



MyFreeTaxes.com FAQ

Q: Who created the MyFreeTaxes.com product?

A: MyFreeTaxes.com is a partnership between United Way Worldwide and H&R Block, and mirrors the H&R Block Premium online tax filing product.

Q: What are the eligibility requirements for MyFreeTaxes?

A: Maximum annual gross income of \$64,000 per tax return. The income maximum is universal, and is not affected by family size.

Q: What happens if a filer with income over \$64,000 uses MyFreeTaxes?

A: Filers with income over \$64,000 will need to pay a fee to file their tax return (just like other filers who use the H&R Block software). However, MyFreeTaxes.com has negotiated a small discount for filers with income over \$64,000 who want to file using MyFreeTaxes.com.

Q: What types of returns can a person file on MyFreeTaxes?

A: A user can file one federal return and up to three state returns each year on MyFreeTaxes.com. State returns from all 50 states and the District of Columbia are accepted.

NOTE: MyFreeTaxes **cannot** be used to file local returns or prior year returns. The software also cannot accommodate foreign income.

Q: Can I use MyFreeTaxes.com if I am a sole proprietor?

A: Yes, MyFreeTaxes.com includes all tax forms needed when filing individual taxes, including business-related profits, losses, and expenses on Schedule C.

Q: When can someone file taxes using MyFreeTaxes?

A: MyFreeTaxes.com will be available to use on January 14, 2017 and can be used to complete tax returns until October 15, 2017. Note that electronic returns cannot be accepted by the IRS until January 25, 2017, and refunds will be delayed until February 15, 2017 due to a new federal law.

Q: Is MyFreeTaxes available in Spanish?

A: No. Since tax returns need to be completed in English, the software it is only available in English at this time. Spanish-speaking households should explore local in-person free tax preparation services by visiting <https://www.irs.gov/individuals/free-tax-return-preparation-for-you-by-volunteers>



Q: How long does it take to receive a refund using MyFreeTaxes.com?

A: In general the IRS issues most refunds in less than 21 days after receiving your tax return, and you can track your refund status on the Where's My Refund website (<https://www.irs.gov/refunds>). If you are eligible for a state tax return, check your state tax department's website for information how to track that refund.

Note: Some refunds will be delayed in 2017. Tax returns that include an Earned Income Tax Credit or Additional Child Tax Credit will have their refunds held until February 15 by law. The refunds will be released on February 15, but refunds may not be delivered until the week of February 27.

Q: If I offer MyFreeTaxes at my location or promote it on my website, am I responsible for reviewing all tax returns completed?

A: No. MyFreeTaxes.com returns are self-prepared and therefore the filer assumes all responsibility for accuracy of their return.

Q: Can volunteers be used to help filers enter information into MyFreeTaxes?

A: MyFreeTaxes.com is only licensed as a self-preparation tool. Only the tax filer should be entering their information unless they have an accommodation for a disability. Volunteers should not enter information for MyFreeTaxes.com users. One of the goals of MyFreeTaxes.com is empowerment of tax filers, to help them gain confidence in their own ability to manage their finances. If a tax filer is not a regular email user, they are not likely to be a good candidate for MyFreeTaxes.com.