

# How to Submit a Claim to TaxAct

**1**

**Make sure to specify which type of claim you're making:**

\$100k Accuracy Guarantee Claim\*

100% Expert Accuracy Guarantee Claim

Maximum Refund Guarantee Claim

*\*See note at bottom*

**2**

**What kind of information should you attach to your claim?**

### \$100k Accuracy Guarantee Claim

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

### 100% Expert Accuracy Guarantee Claim

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

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

### Maximum Refund Guarantee Claim

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

## Additionally...

**Everyone should include the following information: (\*Required)**

- TaxAct user name
- First and last name\*
- Zip code\*
- Email address used to file your tax return\*

**3**

## Submit your claim

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

**NOTE:** 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.