



## 2020 Community Tax Centers Client Survey | Encuesta de Clientes

All information is confidential, and answers are optional. This survey helps us serve you better.  
*Toda la información individual es confidencial y las respuestas son opcionales. Esta encuesta nos ayuda a servirle mejor.*

### English/ingles

### Spanish/español

**9. Other than English, what language do you speak at home?**

- None
- Spanish
- Sign Language
- Arabic
- Other
- Chinese
- French
- Vietnamese
- Prefer not to answer

**10. What is the gender of the primary taxpayer?**

- Female
- Male
- Prefer not to answer

**11. How do you plan to use your tax refund?**

- No Refund
- Saving or investment
- College Tuition/student loans
- Pay bills or reduce debt
- Purchasing large items
- Rent, food, and daily expenses
- Other

**12. How did you hear about us?**

- Returning Client
- Family/Friend recommendation
- Work for Foundation Communities or tax site host
- Online/Google search
- Doctor/Clinic/Case Manager referral
- Flyer/Ad/Sign
- Radio/TV Story
- Community Organization

**13. How did you have your taxes prepared last year?**

- Here
- Another free place like this
- Did my own
- Family or friend did them for free
- Paid someone and got a refund advance
- Paid someone without getting a refund advance
- Did not file last year
- Have never filed before

**14. Do you live in a Foundation Communities property?**

- No
- Yes, \_\_\_\_\_ (property)

**9. Aparte del inglés, ¿habla usted otro idioma en casa?**

- Ninguno
- Español
- Language de señas
- Árabe
- Otro
- Chino
- Francés
- Vietnamita
- Prefiero no contestar

**10. ¿Cuál es el sexo del contribuyente primario?**

- Femenino
- Masculino
- Prefiero no contestar

**11. ¿Cómo planea usar su reembolso?**

- No hay reembolso
- Ahorro o inversión
- Matrícula universitaria/préstamos estudiantiles
- Pagar facturas o reducir deudas
- Compra de artículos grandes
- Renta, comida y gastos diarios
- Otro

**12. ¿Cómo escuchó sobre nosotros?**

- Cliente Previo
- Recomendación de un familiar o amigo
- Trabaja para Foundation Communities o para un anfitrión de sitio de impuestos
- Búsqueda en línea/Google
- Doctor/Clínica/Referencia de un trabajador social
- Volante/Anuncio/Letrero
- Radio/Televisión
- Organización de la comunidad

**13. ¿Cómo preparo sus impuestos el año pasado?**

- Aquí
- Otro lugar gratis como este
- Yo mismo los hice
- Familia o amigo los hizo gratis
- Pague a alguien y obtuve un reembolso por adelantado
- Pague a alguien sin obtener un reembolso por adelantado
- No presenté los impuestos del año pasado
- Nunca he presentado impuestos

**14. ¿Usted vive en una propiedad de Foundation Communities?**

- No
- Sí, \_\_\_\_\_ (propiedad)

**Consent to Use – 1 year | Consentimiento para usar – 1 año**

The Community Tax Centers would like to create and share program summary statistics with stakeholders in support of our fundraising and advertising efforts and volunteer promotion. **We won't use your name, address, phone number, or other information that could be used to identify you. We also will never sell your information.**

Federal law requires this consent form be provided to you. Unless authorized by law, we cannot use your tax return information for purposes other than the preparation and filing of your tax return without your consent.

You are not required to complete this form to engage our tax return preparation services. If we obtain your signature on this form by conditioning our tax return preparation services on your consent, your consent will not be valid. 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](mailto:complaints@tigta.treas.gov).

\_\_\_\_\_  
**Signature of primary taxpayer**

**Firma del contribuyente primario**

\_\_\_\_\_  
**Date**

**Fecha**

\_\_\_\_\_  
**Signature of secondary taxpayer**

**Firma del contribuyente secundario**

\_\_\_\_\_  
**Date**

**Fecha**

**Consent to Disclose – 1 year | Consentimiento para divulgar – 1 año**

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\_\_\_\_\_  
**Signature of primary taxpayer**

**Firma del contribuyente primario**

\_\_\_\_\_  
**Date**

**Fecha**

\_\_\_\_\_  
**Signature of secondary taxpayer**

**Firma del contribuyente secundario**

\_\_\_\_\_  
**Date**

**Fecha**