

Dear Taxpayer,

Due to Covid19 this is going to be a very different tax season. There are some new requirements in place to ensure the safety of our volunteers and taxpayers as well as ensuring an accurate return is prepared. We will be using a drop off and pick up system. Drop off times will be scheduled between 8:30am and 9:15am and your pick-up time will be scheduled between 2:30pm and 3:15pm the same day.

Please refer to the following guidelines.

1. Please arrive no earlier than **5 minutes prior** to your scheduled appointment time. **Masks are required.**
2. You must bring your **fully** completed Intake Booklet (including consents)
3. You must provide photo ID.
4. You must have all of your current year tax forms and the prior year's return.
5. You must provide us with a phone number where you can be reached if we have any questions while preparing your return.
6. All tax returns **MUST** be picked up by the end of the day, we cannot be responsible for returns not picked up and current program policy says that any returns and paperwork not picked up by the end of the day must be destroyed.

When you arrive, we will check your temperature and ask you to sign in. We will check your ID's and paperwork and request a contact phone number where you can be reached.

If you cannot make your appointment, please call 860-435-5191 to cancel your appointment and reschedule if necessary.

Sincerely,

Mike, Tom, Emily and Lisa
AARP Tax Aid