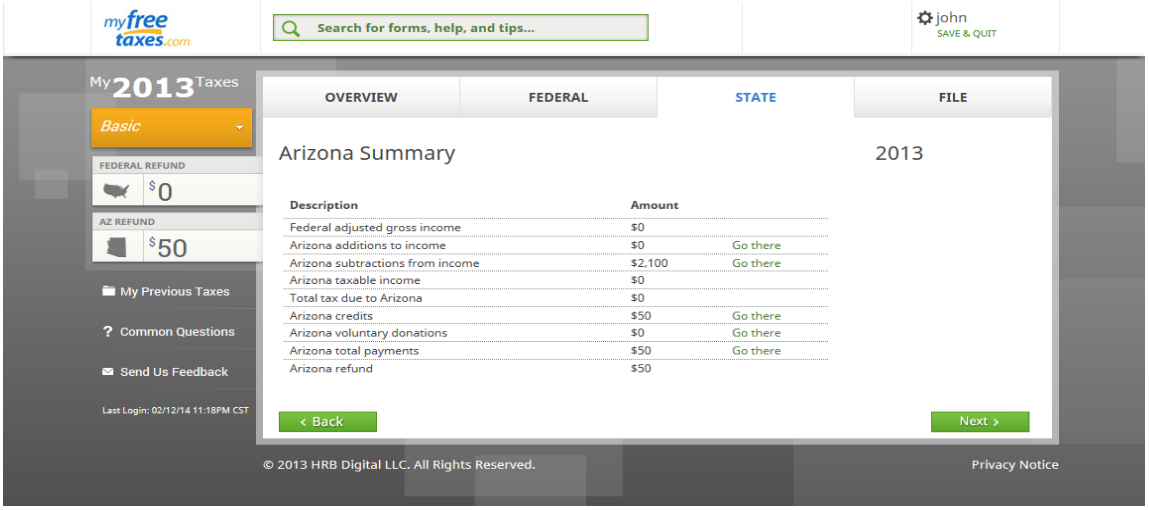
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Arizona Summary
2013
Description
Amount
Federal adjusted gross income $0
Arizona additions to income $0 Go there
Arizona subtractions from income $2,100 Go there
Arizona taxable income $0
Total tax due to Arizona $0
Arizona credits $50 Go there
Arizona voluntary donations $0 Go there
Arizona total payments $50 Go there
Arizona refund $50
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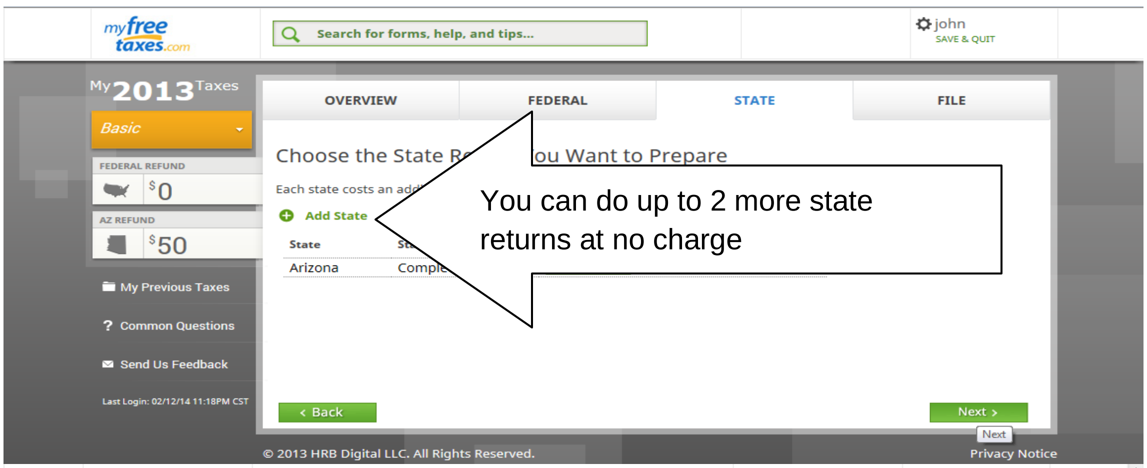
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Choose the State R
ou Want to Prepare
Each state costs an add
Add State
State
Arizona
Comple
You can do up to 2 more state returns at no charge
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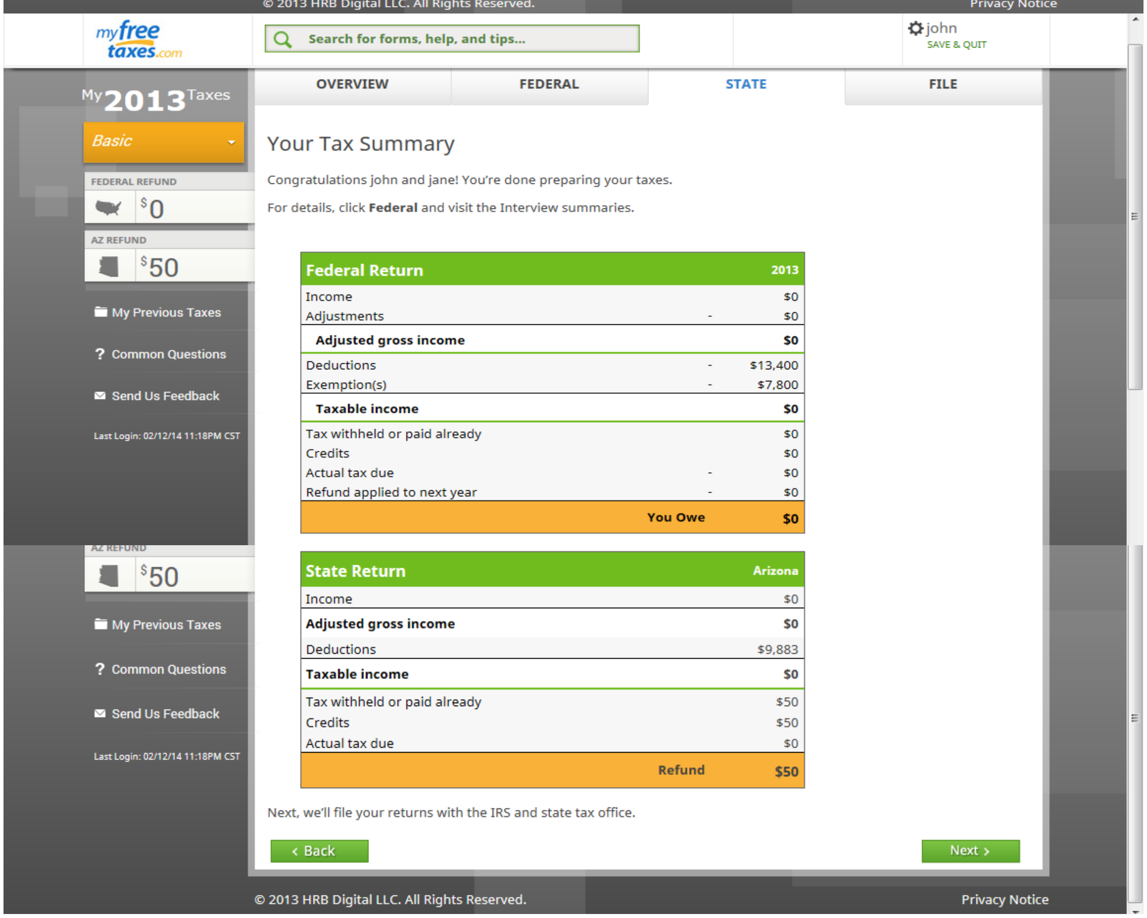
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FILE
Your Tax Summary
Congratulations john and jane! You're done preparing your taxes.
For details, click Federal and visit the Interview summaries.
Federal Return 2013
Income $0
Adjustments - $0
Adjusted gross income $0
Deductions - $13,400
Exemption(s) - $7,800
Taxable income $0
Tax withheld or paid already $0
Credits $0
Actual tax due - $0
Refund applied to next year - $0
You Owe $0
State Return Arizona
Income $0
Adjusted gross income $0
Deductions $9,883
Taxable income $0
Tax withheld or paid already $50
Credits $50
Actual tax due $0
Refund $50
Next, we'll file your returns with the IRS and state tax office.
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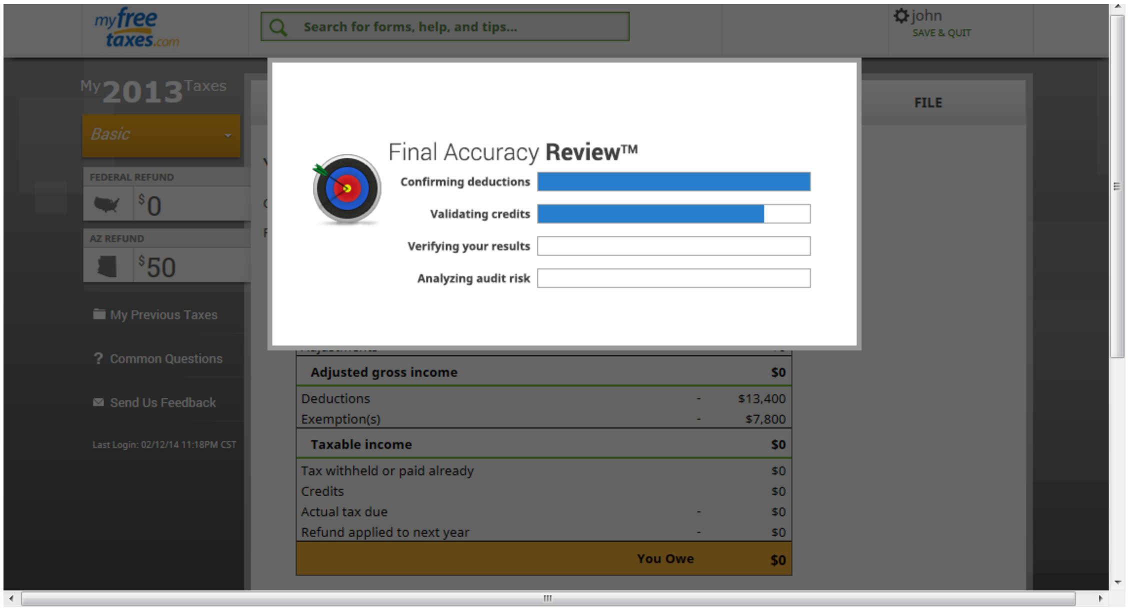
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$0
AZ REFUND
$50
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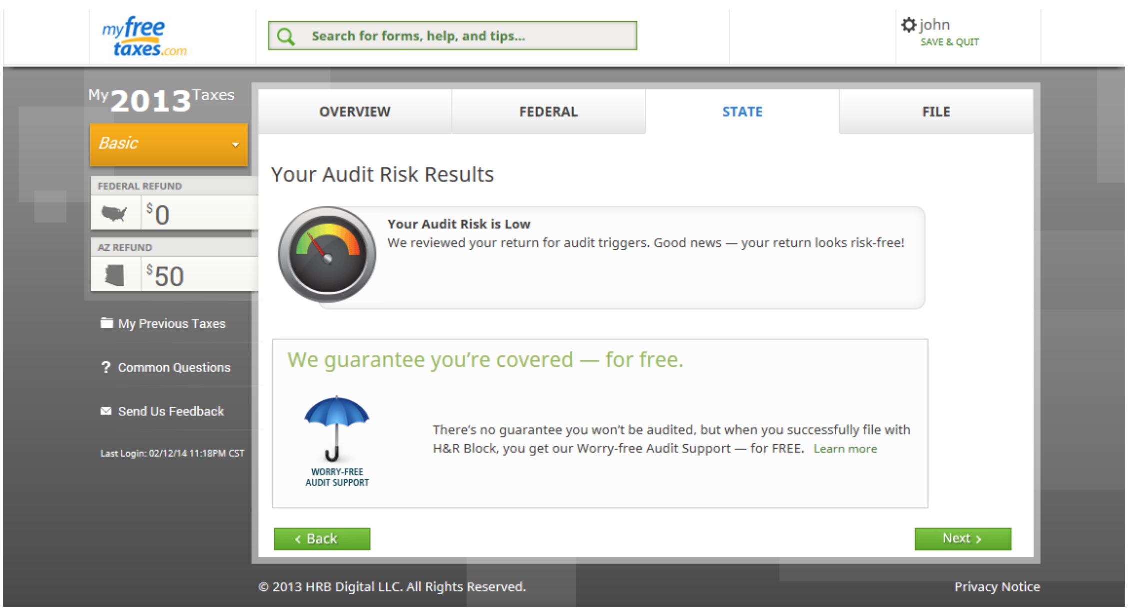
FILE
Final Accuracy Review™
Confirming deductions
Validating credits
Verifying your results
Analyzing audit risk
Adjusted gross income $0
Deductions - $13,400
Exemption(s) - $7,800
Taxable income $0
Tax withheld or paid already $0
Credits $0
Actual tax due - $0
Refund applied to next year - $0
You Owe $0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Your Audit Risk Results
Your Audit Risk is Low
We reviewed your return for audit triggers. Good news — your return looks risk-free!
We guarantee you're covered — for free.
WORRY-FREE AUDIT SUPPORT
There's no guarantee you won't be audited, but when you successfully file with H&R Block, you get our Worry-free Audit Support — for FREE. Learn more
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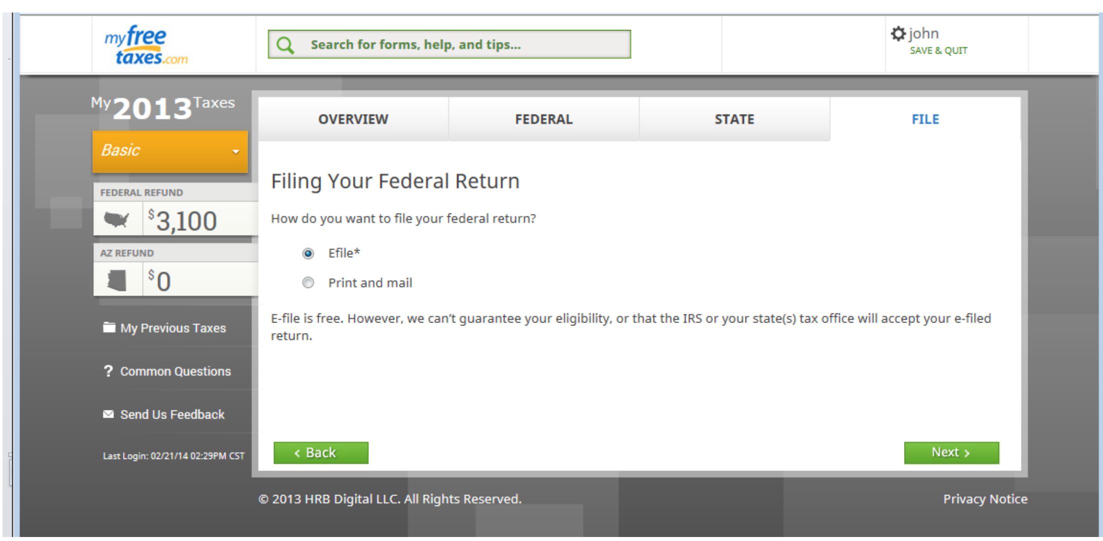
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Filing Your Federal Return
How do you want to file your federal return?
Efile*
Print and mail
E-file is free. However, we can't guarantee your eligibility, or that the IRS or your state(s) tax office will accept your e-filed return.
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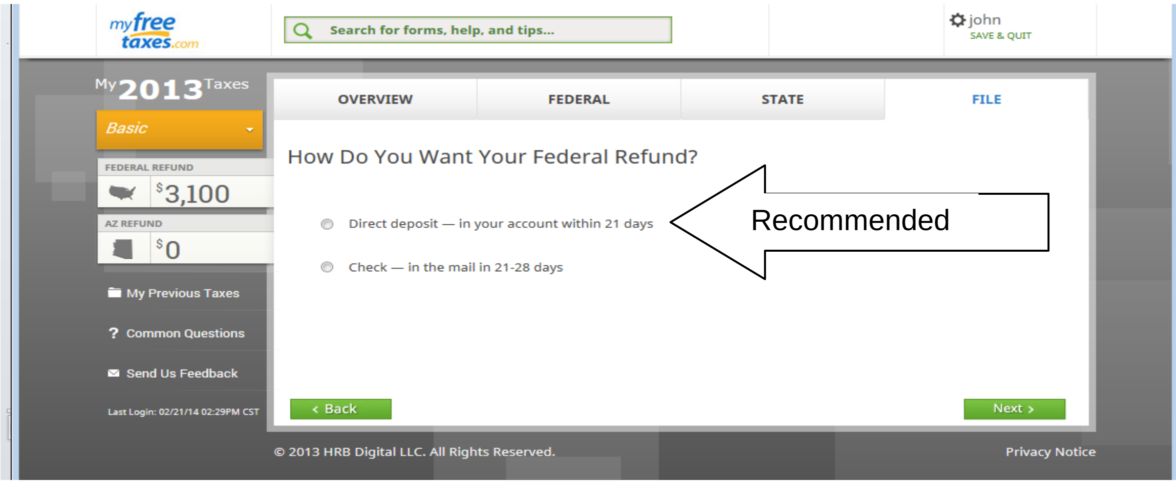
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How Do You Want Your Federal Refund?
Direct deposit — in your account within 21 days
Check — in the mail in 21-28 days
Recommended
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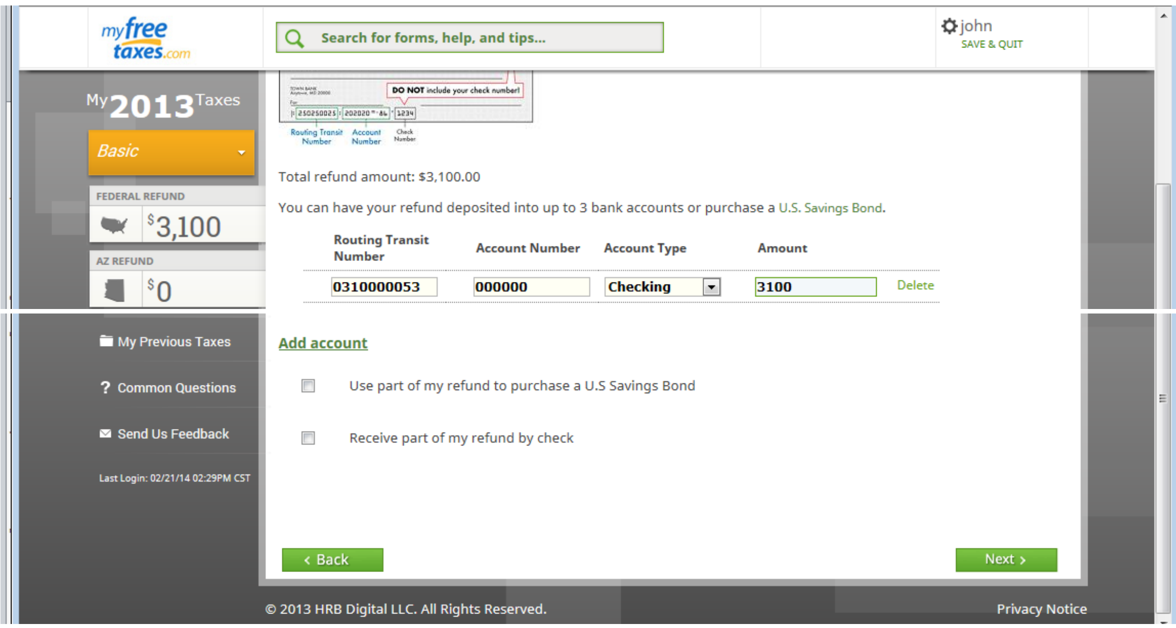
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DO NOT include your check number!
Routing Transit Number
Account Number
Check Number
Total refund amount: $3,100.00
You can have your refund deposited into up to 3 bank accounts or purchase a U.S. Savings Bond.
Routing Transit Number
Account Number
Account Type
Amount
0310000053
000000
Checking
3100
Delete
Add account
Use part of my refund to purchase a U.S Savings Bond
Receive part of my refund by check
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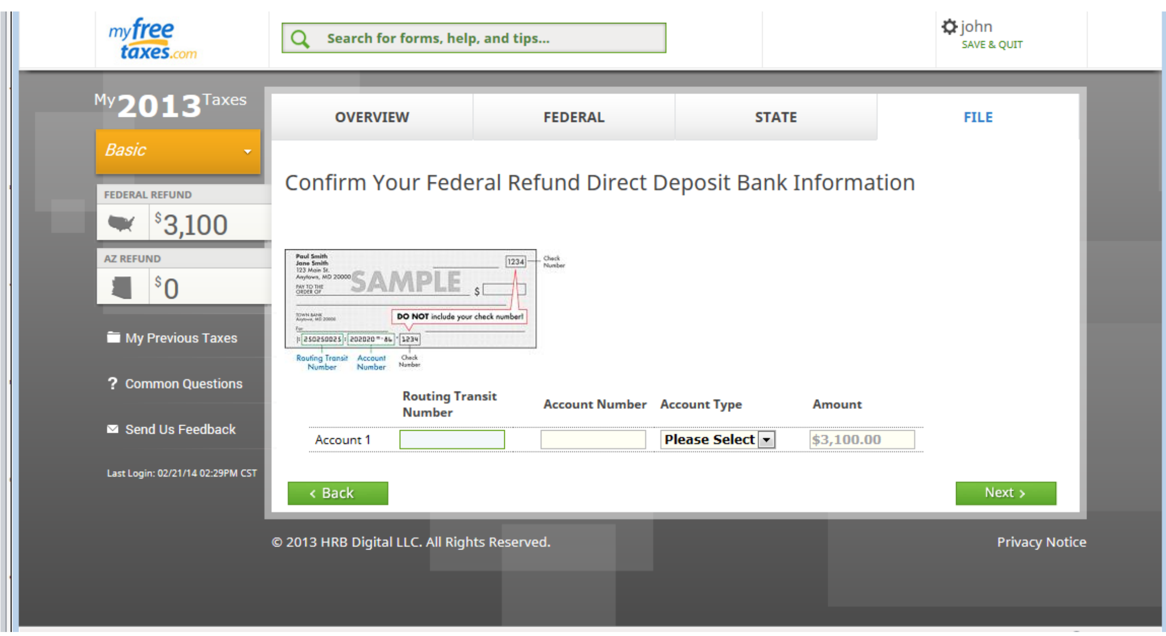
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Confirm Your Federal Refund Direct Deposit Bank Information
SAMPLE
DO NOT include your check number!
Routing Transit Number
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Check Number
Routing Transit Number
Account Number
Account Type
Amount
Account 1
Please Select
$3,100.00
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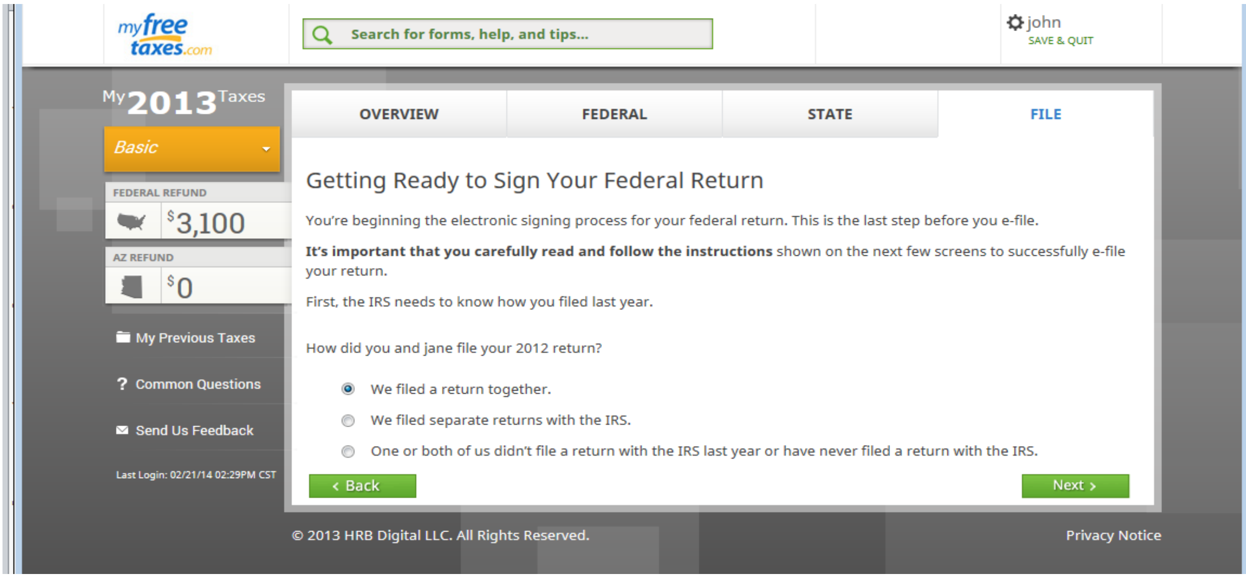

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My 2013 Taxes

Basic

FEDERAL REFUND $3,100

AZ REFUND $0

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## Getting Ready to Sign Your Federal Return

You're beginning the electronic signing process for your federal return. This is the last step before you e-file.

**It's important that you carefully read and follow the instructions** shown on the next few screens to successfully e-file your return.

First, the IRS needs to know how you filed last year.

How did you and jane file your 2012 return?

- We filed a return together.
- We filed separate returns with the IRS.
- One or both of us didn't file a return with the IRS last year or have never filed a return with the IRS.

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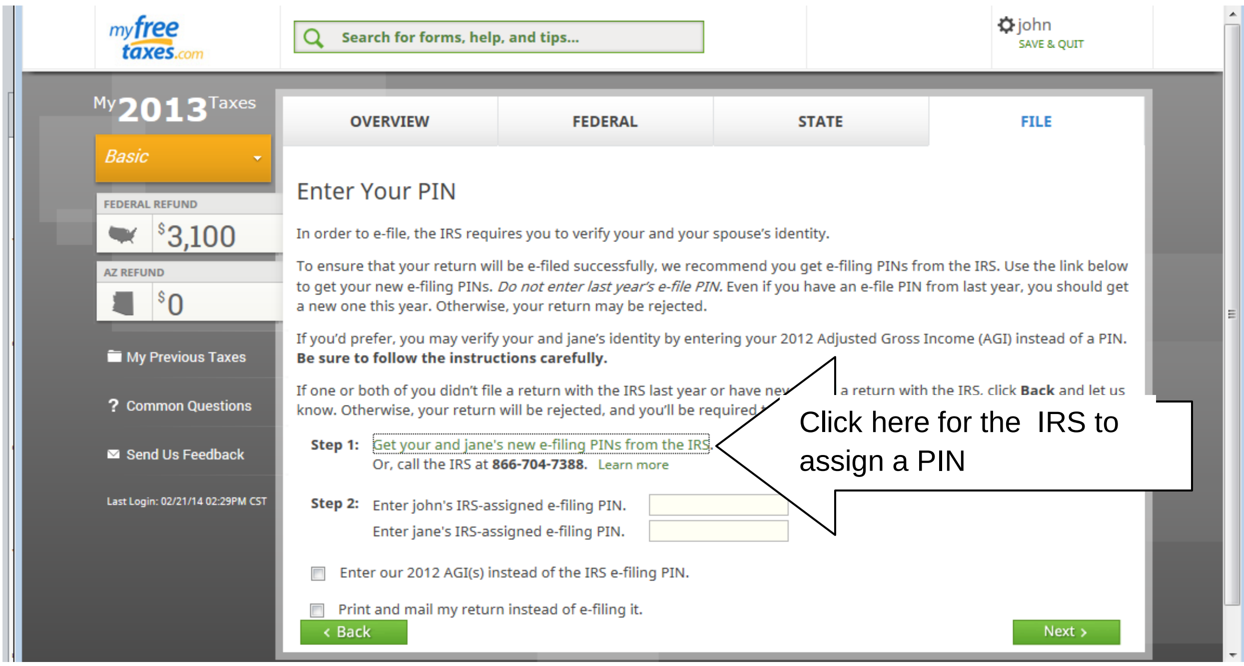

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AZ REFUND $0

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## Enter Your PIN

In order to e-file, the IRS requires you to verify your and your spouse's identity.

To ensure that your return will be e-filed successfully, we recommend you get e-filing PINs from the IRS. Use the link below to get your new e-filing PINs. *Do not enter last year's e-file PIN.* Even if you have an e-file PIN from last year, you should get a new one this year. Otherwise, your return may be rejected.

If you'd prefer, you may verify your and jane's identity by entering your 2012 Adjusted Gross Income (AGI) instead of a PIN. **Be sure to follow the instructions carefully.**

If one or both of you didn't file a return with the IRS last year or have nev... a return with the IRS, click **Back** and let us know. Otherwise, your return will be rejected, and you'll be required t...

**Step 1:** Get your and jane's new e-filing PINs from the IRS.
Or, call the IRS at **866-704-7388.** Learn more

**Step 2:** Enter john's IRS-assigned e-filing PIN.
Enter jane's IRS-assigned e-filing PIN.

Enter our 2012 AGI(s) instead of the IRS e-filing PIN.

Print and mail my return instead of e-filing it.

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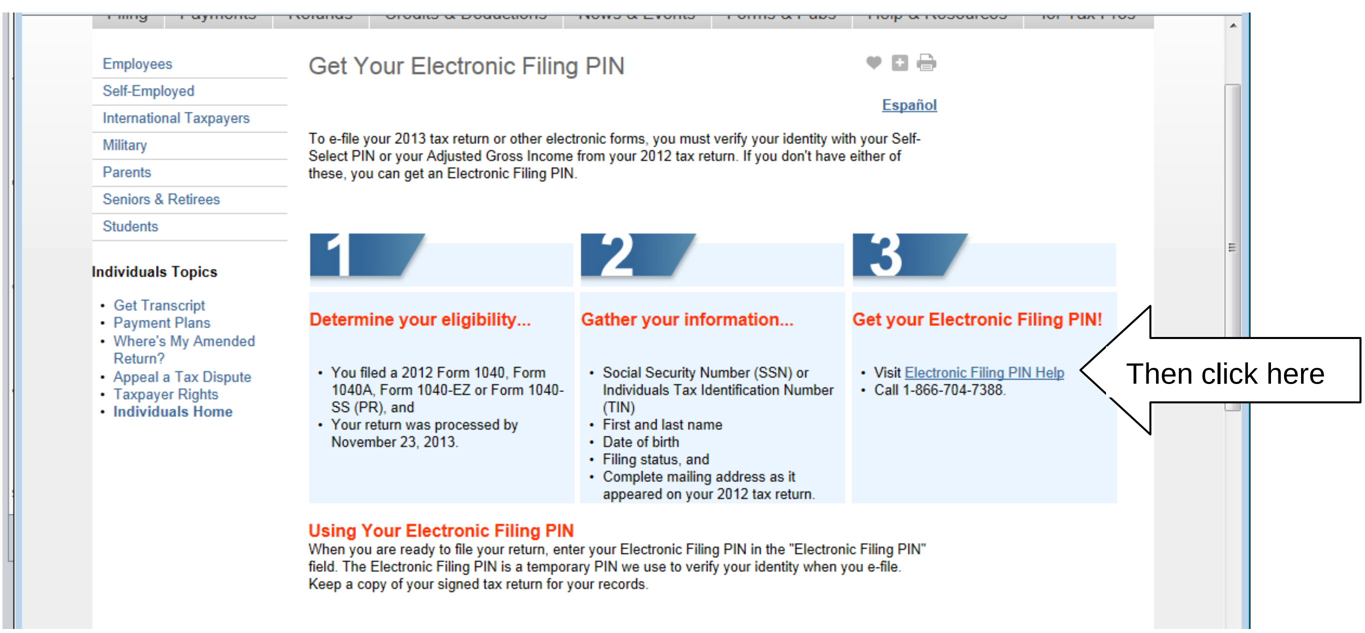


Employees
Self-Employed
International Taxpayers
Military
Parents
Seniors & Retirees
Students

**Individuals Topics**

- Get Transcript
- Payment Plans
- Where's My Amended Return?
- Appeal a Tax Dispute
- Taxpayer Rights
- **Individuals Home**

## Get Your Electronic Filing PIN

Español

To e-file your 2013 tax return or other electronic forms, you must verify your identity with your Self-Select PIN or your Adjusted Gross Income from your 2012 tax return. If you don't have either of these, you can get an Electronic Filing PIN.

**1 Determine your eligibility...**

- You filed a 2012 Form 1040, Form 1040A, Form 1040-EZ or Form 1040-SS (PR), and
- Your return was processed by November 23, 2013.

**2 Gather your information...**

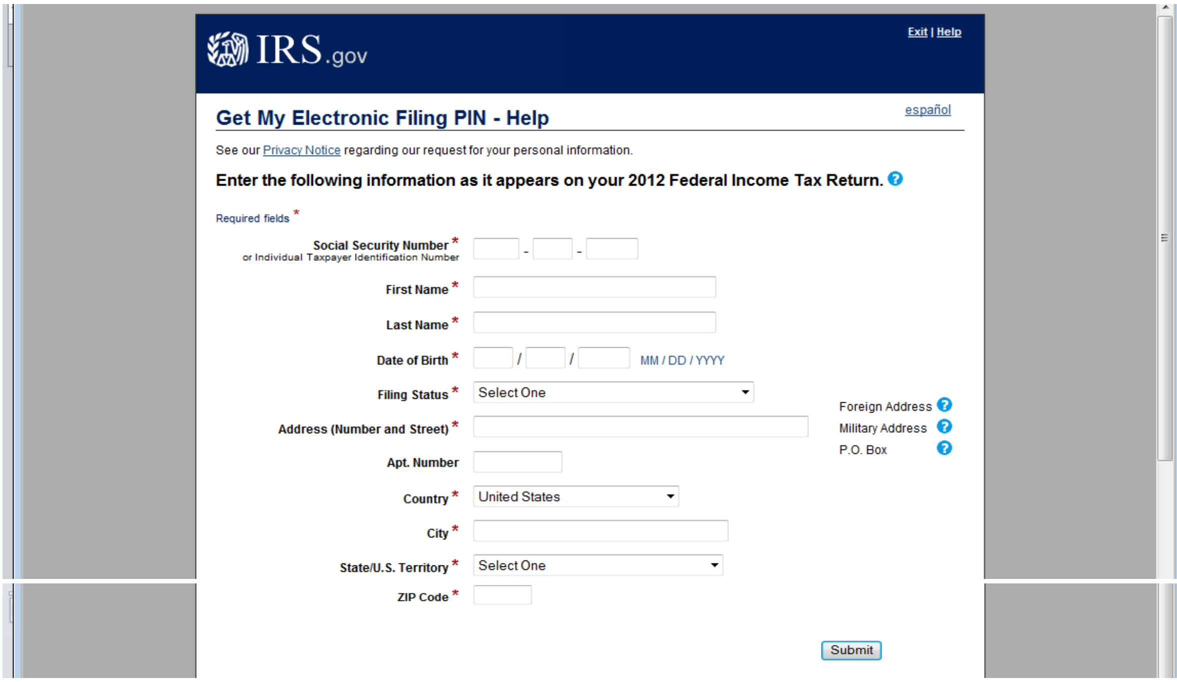
- Social Security Number (SSN) or Individuals Tax Identification Number (TIN)
- First and last name
- Date of birth
- Filing status, and
- Complete mailing address as it appeared on your 2012 tax return.

**3 Get your Electronic Filing PIN!**

- Visit Electronic Filing PIN Help
- Call 1-866-704-7388.

**Using Your Electronic Filing PIN**

When you are ready to file your return, enter your Electronic Filing PIN in the "Electronic Filing PIN" field. The Electronic Filing PIN is a temporary PIN we use to verify your identity when you e-file. Keep a copy of your signed tax return for your records.


IRS.gov

Exit | Help

## Get My Electronic Filing PIN - Help

español

See our Privacy Notice regarding our request for your personal information.

**Enter the following information as it appears on your 2012 Federal Income Tax Return.**

Required fields *

Social Security Number * or Individual Taxpayer Identification Number

First Name *

Last Name *

Date of Birth * MM / DD / YYYY

Filing Status * Select One

Address (Number and Street) *

Foreign Address

Military Address

P.O. Box

Apt. Number

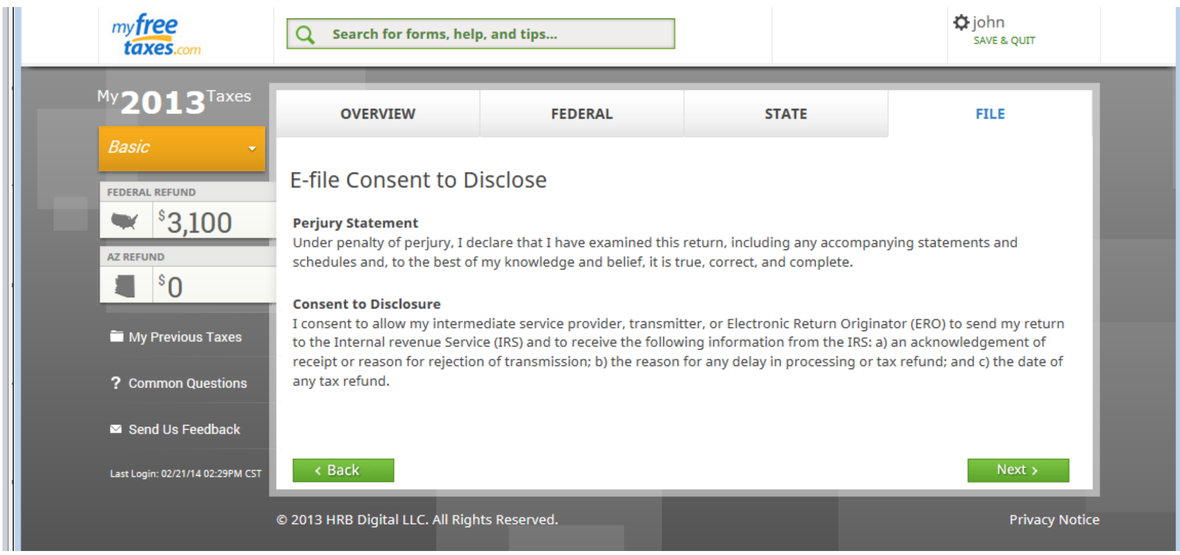
Country * United States

City *

State/U.S. Territory * Select One

ZIP Code *

Submit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My 2013 Taxes

Basic

FEDERAL REFUND $3,100

AZ REFUND $0

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## E-file Consent to Disclose

**Perjury Statement**

Under penalty of perjury, I declare that I have examined this return, including any accompanying statements and schedules and, to the best of my knowledge and belief, it is true, correct, and complete.

**Consent to Disclosure**

I consent to allow my intermediate service provider, transmitter, or Electronic Return Originator (ERO) to send my return to the Internal revenue Service (IRS) and to receive the following information from the IRS: a) an acknowledgement of receipt or reason for rejection of transmission; b) the reason for any delay in processing or tax refund; and c) the date of any tax refund.

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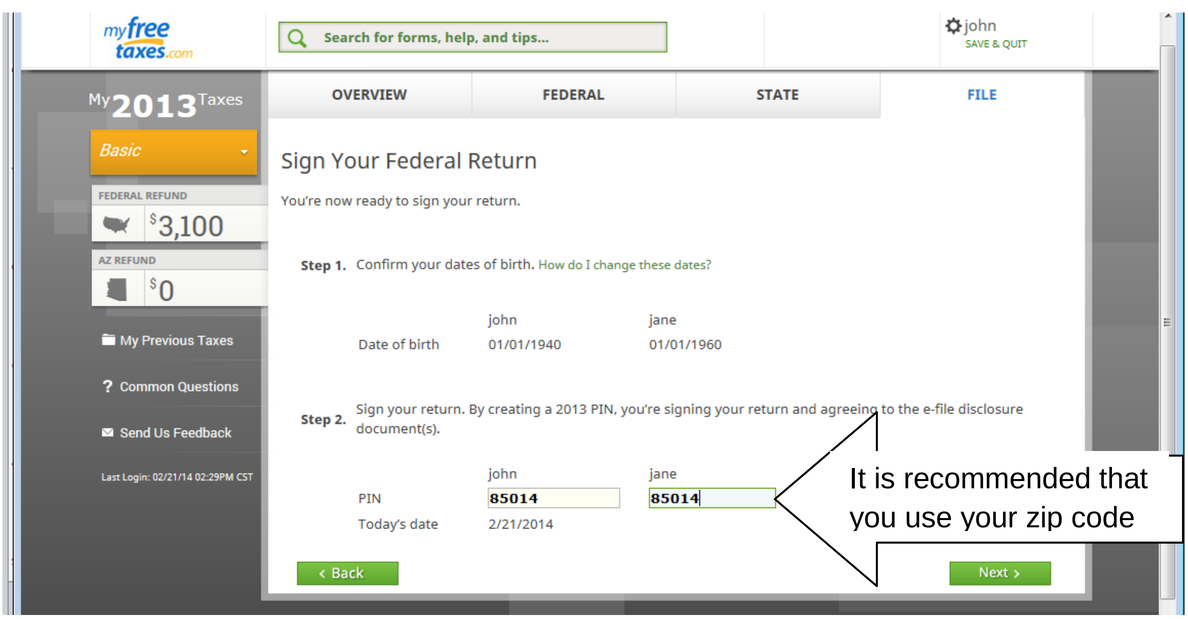
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AZ REFUND $0

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## Sign Your Federal Return

You're now ready to sign your return.

**Step 1.** Confirm your dates of birth. How do I change these dates?

| | john | jane |
|---|---|---|
| Date of birth | 01/01/1940 | 01/01/1960 |

**Step 2.** Sign your return. By creating a 2013 PIN, you're signing your return and agreeing to the e-file disclosure document(s).

| | john | jane |
|---|---|---|
| PIN | 85014 | 85014 |
| Today's date | 2/21/2014 | |

It is recommended that you use your zip code

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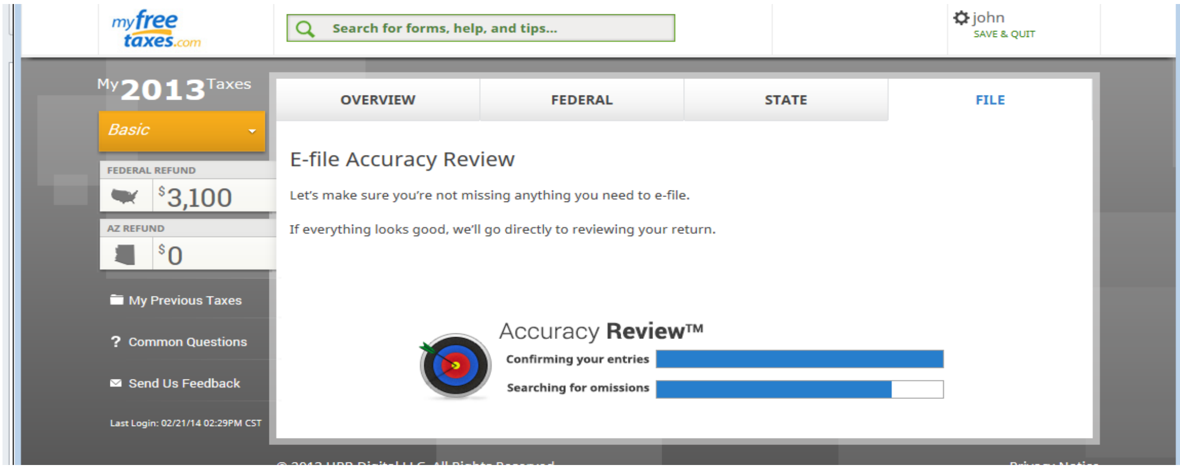
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AZ REFUND
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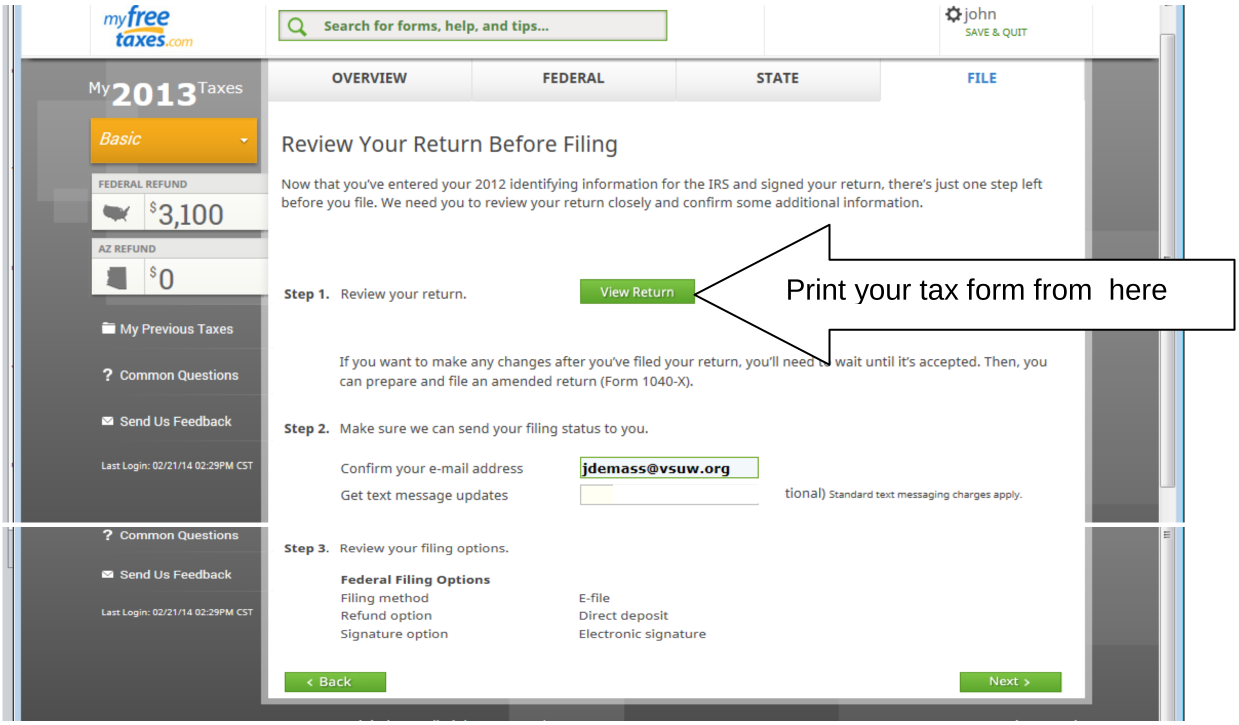
E-file Accuracy Review
Let's make sure you're not missing anything you need to e-file.
If everything looks good, we'll go directly to reviewing your return.
Accuracy Review™
Confirming your entries
Searching for omissions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Review Your Return Before Filing
Now that you've entered your 2012 identifying information for the IRS and signed your return, there's just one step left before you file. We need you to review your return closely and confirm some additional information.
Step 1. Review your return.
View Return
Print your tax form from here
If you want to make any changes after you've filed your return, you'll need to wait until it's accepted. Then, you can prepare and file an amended return (Form 1040-X).
Step 2. Make sure we can send your filing status to you.
Confirm your e-mail address
jdemass@vsuw.org
Get text message updates
tional) Standard text messaging charges apply.
Step 3. Review your filing options.
Federal Filing Options
Filing method
E-file
Refund option
Direct deposit
Signature option
Electronic signature
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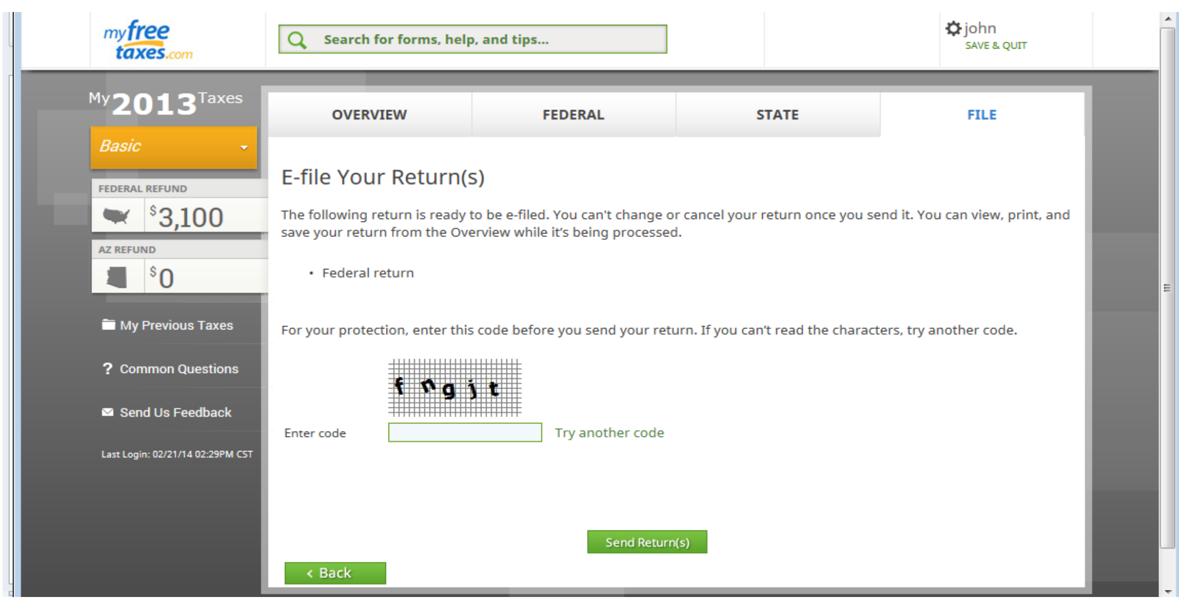
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E-file Your Return(s)
The following return is ready to be e-filed. You can't change or cancel your return once you send it. You can view, print, and save your return from the Overview while it's being processed.
• Federal return
For your protection, enter this code before you send your return. If you can't read the characters, try another code.
Enter code
Try another code
Send Return(s)
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My 2013 Taxes

Basic

FEDERAL REFUND
$0

AZ REFUND
$50

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## Your H&R Block Online Program Fees

Review Your Order

| | |
|---|---|
| Basic federal return | **Free** |
| Basic state return (AZ) | **Free** |
| Expert tax community | **Free** |
| Worry-free Audit Support | **Free** |
| 100% Accurate Calculation Guarantee | **Free** |
| Online access to your return for up to 3 years | **Free** |

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My 2013 Taxes

Basic

FEDERAL REFUND
$0

AZ REFUND
$50

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## Federal Filing Options

You have a $0 balance on your federal return. You don't owe anything, and you're not getting a refund.

To file your return, follow the steps on the next screen.

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Basic

FEDERAL REFUND
$0

AZ REFUND
$50

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## How Do You Want to File Your State Return?

You can't e-file your state return unless you e-file your federal return. However, you can print and mail your state return. We'll make it easy by printing mailing instructions with your return.

What do you want to do?

- ○ Print and mail Arizona return now
- ○ File Arizona return later

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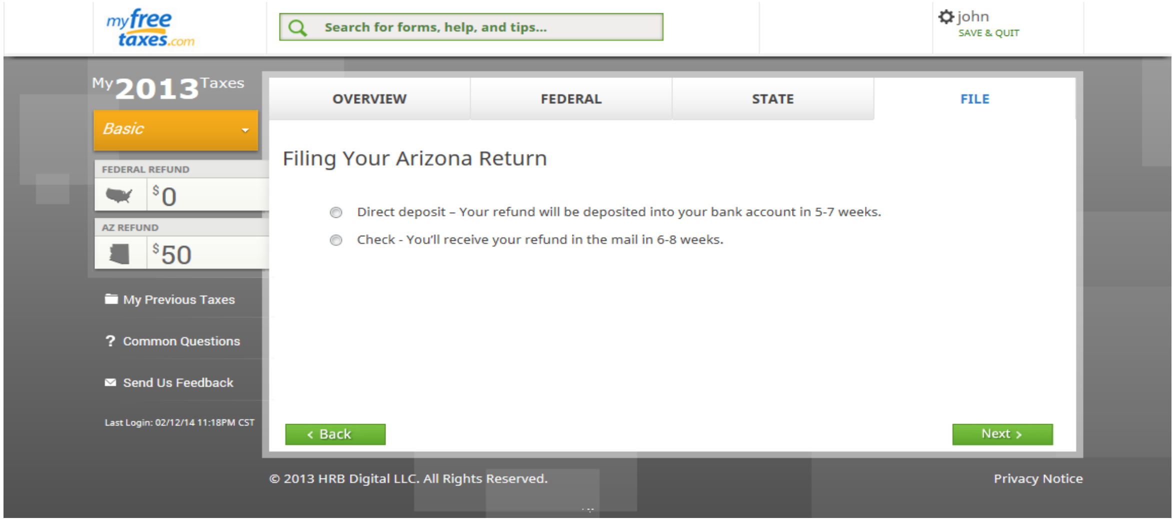
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My 2013 Taxes

Basic

FEDERAL REFUND $0

AZ REFUND $50

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## Filing Your Arizona Return

- Direct deposit – Your refund will be deposited into your bank account in 5-7 weeks.
- Check - You'll receive your refund in the mail in 6-8 weeks.

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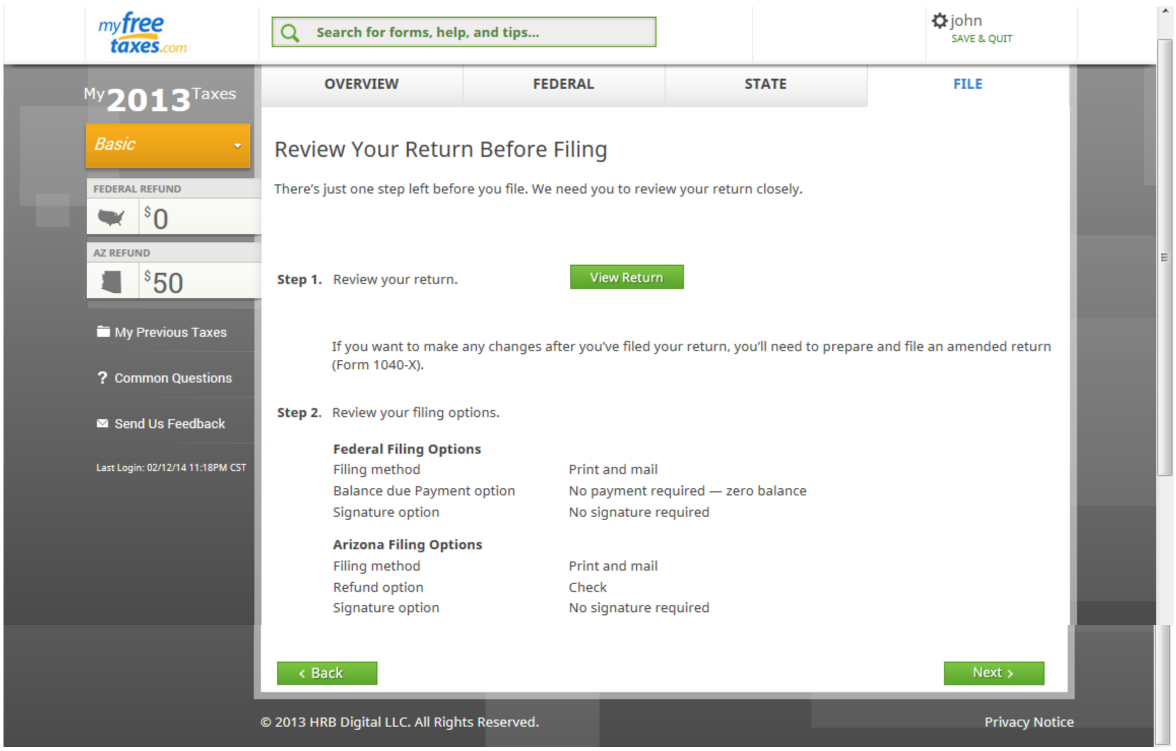
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My 2013 Taxes

Basic

FEDERAL REFUND $0

AZ REFUND $50

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## Review Your Return Before Filing

There's just one step left before you file. We need you to review your return closely.

**Step 1.** Review your return. View Return

If you want to make any changes after you've filed your return, you'll need to prepare and file an amended return (Form 1040-X).

**Step 2.** Review your filing options.

| **Federal Filing Options** | |
|---|---|
| Filing method | Print and mail |
| Balance due Payment option | No payment required — zero balance |
| Signature option | No signature required |

| **Arizona Filing Options** | |
|---|---|
| Filing method | Print and mail |
| Refund option | Check |
| Signature option | No signature required |

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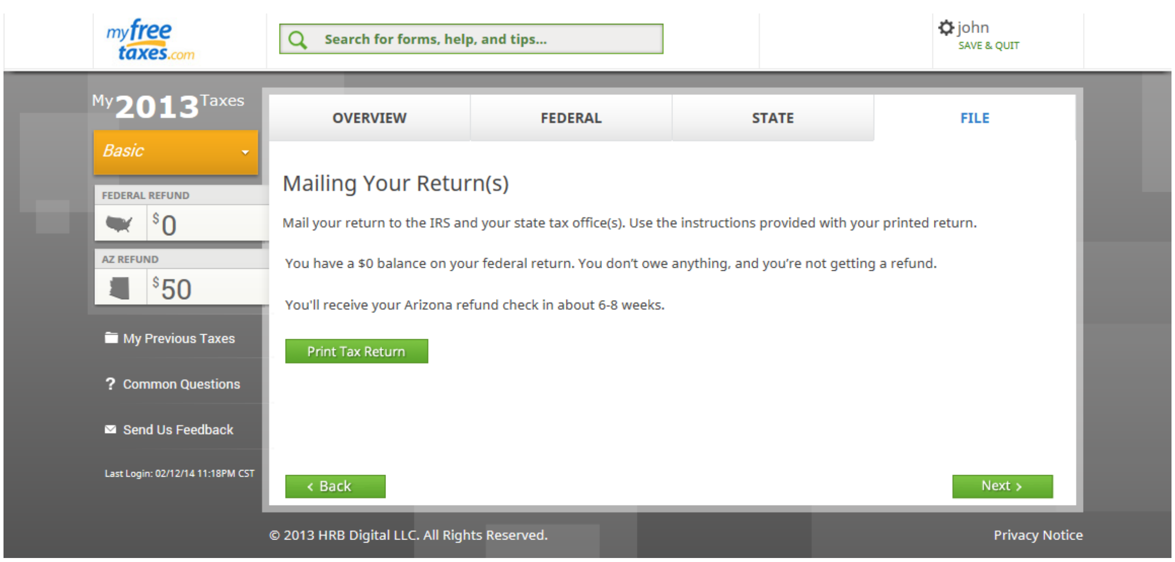
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Basic

FEDERAL REFUND $0

AZ REFUND $50

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## Mailing Your Return(s)

Mail your return to the IRS and your state tax office(s). Use the instructions provided with your printed return.

You have a $0 balance on your federal return. You don't owe anything, and you're not getting a refund.

You'll receive your Arizona refund check in about 6-8 weeks.

Print Tax Return

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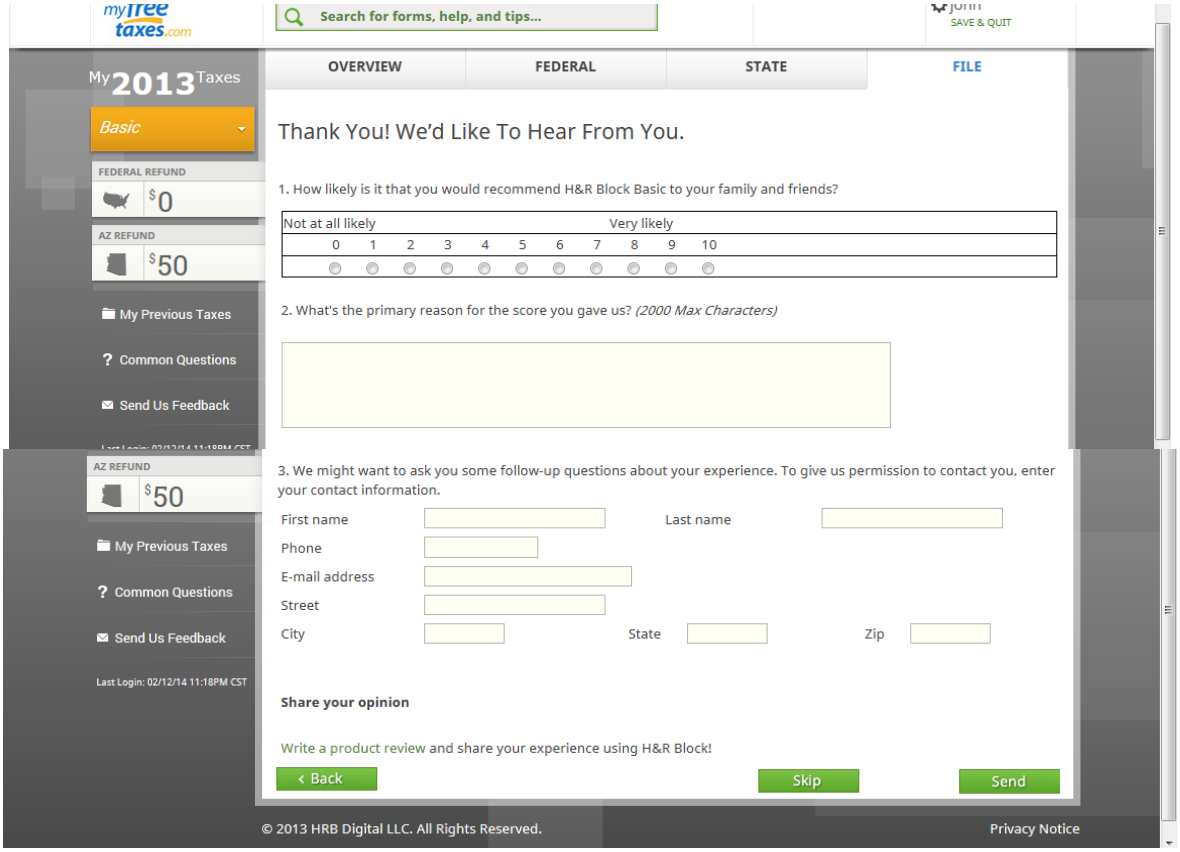
H & R Block would like you to complete this survey.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Basic

FEDERAL REFUND $0

AZ REFUND $50

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## Thank You! We'd Like To Hear From You.

1. How likely is it that you would recommend H&R Block Basic to your family and friends?

| Not at all likely | | | | | | | | Very likely | | |
|---|---|---|---|---|---|---|---|---|---|---|
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

2. What's the primary reason for the score you gave us? *(2000 Max Characters)*

3. We might want to ask you some follow-up questions about your experience. To give us permission to contact you, enter your contact information.

First name | Last name
Phone
E-mail address
Street
City | State | Zip

**Share your opinion**

Write a product review and share your experience using H&R Block!

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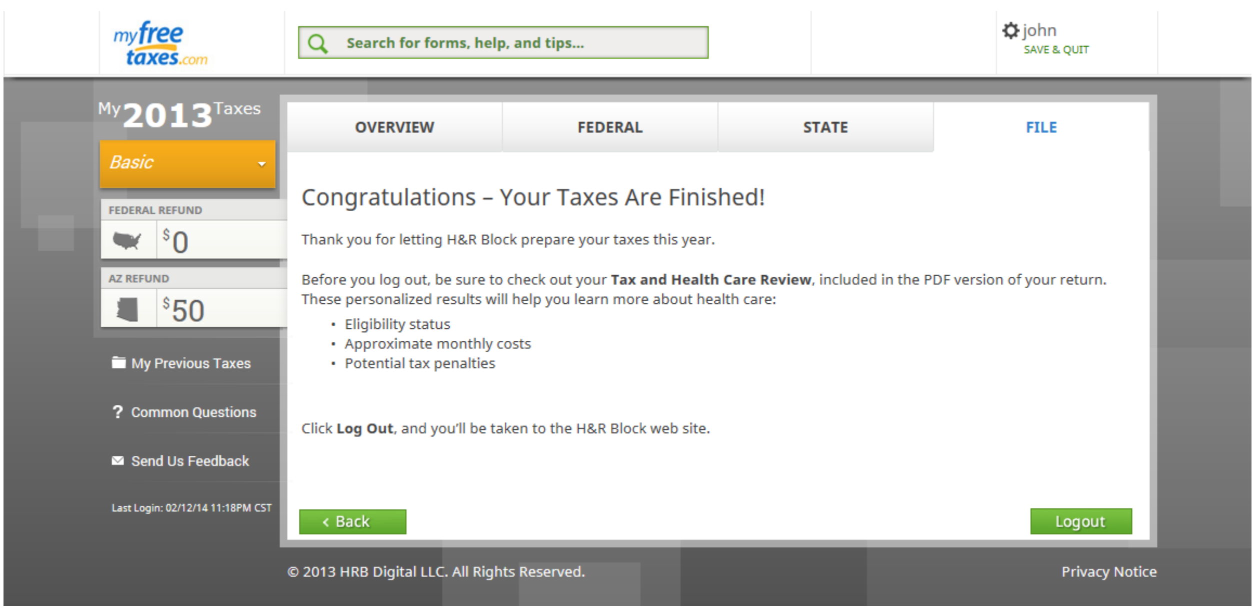
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FEDERAL REFUND $0

AZ REFUND $50

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## Congratulations – Your Taxes Are Finished!

Thank you for letting H&R Block prepare your taxes this year.

Before you log out, be sure to check out your **Tax and Health Care Review**, included in the PDF version of your return. These personalized results will help you learn more about health care:

- Eligibility status
- Approximate monthly costs
- Potential tax penalties

Click **Log Out**, and you'll be taken to the H&R Block web site.

‹ Back | Logout

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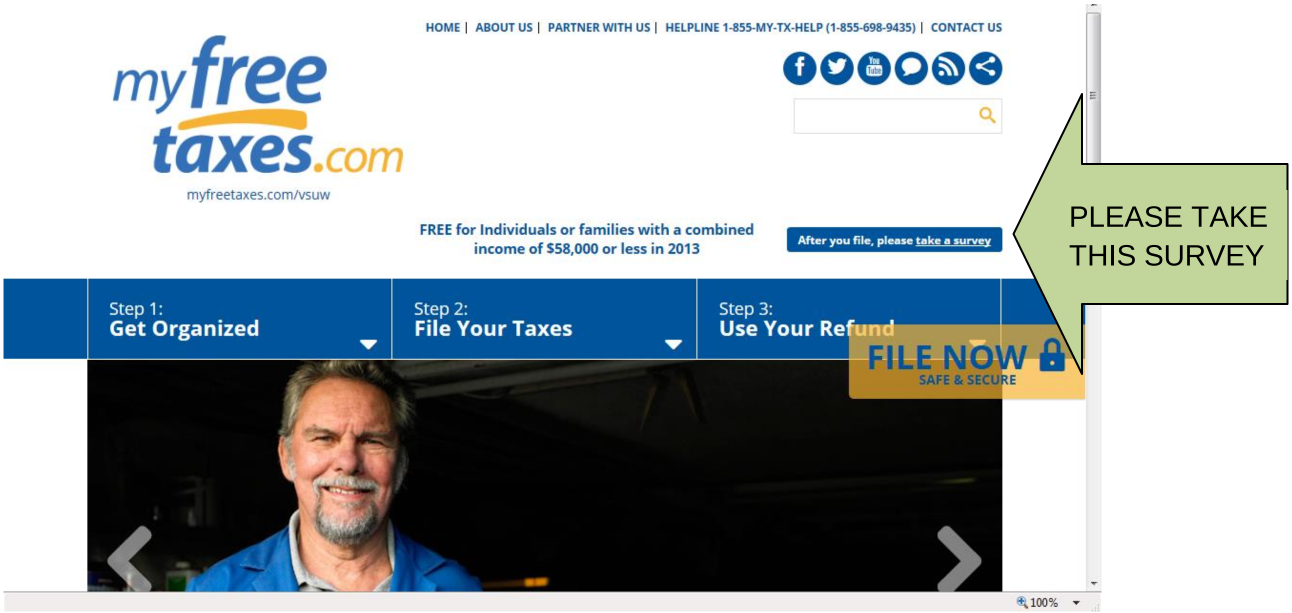
You will be notified by email if there is an issue with your return

Please return to the **home page** of MyFreeTaxes.com and complete the survey that is requested there




**Congratulations on filing your taxes! We invite you to take a short survey.**

The confidential information you provide will assist us in expanding research efforts, so we may continue to offer FREE programs and initiatives such as the MyFreeTaxes program.

Your name and IP address will not be collected during or after the survey and responses will be completely confidential. This information will not be sold, used for commercial purposes, or linked to your tax return in any way.

**1. Please select your gender.**

- ○ Male
- ○ Female
- ○ Transgender

**2. Please tell us your age.**

- ○ Under 18 years old
- ○ 18-24
- ○ 25-34
- ○ 35-44
- ○ 45-54
- ○ 55-64
- ○ 65-74
- ○ 75 or older

**3. What is your marital status?**

- ○ Single
- ○ Married
- ○ Widowed
- ○ Divorced/Separated
- ○ In a Domestic Partnership or Civil Union

**4. What is your ethnicity or race? (Please select all that apply.)**

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Hispanic or Latino
- ☐ Pacific Islander
- ☐ White / Caucasian
- ☐ Prefer not to answer

**5. Are you, or a member of your household, considered a person with a disability?**

- ○ Yes
- ○ No

**6. Have you or a family member served, or are currently serving, in the Armed Forces, including the National Guard or Reserves?**

- ◯ Yes
- ◯ No

**7. For classification purposes only, please indicate your annual household income.**

- ◯ Less than $10,000
- ◯ $10,001-$20,000
- ◯ $20,001-$30,000
- ◯ $30,001-$40,000
- ◯ $40,001-$50,000
- ◯ $50,001-$58,000
- ◯ $58,001 and over

**8. How did you hear about the MyFreeTaxes program? (Choose all that apply)**

- ☐ Friends or Family
- ☐ Flier/Poster
- ☐ Article (newspaper, online, blog, newsletter, etc.)
- ☐ Social media (Facebook, Twitter, YouTube, etc.)
- ☐ Advertisement (print, radio, online, etc.)
- ☐ Web search (Google, Yahoo, Bing, etc.)
- ☐ Employer

Other (please specify)

**9. Overall, how would you rate your experience using MyFreeTaxes?**

◯ Very positive ◯ Positive ◯ Neutral ◯ Negative ◯ Very negative

**10. Would you recommend the MyFreeTaxes program to your friends and family?**

- ◯ Yes
- ◯ No
- ◯ Not Sure

What other comments or suggestions do you have to improve the program?

Thank you very much for participating. Your response will help us develop new services to better serve you in the future. Please submit your answers by clicking "Done" on the bottom of this page.

Done