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Thank you for the privilege of allowing us to provide you year-round tax service. We are committed to offering you a quality product with excellent service. To minimize the possibility of a misunderstanding between us, this letter will confirm the terms of our engagement and the nature and extent of the income tax services we will provide. Please be aware of our new mailing address.

### **Terms of Service**

We will prepare your 2019 Federal and State return and corresponding forms and schedules. Additional forms, schedules, and tax returns are subject to an additional fee.

We will be available to answer your questions and assist you in gathering the necessary information by furnishing you with questionnaires, organizers, and/or, worksheets. However, it is your responsibility to provide us with all of the information necessary to complete your tax return. You should retain all the documents, receipts, cancelled checks, and records to substantiate items of income and deductible expenditures which are claimed on your returns.

We prepare returns based on information and materials supplied to us by you, and/or by others designated by you. Nothing is added or deleted during the preparation which would result in an understatement of tax liability. We will not audit or verify the data you submit to us, although we may ask you to clarify some of the data. We are not responsible for the disallowance of doubtful deductions or for missing and/or inadequately supported documentation. Furthermore, we are not responsible for the resulting taxes, penalties, and interest that may be assessed. Since you have the final responsibility for the information on the income tax returns, we highly recommend that you review the tax returns carefully before signing and filing them.

We must receive all information for your return by **March 23, 2020** to ensure that it will be completed by **April 15, 2020**. If we receive your information less than 15 days before the deadline, you may be subject to an expedited fee. If we have not received all of your information by **March 23, 2020**, we cannot guarantee that your return will be filed on time and you may be subject to late filing or late payment penalties from the government agencies. We do not automatically file tax extensions for clients unless specifically requested to do so. Tax extensions are only for an extension of time to file the return; tax payments are still due by the due date. If taxes are owed, we will attempt to accurately estimate these at the time of filing the extension. Penalties and interest can still be assessed.

We provide an encrypted secure document vault to send and receive documents. We encourage you to use the encrypted smart vault to upload your tax information rather than mail or fax it. **For security reasons, we will not download attachments sent to us via email** and will send sensitive documents with in an encrypted manner.

Your records comprise the backup and support for your tax returns. Our records and files are our property and are not a substitute for your own records. Our firm destroys our client files and all pertinent work papers after a retention period of 3 years, after which time these items will no longer be available.

One copy of the return is printed for your review. One additional copy via fax, e-mail, electronic format or paper is available at no charge if you are a current client.

Catastrophic events or physical deterioration may result in our firm's records being unavailable. We do not provide copies of prior-year(s) returns if you are not a current year client.

### **Fees**

Your submission of tax information and/or records, engages this agreement to be effective, implied or not, and your willingness to contract Vickie Adams, CFP, to perform her services. We will bill you for the preparation of your tax returns. Fees for our services will be based on the time it takes to complete the return and the complexity of your return. Fees are based on our standard hourly rates \$250.00 for tax professionals and from \$75.00 - \$90.00 for accounting and bookkeeping staff plus any out-of-pocket expenses incurred by us for (i) computer and assembly fees, (ii) federal express and other delivery expenses, and (iii) other expenses incurred by us in the preparation of your returns.

**Our invoices are due and payable at the time of service.** All eligible returns originally filed by Vickie Adams will be electronically filed at no additional charge **Tax returns will not be electronically filed until payment is received.**

We reserve the right to bill for emails and electronic communication.

Although your tax return(s) will be prepared with extreme care, should you receive correspondence from any agency in regard to these returns, contact this office immediately. Our fee for tax return preparation does not include responding to inquiries or examination by taxing authorities. Should an examination occur, we are available to represent you at an additional fee.

If a question arises interpreting tax law, and a conflict exists between the taxing authorities' interpretation of the law and other supportable positions, we will use our professional judgement in resolving these issues. Whenever possible, we will resolve said questions in your favor.

If you agree to the above terms and conditions of our engagement, please sign this letter where indicated and return it to us with your tax information. This engagement must be signed for work to begin on your tax return(s).

### **Unanticipated Services**

The parties agree that if an unanticipated need arises, or any services not anticipated in this agreement by the parties arises, Vickie Adams hereby agrees to perform this additional work at a mutually agreed upon price before the service is provided. This service will be billed separately to the client, as part of a change order, and will be payable upon presentation (or terms mutually agreed upon).

### **Customer Responsibilities**

- You will do your best to accumulate any requested information in an orderly manner and submit the information as early as possible;
- You will punctually attend appointments with our firm with requested information or call us to reschedule at least 24 hours in advance.
- You submit information via mail or the secure portal, not via email for security purposes

After a preliminary review of your situation, a retainer may be requested based on the estimated number of hours necessary to complete the project. Payment is due within 10 days of presentation. Past due balances may be subject to finance charges.

If we are not paid within 30 days of the billing date, we reserve the right to cease all work and/or terminate our services. In that event, we shall be entitled to any retainer or fee balance as a minimum fee.

I will do my utmost to represent your interests and to provide you with the highest quality services. If you have questions regarding my services or fees, please notify me as quickly as possible. Generally, questions or misunderstandings can be satisfactorily resolved through communication. If you believe my services to you can be improved in any way please let me know immediately so that I may promptly act to remedy the situation.

Sincerely,  
Vickie Adams, CFP, CDFP

Read, Understood, and Agreed to:  
(Please return this agreement with your signatures)

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date