

Virtual VITA/TCE Taxpayer Consent

This form is required when either the Intake/Interview and/or the Quality Review are not conducted in-person between the taxpayer and the VITA/TCE volunteer. The site must explain to the taxpayer the process used to prepare the taxpayer's return. If applicable, volunteers must advise the taxpayer of the associated risk of transferring their data from one site location to another site.

Part I - To be completed by the VITA/TCE site:

Site name

FC Prosper Center South Drop Off

Site address (street, city, state, zip code)

2900 S IH 35 Frontage Rd
Austin, TX 78704

Site identification number (SIDN)

S58061893

Site coordinator name

Janet Herrgesell

Site contact name

Tax Help Program

Site contact telephone number

512-610-7374

This site is using the following Virtual VITA/TCE method(s) to prepare tax returns:

- A. Drop Off Site:** This site uses a drop off process which includes the site maintaining personally identifiable information (Social Security numbers, Form W-2, etc.) to prepare the tax return at the same site but at a later time. In this process, the taxpayer comes back to the same site for the quality review and/or signing the completed tax return. The site must explain the method it uses to contact the taxpayer if additional information is needed.
- Note:** Sites where the taxpayer does not leave the site's property, for example waiting in another room or in a vehicle, are NOT considered drop off sites. Since the taxpayer remains at the site, they are not required to complete Form 14446. If the taxpayer leaves their tax documents at the site and then leaves the site's property for any reason, the taxpayer must complete Form 14446.
- B. Intake Site:** This method includes the taxpayer leaving their personally identifiable information (Social Security numbers, Form W-2 and other documents) at the site in order to prepare and/or quality review the tax return at another location. In this process, the taxpayer's tax return information may be sent to another location for one or more of the following reasons; interviewing the taxpayer, preparing the tax return, or performing a quality review. The taxpayer may come back to the intake site for the quality review or to review and sign the completed tax return.
- C. Return Preparation and/or Quality Review Only Site:** This site may receive returns from one or more intake sites to prepare and/or quality review returns. This site generally does not take walk-ins or appointments in their location.
- D. Combination Site:** This site prepares returns for other permanent or temporary intake sites and assists walk-ins and appointments in their location.
- E. 100% Virtual VITA/TCE Process:** There is no in-person interaction with the taxpayer and any of the VITA/TCE volunteers in this process, during the intake, interview, return preparation, quality review, and signing the tax return. The site must explain the virtual processes and consent. This includes the virtual procedures to send required documents (Social Security numbers, Form W-2 and other documents) through a secured file sharing system to a designated volunteer for review.

Part II: The Site's Process:

Explain how each process will be followed to assist the taxpayer remotely. The questions in parentheses below provide guidance on what to include in the explanation for each process. How will the site manage:

1. Scheduling the appointment (How is the appointment made: by phone, online portal, email, or by other means)

No appointment is required.

2. Securing Taxpayer Consent Agreement (How is the 14446 signed, received, and stored)

The Prosper Center South Drop Off site will sent to a client a custom URL for the Intake Website at GetYourRefund.org. The client will access the Intake Website via computer or mobile device. Using the Intake Website, the client will complete a custom-built electronic intake form that includes Form 13614-C and a request to consent to this VITA service model (Form 14446).

3. Performing the Intake Process - securing all documents (How are the taxpayer's supporting documents received, stored and tracked)

The taxpayer uses the Intake Website (accessed through a custom URL) to complete a custom-built electronic intake form that includes Form 13614-C and a request to consent to this Virtual VITA service model (Form 14446). Taxpayer completes an electronic version of Form 13614-C, consents to Form 14446, and securely uploads ID verification documents and tax documents.

4. Validating taxpayer's authentication - reviewing photo identification and Social Security cards/ITIN letters (What communication channel, either in-person or virtually, is used to validate the taxpayer's identity and which documents are reviewed)

The Intake Website uses an automated record check service and picture ID upload to verify the taxpayer's identity. Taxpayers are asked to upload a Selfie holding their State or Government-issued ID (e.g. driver's license). They must also upload a picture of the physical Social Security cards of all individuals on the tax return.

5. Performing the interview with the taxpayer (What communication channel, either in-person or virtually, is used to conduct the interview)

Once the taxpayer has completed the intake questionnaire and uploaded their tax documents to a newly created ticket in The Hub, a tax preparer will call the client to conduct an intake interview. At the beginning of the call, the Intake Volunteer identifies themselves and the local VITA program they are associated with and will ask the taxpayer for the last 4 digits of their Social Security Number.

6. Preparing the tax return (Where is the tax return prepared and how are documents accessed by the preparer)

IRS-certified volunteers will be able to login to the GetYourRefund case management system (The Hub) and select an intake packet that is assigned to them and can access securely stored documents for that client. The volunteer tax preparer will contact the taxpayer any time questions arise or if it is discovered that additional information is needed to complete the return.

7. Communicating with the taxpayer (Site must explain the method(s) it uses to contact the taxpayer if additional information is needed)

IRS-certified volunteers and/or staff will email, text, or call the taxpayer if additional information is needed or to communicate when the tax return is ready for review with the taxpayer. The taxpayer will be contacted via the GetYourRefund case management system (The Hub) according the contact method approved by the taxpayer during the intake interview.

8. Performing the quality review (Where is the tax return reviewed and how are documents accessed by the reviewer)

IRS-certified volunteers will be able to login to the GetYourRefund case management system (The Hub) to access securely stored documents for that client. TaxSlayer will be used for tax preparation and e-filing. Once the quality review is complete, the taxpayer is notified to return to a tax site for in-person pick-up or to schedule a virtual "review and sign" appointment.

9. Sharing the completed return (What communication channel, in-person or virtually, is used to share the completed return and how does the volunteer and/or taxpayer access the completed return)

For taxpayers completing the processes virtually, the taxpayer will meet with the quality reviewer via phone call or Zoom to verify the taxpayer's identify and review the outcome of the return. Afterward, the client will log into their secure client portal to view the completed tax return and electronically sign Form 8879.

10. Signing the return (Does taxpayer sign the return in-person or electronically and if electronically, which software is used to sign the return)

Taxpayers completing the process virtually will electronically sign Form 8879 from within their secure Hub client portal and will also have access to save and/or print a copy of their tax return. The return will not be transmitted until the Form 8879 has been signed. Both spouses must sign a joint return.

11. E-filing the tax return (When is the return e-filed: immediately or at the end of the day)

After Form 8879 has been electronically signed, the Site Coordinator will transmit the return. The goal is to transmit the tax return within 24 hours of when Form 8879 was signed. If a tax return is rejected, a transmitting specialist will contact the taxpayer within 24 hours of receiving a rejected IRS acknowledgement to resolve the issue.

Page three of this form will be maintained at the site with all other required documents.

Part III: Taxpayer Consents:

Request to Review your Tax Return for Accuracy:

To ensure you are receiving quality services and an accurately prepared tax return at the volunteer site, IRS employees randomly select free tax preparation sites for review. If errors are identified, the site will make the necessary corrections. IRS does not keep any personal information from your reviewed tax return and this allows them to rate our VITA/TCE return preparation programs for accurately prepared tax returns. If you do not wish to have your return included as part of the review process, it will not affect the services provided to you at this site. If the site preparing this return is selected, do you consent to having your return reviewed for accuracy, by an IRS employee?

Yes No

Virtual Consent Disclosure:

If you agree to have your tax return prepared and your tax documents handled in the above manner, your signature and/or agreement is required on this document. Signing this document means that you are agreeing to the procedures stated above for preparing a tax return for you. (If this is a Married Filing Joint return both spouses must sign and date this document.) If you chose not to sign this form, we may not be able to prepare your tax return using this process. Since we are preparing your tax return virtually, we have to secure your consent agreeing to this process. If you consent to use these non-IRS virtual systems to disclose or use your tax return information, Federal law may not protect your tax return information from further use or distribution in the event these systems are hacked or breached without our knowledge. If you agree to the disclosure of your tax return information, your consent is valid for the amount of time that you specify. If you do not specify the duration of your consent, your consent is valid for one year from the date of signature. If you believe your tax return information has been disclosed or used improperly in a manner unauthorized by law or without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484, or by e-mail at complaints@tigta.treas.gov. While the IRS is responsible for providing oversight requirements to Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs, these sites are operated by IRS sponsored partners who manage IRS site operations requirements and volunteer ethical standards. In addition, the locations of these sites may not be in or on federal property.

I agree to use this site's Virtual VITA/TCE Process Yes No

Printed name		Printed name (spouse if married filing joint)	
Date of birth	Date	Date of birth	Date
Telephone number		Telephone number	
Email address		Email address	
Signature (electronic)		Signature (electronic)	
OR		OR	
Signature (type/print)		Signature (type/print)	