

Guide for Government Letters

Here are the steps to take if you have received a letter from various government agencies that you want our help with:

1. Send us a copy of the correspondence for us to review.

The best way to send this is to upload it to your secure-online portal.

You could also drop off the correspondence at our office, send it by email to accountant@aia-cpa.com or by fax at 502-451-4375.

2. Our staff will review the notice.

An accountant will review the government letter to see what needs to be done. Sometimes the letters are correct, and sometimes they are incorrect. We are seeing many more government letters being issued to clients because technology is being used to read and review tax returns, instead of humans! This is causing a lot of incorrect government letters to be sent to clients.

3. We will reach out to you on how to proceed.

If the government letter is correct, we will contact you with the action that you need to take. If the government letter is incorrect, there will be a fee for us to research and respond to the letter on your behalf. **This fee is not included in your tax preparation fee.** As stated in the Schedule of Services you signed, our fee for researching and responding to governmental correspondence is \$100 and up based on the accountant's hourly rate. We will contact you before we start this work to quote you a fee for providing these services to you. If you want us to research and respond to the government letter, we will ask you for credit card information to pay for this service. Of course, if the issue was in any way our fault, there is never a fee.

We receive about a dozen governmental letters per week from clients, so please understand that it takes us several days to review each of these letters and determine if they're correct or not. We will contact you as soon as we have an answer regarding the accuracy of the letter.

4. We will let you know when your issue is resolved.

We will contact you when we have finished our response to the government letter and provide you with a client copy of our response for your files.