

# Virtual VITA/TCE Taxpayer Consent

This form is required when either the Intake/Interview and/or the Quality Review are not conducted in-person between the taxpayer and the VITA/TCE volunteer. The site must explain to the taxpayer the process used to prepare the taxpayer's return. If applicable, volunteers must advise the taxpayer of the associated risk of transferring their data from one site location to another site.

**Part I - To be completed by the VITA/TCE site:**

Site name

LTM Coatesville

Site address (street, city, state, zip code)

645 East Lincoln Highway, Coatesville, PA 19320

Site identification number (SIDN)

S25013912

Site coordinator name

Paul Cardell, Don O'Neill, Dennis Macaleer

Site contact name

Donna Laird

Site contact telephone number

610-380-9099 ext 100

**This site is using the following Virtual VITA/TCE method(s) to prepare tax returns:**

**A. Drop Off Site:** This site uses a drop off process which includes the site maintaining personally identifiable information (Social Security numbers, Form W-2, etc.) to prepare the tax return at the same site but at a later time. In this process, the taxpayer comes back to the same site for the quality review and/or signing the completed tax return. The site must explain the method it uses to contact the taxpayer if additional information is needed.

**Note:** Sites where the taxpayer does not leave the site's property, for example waiting in another room or in a vehicle, are NOT considered drop off sites. Since the taxpayer remains at the site, they are not required to complete Form 14446. If the taxpayer leaves their tax documents at the site and then leaves the site's property for any reason, the taxpayer must complete Form 14446.

**B. Intake Site:** This method includes the taxpayer leaving their personally identifiable information (Social Security numbers, Form W-2 and other documents) at the site in order to prepare and/or quality review the tax return at another location. In this process, the taxpayer's tax return information may be sent to another location for one or more of the following reasons; interviewing the taxpayer, preparing the tax return, or performing a quality review. The taxpayer may come back to the intake site for the quality review or to review and sign the completed tax return.

**C. Return Preparation and/or Quality Review Only Site:** This site may receive returns from one or more intake sites to prepare and/or quality review returns. This site generally does not take walk-ins or appointments in their location.

**D. Combination Site:** This site prepares returns for other permanent or temporary intake sites and assists walk-ins and appointments in their location.

**E. 100% Virtual VITA/TCE Process:** There is no in-person interaction with the taxpayer and any of the VITA/TCE volunteers in this process, during the intake, interview, return preparation, quality review, and signing the tax return. The site must explain the virtual processes and consent. This includes the virtual procedures to send required documents (Social Security numbers, Form W-2 and other documents) through a secured file sharing system to a designated volunteer for review.

**Part II: The Site's Process:**

Explain how each process will be followed to assist the taxpayer remotely. The questions in parentheses below provide guidance on what to include in the explanation for each process. How will the site manage:

1. Scheduling the appointment (How is the appointment made: by phone, online portal, email, or by other means)

No appointment is necessary; we operate on a first-come, first-served basis.

2. Securing Taxpayer Consent Agreement (How is the 14446 signed, received, and stored)

Each taxpayer must sign Form 14446 and other intake forms before leaving the site or securely submit them via our transmission service, if doing taxes virtually. The site will scan these documents into TaxSlayer's Scanned Document file and return originals to the taxpayer.

3. Performing the Intake Process - securing all documents (How are the taxpayer's supporting documents received, stored and tracked)

During intake, all taxpayer intake forms, photo IDs, and Social Security cards are reviewed, and any relevant tax documents are collected. These documents are then scanned into TaxSlayer, and all originals are returned to the taxpayer before they leave.

4. Validating taxpayer's authentication - reviewing photo identification and Social Security cards/ITIN letters (What communication channel, either in-person or virtually, is used to validate the taxpayer's identity and which documents are reviewed)

Every primary and secondary taxpayer's identity is verified by an IRS-certified preparer using a photo ID. For those coming into the site, we do this in person and for those virtual taxpayers, we contact them using our LTM video enabled Yealink phone system. We also ensure that a Social Security card or ITIN is on file for each individual on the return before proceeding with preparation.

5. Performing the interview with the taxpayer (What communication channel, either in-person or virtually, is used to conduct the interview)

Each intake includes a thorough interview by an IRS-certified volunteer who reviews the intake forms and confirms that all necessary documents are provided. This process is completed in person or, if virtual, through our LTM video-enabled Yealink phones.

6. Preparing the tax return (Where is the tax return prepared and how are documents accessed by the preparer)

Tax returns are prepared at the Coatesville site by the next available IRS-certified volunteer who accesses scanned documents in TaxSlayer.

7. Communicating with the taxpayer (Site must explain the method(s) it uses to contact the taxpayer if additional information is needed) If additional information is needed during preparation or review, the taxpayer will be contacted using our LTM video-enabled Yealink phone, displayed as 610-380-9099. Additional information can be collected by phone, and any extra documents can be uploaded through the Customer

Portal or our secure transmission service, Encyro.

8. Performing the quality review (Where is the tax return reviewed and how are documents accessed by the reviewer)

Each taxpayer undergoes a Quality Review call from 610-380-9099 on our video-enabled phone system, conducted by an IRS-certified volunteer following quality review procedures outlined in Publication 4012. Reviewers, based at the Coatesville site, access the scanned documents via TaxSlayer.

9. Sharing the completed return (What communication channel, in-person or virtually, is used to share the completed return and how does the volunteer and/or taxpayer access the completed return)

When the return is ready, the taxpayer is contacted for review. They may visit the site to review and sign in person, where they'll receive a hard copy, or complete the review virtually, signing and printing their return through the Customer Portal.

10. Signing the return (Does taxpayer sign the return in-person or electronically and if electronically, which software is used to sign the return)  
 Based on their preference, established during intake, taxpayers may choose an in-person review and signing or a virtual review. For in-person reviews, an IRS-certified preparer will go over the return before signing. For virtual reviews, the return will be discussed by phone (610-380-9099) and signed via the Customer Portal.

11. E-filing the tax return (When is the return e-filed: immediately or at the end of the day)  
 All returns are electronically filed by our Site Coordinators at the end of the day once the final signature page has been received.

**Page three of this form will be maintained at the site with all other required documents.**

**Part III: Taxpayer Consents:**

**Request to Review your Tax Return for Accuracy:**

To ensure you are receiving quality services and an accurately prepared tax return at the volunteer site, IRS employees randomly select free tax preparation sites for review. If errors are identified, the site will make the necessary corrections. IRS does not keep any personal information from your reviewed tax return and this allows them to rate our VITA/TCE return preparation programs for accurately prepared tax returns. If you do not wish to have your return included as part of the review process, it will not affect the services provided to you at this site. If the site preparing this return is selected, do you consent to having your return reviewed for accuracy, by an IRS employee?

Yes       No

**Virtual Consent Disclosure:**

If you agree to have your tax return prepared and your tax documents handled in the above manner, your signature and/or agreement is required on this document. Signing this document means that you are agreeing to the procedures stated above for preparing a tax return for you. (If this is a Married Filing Joint return both spouses must sign and date this document.) If you chose not to sign this form, we may not be able to prepare your tax return using this process. Since we are preparing your tax return virtually, we have to secure your consent agreeing to this process. If you consent to use these non-IRS virtual systems to disclose or use your tax return information, Federal law may not protect your tax return information from further use or distribution in the event these systems are hacked or breached without our knowledge. If you agree to the disclosure of your tax return information, your consent is valid for the amount of time that you specify. If you do not specify the duration of your consent, your consent is valid for one year from the date of signature. If you believe your tax return information has been disclosed or used improperly in a manner unauthorized by law or without your permission, you may contact the Treasury Inspector General for Tax Administration (TIGTA) by telephone at 1-800-366-4484, or by e-mail at [complaints@tigta.treas.gov](mailto:complaints@tigta.treas.gov). While the IRS is responsible for providing oversight requirements to Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) programs, these sites are operated by IRS sponsored partners who manage IRS site operations requirements and volunteer ethical standards. In addition, the locations of these sites may not be in or on federal property.

I agree to use this site's Virtual VITA/TCE Process  Yes    No

Printed name		Printed name (spouse if married filing joint)	
Date of birth	Date	Date of birth	Date
Telephone number		Telephone number	
Email address		Email address	
Signature (electronic) <b>OR</b>		Signature (electronic) <b>OR</b>	
Signature (type/print)		Signature (type/print)	