

Dear Valued Client:

December 29, 2020

The year 2020 has been very challenging for all of us. What we knew as 'normal' will probably never be seen or felt again. We are trying to make the tax preparation season as safe for everyone as possible under the current pandemic climate. Therefore, we are forced to institute some changes that are in compliance with CDC safety guidelines. We want to protect you as much as we want to be protected and we feel that the only safe way to do that is to avoid in-person contact. We don't want to be the 'place' where someone accidentally picked up the virus. So, this letter is to inform you of the options we're making available to you for your tax 'appointment.' Believe me when I tell you that this is just as disappointing to me as it is to you. The reason I get up after maybe 4 hours of sleep, little or no food, and get to the office before I'm awake is to meet with my friends/clients – not just to do another tax return!

We hope that one of these new alternatives will work for you. It is new to us, too, so we're practicing and learning as we go. Please note that for Virtual and Telephone Appointments, we will need your documents dropped off, preferably, 2 weeks before the scheduled appointment so we have time to review.

**1) Virtual Appointment**

We are using Google Meet to have a computer face-to-face meeting. You will need to have a device with a camera and speaker (computer, tablet, smart phone). Your device will need to access the internet, your email, and Google Meet. You are to call our office to schedule a one-hour time slot. We will send an email with the link to that meeting and instructions for the log in. You will be able to see and speak to your preparer during that meeting.

**2) Telephone Appointment**

You will call us to schedule a one-hour time slot. We will call you at the appointed time and you will be able to speak to your preparer during that meeting.

**3) Drop Off**

We have a locked Drop Off box outside our front door. There will be some envelopes and a pen so that you can put your documents in one secure envelope and label it before dropping it into the box. We will empty the box every night and store the documents for 24 hours. Then the documents will be disbursed to your file.

**4) Mail In**

Our street mail is delivered daily (6 days during tax season) and our PO Box is also picked up daily. Anything mailed to us will be held for 24 hours and then disbursed to your file.

**5) Last Resort**

If there is no really good way to complete your 2020 tax return using one of these 4 options, we can put your return on extension until it's safe to have face-to-face meetings. . If we absolutely have to do face-to-face meetings, they won't be scheduled until much further back in the season so we have time to clean the offices after meetings.

For most of you, one of the 4 options will work. Hopefully this will be a one time only inconvenience. Thank you for your understanding and with everyone taking precautions, we'll all get through this safely and, at some point, we can laugh together about it!

The Accountant's Office & Jiffy Tax Shop staff

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