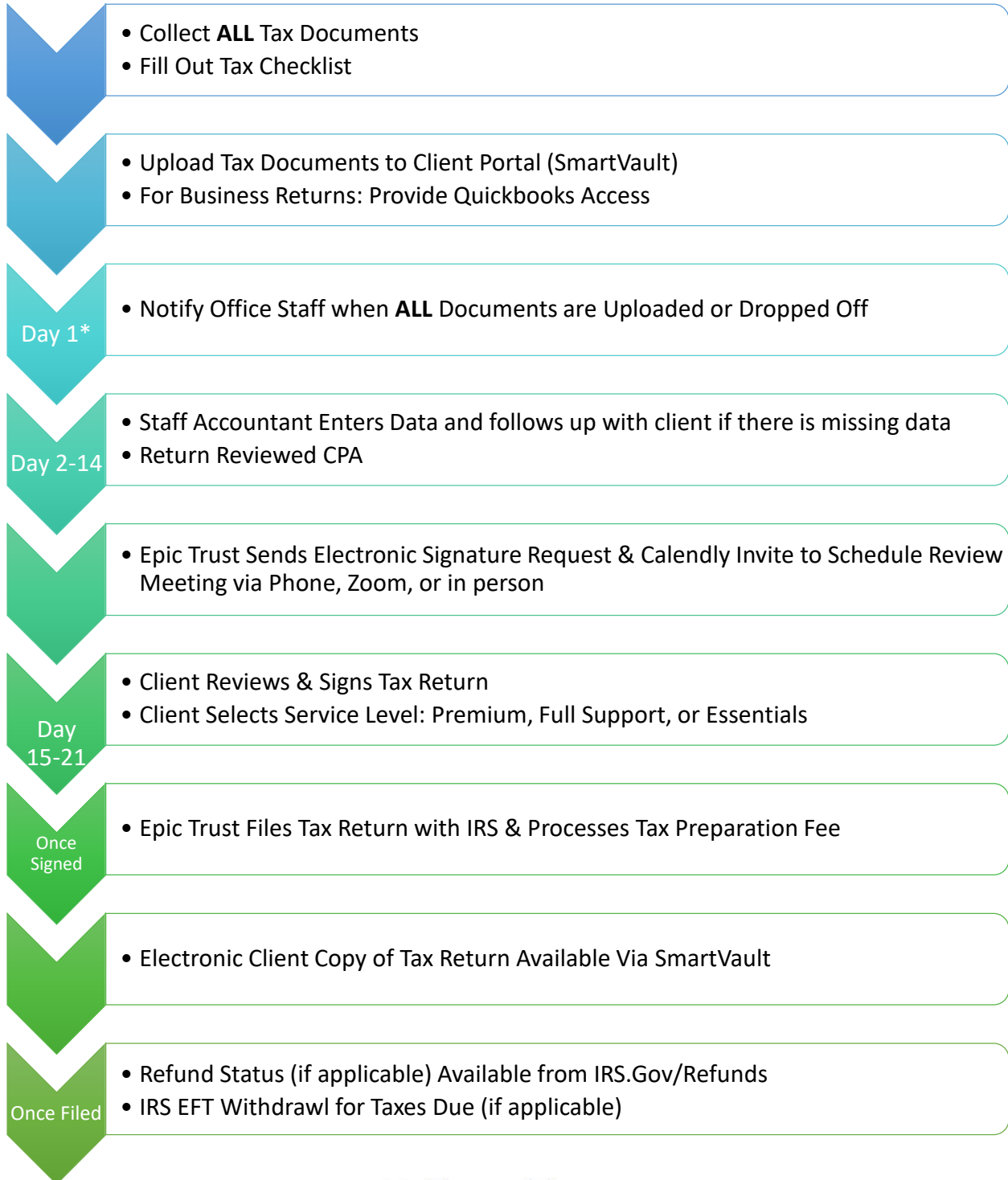


Tax Return Preparation Process:

WHAT TO EXPECT

Our goal is to process all tax returns within three weeks of receiving information*. We are committed to completing all returns by April 17th, provided we have all information by March 24th. All other returns will be extended to the October 16th deadline.



*See back

***We consider March 25th to April 17th to be 'blackout dates'** that do not count towards our goal of a three week turn around. For example, our goal for turnaround time on a return dropped off March 26th would be three weeks from April 17th, which is May 15th.