

## How to Submit a Guarantee Claim to TaxAct

### 1 Make sure to specify which type of claim you're making

Maximum Refund Guarantee Claim

\$100k Accuracy Guarantee Claim\*

100% Accuracy Guarantee Claim\*

*Business Products Only*

### 2 Information you should attach to your claim

All claims submissions should include the following information: (\*Required)

- TaxAct Username
- Order ID
- First and Last Name\*
- Zip Code\*
- Email Address\* on applicable TaxAct account

If you're making a **Maximum Refund claim**, please provide the following documents:

- A PDF copy of the return prepared with a competitor's software
- Any other pertinent information

If you're making a **\$100k Accuracy claim**, please provide the following documents:

- A PDF copy of the penalty notification from the IRS or your State
- Any other pertinent information

If you're making a **100% Accuracy claim**, please provide the following documents:

- A PDF copy of the penalty notification from the IRS or your State
- Any other pertinent information

### 3 Submit your claim

By email to [guarantee@taxact.com](mailto:guarantee@taxact.com) with all of the above required information

By mail to TaxAct Customer Support, 3200 Olympus Blvd, Suite 150, Dallas, TX 75019

**NOTE:** If sending via email, for security purposes, please black out any personal information on the copy of the tax return or penalty notification prior to sending, except for the taxpayer's name.

Once you submit the claim, a support representative will reach out to you via email.