

I AM USING A PAID TAX PREPARER . . .

What are my Rights?

1. A tax preparer is required to offer a detailed explanation of their available services
2. Prior to rendering any service a tax preparer must provide customers with a disclosure form with the following information:
 - + The price of each offered service and any and all fees.
 - + An estimate of your total charge based upon the tax preparation you choose to purchase
 - + The period of time you can reasonably expect to wait for your refund.
3. Tax preparers must certify that they provided all of the required disclosures and explanations
4. You have the right NOT to utilize an alternative settlement product (for example, a refund anticipation loan or refund anticipation check)
5. Tax preparers must provide all customers with a copy of this Bill of Rights

IF YOUR RIGHTS ARE VIOLATED . . .

File a formal complaint with the City of Chicago, Department of Business Affairs and Consumer Protection

WHERE DO I FILE A COMPLAINT . . .

by phone:

Call the City's non-Emergency Number

311

People residing outside the City of Chicago
may call 312.744.5000

by mail:

Department of Business Affairs
and Consumer Protection
121 N. LaSalle St., Rm 805, Chicago, IL 60602
Attn: Complaint Intake -- Tax Preparation