

How to Submit a Claim to TaxAct

To submit a \$100k Accuracy, a 100% Expert Accuracy, or a Maximum Refund claim to TaxAct®, please send an email to guarantee@taxact.com and include the following information:

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

**Required*

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

a \$100k Accuracy, a 100% Expert Accuracy, or a Maximum Refund claim.

What kind of information should you attach to your claim?

\$100k Accuracy Guarantee

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 purchased Audit Defense protection services through TaxAct, and want to make an Accuracy Guarantee claim, you must first go through Protection Plus. Please call (866) 942-8348 to start a case.

100% Expert Accuracy Guarantee

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

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

Maximum Refund Guarantee

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

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